

Agenda

Novi Public Library Board of Trustees--Regular Meeting
 Thursday, January 23, 2019
 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, Melissa Agosta
2. Roll Call by Secretary, Kat Dooley
3. Pledge of Allegiance
4. Approval and Overview of AgendaX
5. Consent Agenda
 - A. Approval of Regular Meeting Minutes – December 18, 20194-10
 - B. Approval of Library Board Budget Session Meeting Minutes – January 9, 2020..... 11-18
 - C. Approval of Claims and Warrants – December 31, 2019 19-21
6. Correspondence
 - A. Thank you letter from Maansi Nema re: Novi Meadows STEM Night 22
7. Presentation/Special Guest
 - A. None
8. Public Comment
 In order to hear all citizen comments at a reasonable hour, the Library Board requests that speakers respect the three 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 23-24
10. President's Report (Melissa Agosta)
 - A. 2019-2020 Goals Update (July, October, **January**, April) 25-30
 - B. 2019-2022 Strategic Objectives (3 year plan).....31
11. Treasurer's Report (Geoffrey Wood)
 - A. 2019-2020 Library Budget Fund 268..... 32-34
 - B. 2019-2020 Contributed Fund Budget 269 35
 - C. Library Fund 268 Expenditure & Revenue Report (as of December 31, 2019) 36-38
 - D. Contributed Fund 269 Expenditure & Revenue Report (as of December 31, 2019) 39-40
 - E. Balance Sheets for Funds 268 and 269 (as of December 31, 2019) 41-42

12. Director's Report.....	43-73
A. Information Technology Report	74-76
B. Facilities Report	77
C. Information Services Report.....	78-80
D. Support Services Report	81
E. Library Usage Statistics	82-90
F. Friends of the Novi Library	N/A
G. Novi Historical Commission – December 18, 2019 Agenda	91
H. Bits & Pieces	N/A

13. Committee Reports

A. Policy Committee: Review current public policies for the Library

(Michener–Chair, Agosta)

- Committee consists of: Julie Farkas, Marcia Dominick , Barb Rutkowski, Maryann Zurmuehlen, Betty Lang, Keith Perfect, Dana Brataniec and Hillary Hentschel

B. HR Committee: HR Policies, Director Review, Salary Study

(Agosta – Chair, Wood, Dooley, Staff Liaison – Marcia Dominick)

- Staff satisfaction and strategic planning survey on hold until further notice.
- Committee consists of: Julie Farkas, Marcia Dominick , Lindsay Gojcaj, Kathleen Alberga, Kirsten Malzahn, Christopher Nadeau

C. Finance Committee: Financial plan based on building assessment review, Library endowment investigation

(Wood- Chair, Messerknecht, Lawler)

- Committee Mtg. met on Monday, September 23, 2019 to discuss Endowment and Financial Policy. Committee members are reviewing the current policy and will recommend changes.
- Committee members are reviewing the current Financial Policy and will recommend changes.

D. Events/Marketing/Fundraising Committee: Outreach opportunities

(Yu – Chair, Michener, Dooley)

1. The Marketing Plan is being revised.
2. Library/Community Events Attended by Library Board Members in the Last Month:
 - 1/5 Library Board iCube Demo: Yu, Dooley, Messerknecht
 - 1/6: Diamond Jim Brady's Program: Lawler

E. Strategic Planning Committee:

(Dooley- Chair, Yu).

- No report at this time.

F. Building/Landscape Committee: Entrance project

(Messerknecht – Chair, Lawler, Wood)

- Flood Update that occurred on Tuesday, January 14th. See information in Director's report.
- Library Café – See information provided by Evol Gazzarato in Director's report.

- Grounds– North end drain work will be completed in spring 2020.
- Lending Library Kiosk –We have received a tentative delivery date from the City of Novi for June 1, 2020. We have alerted the Lending Library vendor for delivery to begin on June 1, 2020 or during that week.
- Library Van –We are awaiting the delivery of the new van. Costs for the vinyl wrap of the van have been received. A memorandum of understanding will be drafted for February meeting review by the board.

G. Bylaw Committee: Review of Library Board Bylaws

(Lawler- Chair, Agosta)

- Bylaw revisions were approved at the March 28, 2019 meeting.
- No report at this time.

14. Public Comment

In order to hear all citizen comments at a reasonable hour, the Library Board requests that speakers respect the three 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

15. Matters for Board Action

- A. Approval of 2019-2020 Year End Projection 268 Budget as of January 23, 2020 (final documents provided at board meeting, not in packet).....N/A
- B. Approval of 2019-2020 Year End Project 269 Budget as of January 23, 2020.....N/A
- C. Approval of 2020-2021 268 Budget (final documents provided at board meeting, not in packet).....N/A
- D. Approval of 2020-2021 269 Budget (.....N/A
- E. Approval of January 2020-December 2022 Marketing Plan.....50-63

16. Executive Session – To discuss written confidential and privileged correspondence from legal counsel.

17. Adjourn

Supplemental Information:

- Library Calendar 92

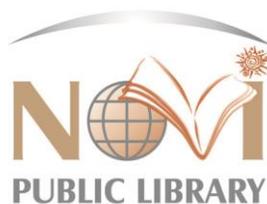
Future Events:

- Library Board Regular Meeting: Wed., February 19th at 7pm, City of Novi
- Novi Historical Commission Meeting: Wed., February 19th at 7pm, Novi Library
- Battle of the Books: Saturday, March 21st at 3pm, City of Novi
- National Library Week: April 19th – 25th

Inform. Inspire. Include.

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

<http://www.novilibrary.org>



**CITY OF NOVI LIBRARY BOARD
MINUTES, REGULAR MEETING
December 18, 2019**

DRAFT

1. Call to Order

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 Melissa Agosta, President, at 7:00 p.m.

2. Roll Call by Trustee, Bill Lawler

Library Board

Melissa Agosta, President
Craig Messerknecht, Vice President
Geoffrey Wood, Treasurer
Kat Dooley, Secretary (Absent and Excused)
Bill Lawler, Board Member
Tara Michener, Board Member
Torry Yu, Board Member

Student Representatives

Mahek Nasser, Student Representative (Absent and Excused)
Tarun Tangirala, Student Representative (Absent and Excused)

Library Staff

Julie Farkas, Director
Barbara Cook, Bookkeeper

3. Pledge of Allegiance

The Pledge of Allegiance was recited.

4. Approval and Overview of Agenda

A motion was made to approve the overview of the Agenda as presented.

1st – Tara Michener

2nd – Craig Messerknecht

The motion passed unanimously.

5. Consent Agenda

A. Approval of Regular Meeting Minutes

A motion was made to approve the regular meeting minutes from November 20, 2019 meeting.

1st – Tara Michener

2nd – Torry Yu

The motion passed unanimously.

B. Approval of Claims and Warrants

A motion was made to approve the Claims and Warrant 585.

1st – Tara Michener

2nd – Torry Yu

The motion passed unanimously.

6. Correspondence

- A. Email from: Awsaf Gazi re: Applicant Day for Census 2020
- B. Email from: Natalie McLaughlin re: Library Tour & iCube Demonstration for Employees at Novi Community Financial Credit Union.
- C. Facebook Post: iCube demonstration on December 10, 2019.

On page 17 is a photo of Librarian, Mary Robinson with iCube guests. Director Farkas mentioned that the iCube has been busy with glass etching as the community is exploring Holiday crafting opportunities.

Trustee Michener encourages the community to use the kits to help explore your creativity in the iCube.

7. Presentation/Special Guest

- A. None

8. Public Comment

Mr. Duchesneau, resident of Novi, approached the podium and thanked the Library Board for the contributions they make to the City and progress in the International youth collection. However, Mr. Duchesneau strongly suggests that the Library continue to significantly increase the international juvenile book collection and is requesting 500 books for each major language (with respect to residents in Novi). Emphasis placed on Japanese juvenile book collection as the City has a substantial Japanese population. The volume of DVD's is outstanding, however; the system lacks the ability to identify the DVD's that are in a foreign language or that have subtitles in a foreign language. Mr. Duchesneau would like to see an online search that is able to list all DVD's in a specific foreign language (i.e. Japanese or German, etc.) with subtitles.

9. Student Representatives Report

The Student Representatives report can be found on page 18 of the December 18, 2019 Library Board packet.

10. President's Report (Melissa Agosta)

- A. 2019-2022 Strategic Objectives (3 year plan)

The Strategic Objectives can be found on page 19 of the December 18, 2019 Library Board packet.

- o President Agosta shared with the Trustees that the Strategic Goals were presented City Council and the Library received positive feedback from the City.
- B. 2019-2020 Goals Update (July, October, January, April) N/A
- C. **Budget Planning Sessions:**
 Thursday, January 9th 4-7pm (Pizza Dinner Served) – 2nd floor Board Room
 Tuesday, January 21st 4-5:30pm – 2nd floor Board Room (Absent: Yu, Wood)
 Thursday, January 23rd 7:00pm Regular Meeting, Budget Approval.
- D. 2 Library Board Trustee seats are up for re-appointment in March 2020. The City Clerk will be reaching out for applications in late December/early January.

11. Treasurer's Report (Geoffrey Wood)

A. 2019-2020 Library Budget Fund 268

The 2019-2020 Library Fund 268 Budget can be found on pages 21-23 of the December 18, 2019 Library Board packet.

- The 2019-2020 Library Fund 268 budget calls for revenue of \$3,142,439 and expenditures of \$3,234,539 consuming \$92,100 of the fund balance.

B. 2019-2020 Contributed Fund Budget 269

The 2019-2020 Contributed Fund 269 Budget can be found on page 24 of the December 18, 2019 Library Board packet.

- The 2019-2020 Contributed Fund 269 budget calls for revenue of \$39,500 and expenditures of \$75,250 consuming \$35,750 of the fund balance.

C. Library Fund 268 Expenditure & Revenue Report

The Library Fund 268 Revenue and Expenditure Report can be found on pages 25-28 of the December 18, 2019 Library Board packet.

- Revenue ending November 30, 2019 was \$3,070,737.
- Expenditures ending November 30, 2019 was \$1,207,665.

D. Contributed Fund 269 Expenditure & Revenue Report

The Contributed Fund 269 Expenditure and Revenue Report can be found on page 29 of the December 18, 2019 Library Board packet.

- Revenue ending November 30, 2019 was \$17,604.
- Expenditures ending November 30, 2019 was \$6,117.

E. Balance Sheets for Fund 268 and 269

The Balance Sheet for Funds 268 and 269 can be found on pages 30 and 31 of the December 18, 2019 Library Board packet.

- Ending Fund Balance for Fund 268 as of November 30, 2019 was \$3,957,930.
- Ending Fund Balance for Fund 269 as of November 30, 2019 was \$1,687,573.

Trustee Lawler inquired about the vendor Millennium Business. This vendor supplies copy machines to the Library.

12. Director's Report

The Director's Report can be found on pages 32-52 of the December 18, 2019 Library Board packet.

Staff members celebrating anniversaries in December are:

- Kelly Kolchuk – Information Services – 18 years
- Dorothy Manty – Information Services – 17 years
- Kathleen Alberga – Information Services – 7 years
- Aisar Taja – Support Services – 7 years
- Linda Olshansky – Support Services – 1 year

Directors Report Summary

- At the bottom of page 32 is an example of a comment card that can be found in 3 different locations for Library guests to complete. An asterisk was added that the comments are subject to sharing in library and public documents.
- On page 33 is the Annual Report with updated information under statistics, the items checked out are 937,715 this now includes downloadable material. The visits decreased and are 463,818.
 - Director Farkas personal goal is for the Library to reach 1 million items checked out. It is an exciting time as the Library approaches that goal.
- On page 35-45 is a presentation Director Farkas gave to the City of Novi's leadership team.
- On page 46 and 47 is information on upcoming programs. The Library is partnering with the Chamber to bring in Richard Sheridan, the CEO of Menlo Innovations. This is a Lunch and Learn event that will be held at the Novi Civic Center.
- On pages 48-51 is the December eNewsletter.

A. Information Technology Report

The Information Technology Report, provided by Barb Rutkowski, can be found on pages 53 and 54 of the December 18, 2019 Library Board packet.

B. Facilities Report

The Facilities Report, provided by Keith Perfect is on page 55 of the December 18, 2019 Library Board packet.

C. Information Services Report

The Information Service Report is found on pages 56-59, prepared by April Stevenson.

D. Support Service Report

The Support Services report is found on pages 60-61, prepared by Maryann Zurmuehlen. Included on page 61 is a Lending Library Update prepared by Eva Sabolcik.

E. Library Usage Statistics

The Library Usage Statistics report can be found on pages 62-70.

F. Friends of the Novi Library

N/A

G. Novi Historical Commission – October 16, 2019 Meeting Minutes

The Novi Historical Meeting Minutes from October 16, 2019 can be found on pages 71-73.

H. Bits & Pieces

The Library Board Calendar is on page 74 of the December 18, 2019 Library Board packet.

Trustee Michener inquired if the Library guest visits include after-hours programs. Director Farkas acknowledged that this number does include after-hour programs as the counter is always on.

13. Committee Reports

A. Policy Committee: Review current public policies for the Library

(Michener-Chair, Agosta)

- i. Internal Policy Committee meetings with library staff began on October 7, 2019. Committee consists of: Julie Farkas, Marcia Dominick, Barb Rutkowski, Maryann Zurmuehlen, Betty Lang, Keith Perfect, Dana Brataniec and Hillary Hentschel.
 - Nothing new to report

B. HR Committee: HR Policies, Director Review, Salary Study

(Agosta – Chair, Wood, Dooley, Staff Liaison – Marcia Dominick)

- Staff Satisfaction and strategic planning survey on hold until further notice
- Internal HR Committee meetings with library staff began on September 17, 2019. Committee consists of: Julie Farkas, Marcia Dominick, Lindsay Gojcaj, Kathleen Alberga, Jessie Schenk, Kirsten Malzahn and Christopher Nadeau.
 - Nothing new to report

C. Finance Committee: Financial plan based on building assessment review, Library endowment investigation

(Wood – Chair, Messerknecht, Lawler)

- i. Committee met on Monday, September 23, 2019 to discuss Endowment and Financial Policy. Committee members are reviewing the current policy and will recommend changes.
- ii. Café added a rewards program for future purchases (10 points = \$2.00 off a purchase, 20 points = \$8.00 off a purchase) and a gift card option.

D. Events/Marketing/Fundraising Committee: Outreach opportunities

(Yu– Chair, Michener, Dooley)

1. Bingo game launched in November. Great responses from Facebook followers and guests to date. There has been a winner each week since the initiative started. Committee received a 2nd draft of the Marketing Plan to review. Marketing Plan will come to the Library Board for approval in January 2020.
2. Library/ Community Events attended by Library Board Members in the Last Month:
 - i. December 6: Light up the Night: Michener, Yu, Agosta
 - ii. December 7: Evening of Appreciation: Messerknecht, Agosta, Michener, Yu
 - iii. December 9: Annual Report & Strategic Plan Presentation to City Council: Agosta

- iv. December 11: Deerfield School planning meeting for March is Reading Month: Michener

President Agosta thanked Sheryl Walsh, the HR Team and the City of Novi for the fabulous Light up the Night and the Evening of Appreciation events.

E. Strategic Planning Committee: Annual review of current plan

(Dooley – Chair, Yu)

- Completed. Presented to the City Council on Monday, December 9th, information was made available to library staff, throughout the library and on various social media outlets. Julie is planning a cable spot on Beyond Books in January to discuss.

F. Building/Landscape Committee: Café Services, Entrance project, Lending Library, Youth renovation, Teen renovation

(Messerknecht – Chair, Lawler, Wood)

- Lending Library Kiosk – Request to library Board to close on a Friday in early May (tentatively May 1, 2019) for an All Staff Training Day instead of in August 2020 was approved at the August 22, 2019 meeting. A focus group was held at Fox Run on December 4, 2019 and surveys were solicited at Light up the Night. See page 61 for a detailed report of meetings by Eva Sabolcik.
- Library Van – A meeting occurred on Thursday, September 12, 2019 to discuss a van wrap design for the new vehicle. Pricing will be submitted in the next month to review. A design was submitted and is currently being review. No costs have been submitted at this time.
- Main Doors Entrance Area- 3 meetings have occurred with a vendor for design work, City of Novi Building Dept. and Novi Fire Dept. to look at a temporary solution (winter months) for an enclosure at the main entrance to cut down weather elements in the building. A rendering of the space was received and shared in the November packet. A second draft of the design has been received. No cost estimates have been received at this time. Director Farkas is trying to put a meeting together for Monday, December 16th at 8:30am for city of Novi Building Dept. and Fire Dept. to review the second drawing.
 - Trustee Messerknecht received his copy of the Engage magazine and encourages all the patrons and the residents to read the article about the Library Café.
 - Trustee Wood asked if there was a resolution regarding the Café name. Director Farkas will follow up on this.

G. Bylaw Committee: Review Library Board Bylaws

(Lawler – Chair, Agosta)

- i. Bylaw revisions were approved at the March 28, 2019 meeting.
 - Nothing new to report.

14. Public Comment

There was no public comment.

15. Matters for Board Action

None

16. Adjourn

A motion was made to adjourn at 7:24 p.m.

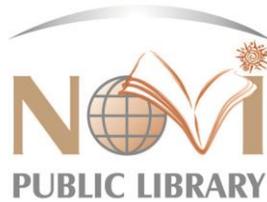
1st—Tara Michener

2nd—Torry Yu

The motion passed unanimously.

Craig Messerknecht, Vice President

Date



**CITY OF NOVI LIBRARY BOARD
MINUTES, SPECIAL MEETING
BUDGET STUDY SESSION
January 9, 2020**

DRAFT

1. Call to Order

The meeting was held at the Novi Public Library, 45255 W. Ten Mile Road, Novi, Michigan, 48375, and was called to order by Melissa Agosta President, at 4:04 p.m.

2. Roll Call

Roll Call by Secretary, Kat Dooley

Library Board

Melissa Agosta, President

Craig Messerknecht, Vice President (departed at 6:05 p.m.)

Kat Dooley, Secretary

Geoffrey Wood, Treasurer

Bill Lawler, Board Member (departed at 6:14 p.m.)

Tara Michener, Board Member

Torry Yu, Board Member (departed at 6:22 p.m.)

Library Staff

Julie Farkas, Director

Barbara Cook, Bookkeeper

3. Pledge of Allegiance

The Pledge of Allegiance was recited.

4. Approval and Overview of Agenda

A motion was made to approve the January 9, 2020 Library Board Budget Session Agenda.

1st—Kat Dooley

2nd—Geoffrey Wood

The motion passed unanimously.

5. Public Comment

None.

6. 2020-2021 Proposed 268 and 269 Library Budgets – Julie Farkas, Library Director

A. 2020-2021 Budget Narrative

1. Unexpected Costs as of January 9, 2020

- As of January 9, 2020, account 268-941.000 grounds maintenance will be increased from \$45,400 to \$50,900 for year-end 19/20, due to north end grounds work scheduled for spring 2020.
- Director Farkas informed the Board that the Library is still working through some HVAC issues with mixing boxes, which are not releasing heat. Costs will be researched for these equipment failures. This would affect account 268 - 934.000 building maintenance. Director Farkas will keep the Board posted on this topic.

2. Technology Capital Improvements

The computers are on a 5-year cycle of replacement. Security cameras are on a rotation of 5-7 years.

- Fiscal Year 20/21 replacements for physical computers will cost \$31,200 and will cover these areas: 1st Floor and 2nd Floor Reference Desk, Public Adult and Youth, Teen Stop.
- Fiscal Year 20/21 replacements and upgrades to security cameras will cost \$21,000 and specific locations included are: parking lot, 2 patio doors, DVDs, Youth Study Rooms, Youth Media and Southwest Windows. (account 268-986.000)

3. Capital Improvements Projects

A. Upholstery Project (Budget 990 Furniture)

- Fiscal Year 20/21 upholstery improvements will cost \$17,000. The 2nd floor study rooms will be reupholstered and 2 tables and 8 chairs will be added to the lower level. (account 268-990.000)

B. Youth Area Renovation Project (3 Phases of work proposed) – 269 Account

- Fiscal Year 20/21 Youth Department (Phase 1) enhancements will cost \$16,636 for painting, maple trim, mural, 3 branch pinwheel table, 3 stools, and moving of existing manipulatives to east wall. (Refer to toddler alcove design) (account 269-742.231)
- Fiscal Year 21/22 Youth Department (Phase 2) enhancements include cabinet, washing machine, puppet stage and storage.
- Fiscal Year 22/23 Youth Department (Phase 3) enhancements will include an entryway to youth play area with stacked cubed designs.
- The Friends of the Novi Library are graciously contributing a Baby Garden and Hanging Mobiles for Fiscal Years 20/21 and 21/22, respectively.

C. Teen Area Renovation Project (3 phases of work proposed) – 269 Account

- Teen Librarian, Lindsay Gojcaj and the Teen Advisory Board (TAB) created a new plan for the 2nd floor teen space. The newly renovated space will increase seating to 29 spaces when the renovation is completed.

- Fiscal Year 20/21 teen area renovation (Phase 1) will cost \$13,156 and includes a laptop counter with 7 chairs, charging units, mounted OPAC, laptop tables for 4 existing chairs, new vinyl signage for the glass, and various electrical costs. (Refer to the teen space diagram). (account 269-742.231)
- Fiscal Year 21/22 teen area renovations (Phase 2) include reupholstering existing chairs & benches, and clarus board tops.
- Fiscal Year 22/23 teen area renovation (Phase 3) is the consideration of adding a door to the teen space.
- The Friends of the Novi Library are graciously contributing 4 new study tables/ 4 reading chairs for Fiscal Year 21/22.

D. Digital Marketing Displays – 269 Account – Proposed by April Stevenson with assistance by Barb Rutkowski and Keith Perfect.

- Fiscal Year 20/21 initiative to digitize the Kiosks by adding 3 vertical touch screens will cost approximately \$31,000-\$40,000 (including electrical work). These kiosks will be located in the main lobby, 1st floor youth area, and 2nd floor adult area. (269 account 742.233)

E. Main Entrance Area – Update as of January 9, 2020

- The main entrance area design is for next fall, impacting budget fiscal year 20/21. This is a temporary enclosure to protect the Library's main entrance. Approximate cost for the design, build and install is \$15,000. Trustees discussed the main entrance area design, colors and the signage on the enclosure. Director Farkas will offer the vendor our color packet for the design. Director Farkas is seeking approval for Fiscal Year 20/21 for \$15,000 to plan for the enclosure.
- **269 Library Contributed Fund – Fiscal Year 2020-2021** page 7 also includes lighting upgrades for patio and wall mounts on the building for \$6,800 (269-976.045) and iCube budget at \$5,000 (269-976.046). The fiscal year 29/20 and proposed 20/21 marketing sponsorship revenue (269.665.235) is \$5,500 per year. Please see Novi Public Library Educational/Outreach Sponsorship sheet for opportunities.

President Agosta recommended panoramic videos of before and after renovations. Director Farkas was very interested in this idea.

Trustees discussed door options for teen space. Trustee Wood inquired about a white noise generator to help dampen teen's voices as an option to a door.

Trustee Dooley had some recommendations for features for the digital marketing displays. The display should come with a software package. Is this software equipped to accept video, animation and can the display be updated with the social media feed? Also, Trustee Dooley recommends a good software support package.

Trustee Agosta inquired about the decrease in budget for Raising a Reader. Director Farkas explained that last fiscal year brochures were purchased and we do not have that expense this coming budget.

Board Members discussed potential employers renting iCube space and staff for team building.

4. Employee Compensation for 2020-2021

The Library is using the performance management tools set for the by the City of Novi. Director Farkas recommends a scale of 0%-3.5% for performance salary increases in fiscal year 20/21. A 2.5% average is factored in the budget lines. Director Farkas pointed out that there is an increase in minimum wage from \$9.45 to \$9.65 an hour, effective January 1, 2020. There is no need at this time to make any other adjustments to salaries, as this minimum wage increase does not compromise the integrity of the salary structure that is currently in place.

5. Health Insurance

The contribution has not changed, still 20% employee, 80% City. The City is offering a self-funded option and this has no impact on the Libraries budget.

6. Building Assessment Information for Future Planning of the 269 Contributed Funds Account

- The building assessment on page 9 was also distributed at last years budget meeting.
- Air Duct Cleaning is highlighted at the bottom of page 9, the cost is \$25,000 and this is included in building maintenance 268-934.000 for Fiscal Year 20/21.

7. What is currently under warranty with the Library building? (Information gathered as of budget time: January 2015)

- The Library parking lot paving is factored into the 21/22 budget.
- Discussion took place about hiring a building consultant for inspection and forward planning needs.

The Board requested Director Farkas add the consultant to the budget for \$5,000.

8. What has been the fund balance overage/usage over the past few years?

Director Farkas included a detailed summary of fund 268 overage/usage on page 10. The last four years include overages to the fund balance.

9. QSAC (Quality Services Assessment Checklist) – Library of Michigan

Charts for QSAC are included on pages 11 and 12.

10. Project Updates for 2019-2020

On the bottom of page 12 are project updates. Lending Library time frame is June 2020. Director Farkas was excited to announced that June 1st is the 10th anniversary of the Library Building

11. Friends Wish List 2020-2021

The 20/21 Wish List totals \$13,500 and Friends generously, annually contribute approximately \$15,300 to various programs. Resulting in the Library potentially receiving \$28,800 in support in the 2020-2021 fiscal year.

12. Historical Commission Budget 2020-2021 (December 18, 2019)

The Historical Commission 20/21 Budget was approved in December.

13. Fines and Fees

Through June 30, 2019, fines and fees revenue totaled \$69,892. Considerable discussion took place among Board Members over Library fines and fees. The 20/21 Budget account 268-657.000 Library Book fines only includes revenue from lost books and not revenue from fines.

Trustee Michener recommends the Board watch the Ted Talk about fines. Director Farkas will email the Board Members the link to the Ted Talk. Trustee Agosta suggested asking the guest for a donation in lieu of the fines. Trustee Lawler asked for clarification on page 15 about the date the listed Libraries are going fine free. Director Farkas acknowledged the date is a typo and the date should read Dec. 10, 2019. Also, Trustee Lawler asked about plans to make up the lost revenue with the elimination of book fines. Projected fines revenue lost is approximately \$63,000 for Fiscal Year 20/21. Trustee Michener discussed the potential elimination of guest book fines be consistent with the June 1st date. Director Farkas acknowledged and already has the tentative date of June 1st on the budget spreadsheet.

Additional discussions of possible millage and the potential elimination of book fines revenue took place among Board Members. Director Farkas will let the Board know the number of Library cards that currently have a fine for the next meeting.

Trustee Dooley asked for clarification on Chicago Public Library's decision to eliminate book fines triggering a 240% increase in book returns.

Trustee Wood requested Director Farkas contact the City and ask what is driving the \$1 million dollar increase in tax revenue between fiscal year 20/21 and fiscal year 21/22.

14. Term Limit Expiations for Board Members

Melissa Agosta – 3/1/22
Bill Lawler – 3/1/21
Craig Messerknecht – 3/1/21
Tara Michener-3/1/20
Kat Dooley-3/1/21
Torry Yu-3/1/22
Geoffrey Wood-3/1/20

Student Representatives

Tarun Tangirala- 12/31/20
Open Position

B. Budget Document

2019-2020 End of Year

2019-2020 End of Year changes were discussed among Board Members. End of Year Changes in the blue column are highlighted in yellow. Below is the summary of accounts affected.

Revenue

The projected revenue is \$3,147,424.71 for the 19/20 Year End Projection.

- 567.000-State Aid: \$40,000
 - The State Aid report has been filed.
- 658.000-State penal fines: \$118,345
 - Based on actual amount received
- 665.100-Copier: \$600.00
 - Decrease in usage and working to allow use of debit card to pay for copies
- 665.289-Adult programming-\$4,610
 - Increased based on amount collected
- 665.300-Meeting Room-\$40,000.00

- Decreased based on tracking the revenue of rooms.
- 665.650-Library Café-\$5,030
 - Based on new lessee contract and a small reimbursement for \$30 owed to Library.

Expenditures

The projected expenditures are \$3,154,818.40 for the 19/20 Year End Projection.

- 704.000-Permanent Salaries: \$920,000
 - Decreased. Includes a temporary employee moving into a permanent position.
 - Three Full Time workers left in the last 6 months.
- 704.210-Vacation Payout: \$4,704
 - Increased. This occurred in November 2019
- 705.000-Temporary Salaries: \$660,000
 - Decreased. Currently three part time vacancies.
- 715.000-Social Security: \$112,000
 - Decreased due to staff vacancies.
- 716.000- Insurance: \$192,000
 - Decreased due to staff vacancies
- 716.999-Ins. Employee Reimbursement: \$-38,000
 - Decreased. Number provided by City.
- 718.200-Pension Defined Contribution: \$37,700
 - Increased. Number provided by City.
- 741.000-Uniforms: \$300
 - Decreased from \$389 to \$300
- 802.100-Bank Services: \$5,000
 - Increased. Based on demand.
- 803.000-Independent Audit: \$475
 - Decreased. Library's portion.
- 804.000-Medical Services: \$1,200
 - Decreased. Based on future services
- 806.000-Legal Fees: \$7,500
 - Increased. Attorney to review Café name and Library Policy's.
- 808.100-Rubbish: \$1,300
 - Increased. Accurate amount.
- 818.000-TLN Central Services: \$3,495
 - Decreased. Accurate amount.
- 851.000-Telephone: \$16,500
 - Decreased. Based on current charges and usage
- 855.000-TLN Automation Services: \$62,000
 - Decreased significantly to a more accurate amount.
- 861.000-Gasoline and oil: \$600
 - Decreased. Based on expected usage

- 862.000-Mileage: \$200
 - Decrease. Based on reimbursements.
- 900.000-Print, Graphic Design, Publish: \$32,000
 - Decreased. New Engage cycle and sponsorship based.
- 910.000-Property and Liability: \$12,544
 - Decreased. Accurate amount.
- 922.000-Electricity: \$93,000
 - Decreased. Based on invoices.
- 934.000-Building Maintenance- \$87,500
 - Increased. Roof Maintenance for Spring 2020
- 941.000 Grounds Maintenance-\$50,900
 - Increased. North Drain repair for Spring 2020
- 942.000-Office Equipment Lease: \$8,000
 - Decreased. New contract as of Fall 2019.
- 976.000-Building Improvements/Entrance: \$10,000
 - Discussed under **6. A. 2020-2021 Budget Narrative. Part E. Main Entrance Area**
- 983.000-Vehicles-Van: \$32,000
 - Increased. Includes vinyl wrap cost

2020-2021 268 Proposed Budget (Projected 21/22 and 22/23)

Discussed under **6. A. 2020-2021 Budget narrative**

2020-2021 269 Contributed Fund Proposed Budget

Discussed under **6. A. 2020-2021 Budget narrative**

C. Revenue & Expenditure Report through 12/31/19

Included to consider activity recorded for the past 6 months

D. Fines & Fees

Discussed under **6. A. 2020-2021 Budget narrative item 13. Fines and Fees**

E. Sponsorship Brochure Drafts (related to 269 Marketing Sponsorship)

Novi Public Library Leaving a Legacy brochure was created years ago when the building project was underway. Trustees agreed to eliminate the unavailable donor opportunities category from the brochure. Director Farkas would like to add an amount for the Lending Library Kiosk. Discussion took place about a possible business being featured on the kiosk and perhaps closing or attaining a negative reputation and how this would affect the Library. Director Farkas is open to additional suggestions and changes to the brochure. Discussion about the wording of Donations Received ensued. Some alternate wording suggestions were Completed Legacies or Legacies Received or Fulfilled Legacies.

7. Board Members Individual Reflections

President Agosta offered the Board members an additional opportunity to express their thoughts on the proposed 2019-2020 Budget. No additional comments, as the Trustees were able to express their thoughts throughout the meeting.

8. Public Comment

Novi resident, Mr. Duchesneau recommends continued focus on International Children's Book collection especially books qualifying for 1,000 Books Before Kindergarten. Mr. Duchesneau appreciated the discussion on book fines. His initial reaction is for the Library to continue to collect book fines, but will be supportive of whatever the Board decides. Also, he believes most people would honor giving the Library a donation. Mr. Duchesneau appreciates the

forward-looking activities such as the canopy for the main entrance and the discussions of remodeling (where the race car resided). Mr. Duchesneau suggested that Library workers on minimum wage be increased, after a certain number of hours worked, as this is not a livable wage.

Novi resident, Mrs. Duchesneau recalls biking to her neighborhood library to check out 10 items and was surprised that the Novi Library allows 100 items to be checked out. Mrs. Duchesneau commented that some items are not returned to the Library because of the transient population in Novi. These books may be discovered as families are packing up to move from point A to point B and people don't bother to return the items. Mrs. Duchesneau supports a lost items fee charge for items not returned in order to replenish the Library's collection. Also, she would like to see more awareness of the costs to replace books. Mrs. Duchesneau would like the ability for Lakeshore park materials checked out at the kiosk to be returned to the main Library. This brings Lakeshore residents to the Library and gives them the ability to take advantage of the many offerings at the Library.

9. Consider approval of 2020-2021 268 and 269 Library Budgets (which includes 268 Budgets 19/20 Year End, Projected budgets for 21/22 and 22/23

No approvals. President Agosta summarized the 268 proposed Budget for Fiscal Year 20/21. Indicating a current potential fund usage of \$168,188 which could be potentially increase for main entrance \$15,000, building consultant \$5,000 resulting in a potential fund usage of \$188,188. The potential fund usage could be decreased to \$125,188 if approximately \$63,000 of book fine revenue is returned to revenue for fiscal year 20/21.

10. Next Budget Session: Tuesday, January 21, 2020 at 4:00 p.m.

11. Adjourn

A motion was made to adjourn the meeting at 6:24 p.m.

1st—Tara Michener

2nd—Kat Dooley

The motion passed unanimously.

Kat Dooley, Secretary

Date

Warrant 586	268 Accounts	January 2020	
Payable to	Invoice #	Account number	Amount
Minae Sawai		268-000.00-665.300	\$ 200.00
Amazon		268-000.00-727.000	\$ 57.97
Global		268-000.00-727.000	\$ 607.01
Quill		268-000.00-727.000	\$ 834.75
The Library Network	Envisionware Services	268-000.00-734.000	\$ 400.37
Amazon		268-000.00-734.500	\$ 1,169.33
Amazon	Bamboo suggestion boxes	268-000.00-740.000	\$ 135.72
Global		268-000.00-740.000	\$ 12.57
Metcom	RFID tag	268-000.00-740.000	\$ 8,040.00
Midwest Tape		268-000.00-740.000	\$ 575.94
Library Design Assoc.	Stool	268-000.00-740.200	\$ 1,737.00
Amazon		268-000.00-742.000	\$ 819.77
Brodart		268-000.00-742.000	\$ 7,530.36
Center Point Large Print		268-000.00-742.000	\$ 406.33
Gale/Cengage		268-000.00-742.000	\$ 332.70
Auburn Hills		268-000.00-742.100	\$ 24.99
Taylor Community Library		268-000.00-742.100	\$ 6.00
Hazel Park		268-000.00-742.100	\$ 18.99
Flat Rock		268-000.00-742.100	\$ 8.95
WT Cox		268-000.00-743.000	\$ 839.92
Midwest Tape		268-000.00-744.000	\$ 1,979.42
Overdrive		268-000.00-744.000	\$ 1,540.67
Amazon		268-000.00-745.200	\$ 170.10
Midwest Tape		268-000.00-745.200	\$ 5,548.13
Spectrum		268-000.00-801.925	\$ 48.48
Rosati, Schulz,		268-000.00-806.000	\$ 1,020.00
Rubbish		268-000.00-808.100	\$ 108.07
Rotary Club of Novi	Dues	268-000.00-809.000	\$ 212.50
H&K Janitorial Service, Inc.	Cleaning	268-000.00-817.000	\$ 4,024.67
AT&T		268-000.00-851.000	\$ 332.66
T-Mobile		268-000.00-851.000	\$ 293.03

Telnet		268-000.00-851.000	\$ 422.47
Verizon		268-000.00-851.000	\$ 427.24
Fuel Charges		268-000.00-861.000	\$ 35.26
Amazon	Plant based supplies	268-000.00-880.000	\$ 124.03
Busch's	Focus Grp; Lending Library; snacks	268-000.00-880.000	\$ 15.48
Facebook	Facebook boost; advertising	268-000.00-880.000	\$ 5.87
Municipal Web Services		268-000.00-880.000	\$ 901.50
Novi Chamber of Commerce	Toast of the Town; 02-01-20	268-000.00-880.000	\$ 900.00
Alberga, Kathleen	Gingerbread engineering	268-000.00-880.268	\$ 65.85
Amazon	Looper loom	268-000.00-880.268	\$ 112.13
Baker's Hangout	French Culture program	268-000.00-880.268	\$ 100.00
Chamberlin Pony Rides	Deposit for May Program	268-000.00-880.268	\$ 50.00
Hobby Lobby	Cultures and Craft Program	268-000.00-880.268	\$ 15.98
MakAPlate	Plates ordered	268-000.00-880.268	\$ 402.62
Oriental Trading		268-000.00-880.268	\$ 41.20
Sam's Club		268-000.00-880.268	\$ 17.88
Silberman, David	Trivia Night; reimburse gift cards	268-000.00-880.268	\$ 45.00
Stevenson, April	Reimburse; teen space purchase	268-000.00-880.268	\$ 34.48
Walmart	Cultures and Craft program	268-000.00-880.268	\$ 21.14
Wild Child Environmental Edu	Animal Adaptations	268-000.00-880.268	\$ 125.00
Accuform		268-000.00-900.000	\$ 1,590.00
Millennium Business Systems		268-000.00-900.000	\$ 690.05
Consumers Energy		268-000.00-921.000	\$ 1,259.65
DTE		268-000.00-922.000	\$ 7,372.86
Utility Bill	Water ; 9/24/19-12/23/19	268-000.00-923.000	\$ 1,891.24
Allied Eagle		268-000.00-934.000	\$ 1,284.21
Boynton Fire Safety		268-000.00-934.000	\$ 136.00
Cintas		268-000.00-934.000	\$ 544.60
Dalton Carpet Cleaning	Monthly carpet	268-000.00-934.000	\$ 1,325.00
Ferguson		268-000.00-934.000	\$ 599.74
Lyon Mechanical		268-000.00-934.000	\$ 9,349.71
Northstar Mat Service	2 months service	268-000.00-934.000	\$ 429.40
Orkin		268-000.00-934.000	\$ 69.50
Rich Osterman	South Gate Main Lobby	268-000.00-934.000	\$ 750.00
Stanley Access Technologies	Panels for pro door	268-000.00-934.000	\$ 1,611.51
Brien's	Snow Contract; 3 of 3	268-000.00-941.000	\$ 3,011.25
Great Lakes Power & Lighting (12/12/19)	Library; Shepherd hook lights	268-000.00-941.000	\$ 376.61
TruGreen	Ice melt pellets	268-000.00-941.000	\$ 530.18
Millennium Business Systems		268-000.00-942.000	\$ 650.94
Corrigan Record Storage		268-000.00-942.100	\$ 23.98
ABWA		268-000.00-956.000	\$ 23.00

Brush, Emily		268-000.00-956.000	\$ 30.86
Historical Society of Michigan	Conference 3/27-28,2020	268-000.00-956.000	\$ 74.00
Southwest Airlines	PLA; 02/25-02/29; Nashville	268-000.00-956.000	\$ 290.98
Zurmuehlen, Maryann	Reimbursement; conferences	268-000.00-956.000	\$ 80.50
Petty Cash (Programming)		268-000.00-880.268	\$ 65.36
TOTAL			\$76,960.66

Warrant 586	269 Accounts	January 2020	
Payable to	Invoice #	Account number	Account total
Amazon	RAR; Froggy Day	269-000.00-742.229	\$ 11.37
Amazon	RAR; various titles	269-000.00-742.229	\$ 82.06
Amazon	RAR; ; various titles	269-000.00-742.229	\$ 220.90
Amazon	RAR; who's in the farmyard	269-000.00-742.229	\$ 12.75
Oriental Trading	RAR; bubbles; finger puppets;	269-000.00-742.229	\$ 38.86
Barnes & Nobles	Program; books	269-000.00-742.232	\$ 1,224.50
Barnes & Nobles	Program; book returns	269-000.00-742.232	\$ (391.84)
NPL	Program; book sales	269-000.00-742.232	\$ (715.85)
Amazon	iCube; laminator	269-000.00-742.233	\$ 185.78
Amazon	iCube; perm vinyl packs	269-000.00-742.233	\$ 16.71
Amazon	iCube; craft supplies	269-000.00-742.233	\$ 79.05
Galat, Justine	iCube Intro to card making; reimburse supplies	269-000.00-742.233	\$ 40.50
Viking Sewing Gallery	iCube; embroidery machine	269-000.00-742.233	\$ 1,829.94
Novi Community School Distr.	staff gift card expense	269-000.00-742.236	\$ 350.00
TOTAL			\$ 2,984.73

NOVI COMMUNITY

A tradition of excellence



SCHOOL DISTRICT

a vision for the 21st century

Maansi Nema
Junior
Novi High School

Saturday, December 21, 2019

Dear Kirsten,

As the organizer of the Novi Meadows STEM Night, thank you for participating in and being a lead group at the Novi Meadows STEM Night. The event on November 20th, 2019 was a great success with a total turnout of 743 people in attendance.

On the survey that was sent out regarding the event, I received many amazing responses and comments from parents and students saying how much they enjoyed the event and appreciated learning about science, technology, engineering, and math. In fact, 100% of the surveys said they were more interested in STEM and 86% of people said they were interested in pursuing a career in STEM after participating in STEM night.

Without your support, this event would not have been possible. There were 19 science, technology, engineering, and math organizations attending from the University of Michigan, local science centers, STEAM businesses, and Michigan State University to lead STEM activities, live demos, and talk to students regarding STEM careers.

The students loved the STEAM kits from the Novi Public Library and all the interesting activities they brought!

Enclosed are pictures from the event for your files.

I'm looking forward to the STEM Night again next year and look forward to having your team participate again on an even larger scale. Words can't describe how much I appreciate your contribution towards helping build interest in STEM for the Novi Community School District and helping make my dream to put on such an event come true. Thank you again for supporting this effort.

Sincerely,
Maansi Nema
Organizer of Novi Meadows STEM Night

December 2019 Library Board Student Representatives Report

By: Mahek Nasser, Tarun Tangirala,
and Lindsay Gojcaj (Library Staff Liaison)

Tween and Teen Library Programs:

The **BeTWEEN the Pages - Tween Book Club** program took place on December 11. Guests read and discussed *The Vanderbeekers of 141st Street* by Karina Yan Glaser. The purpose of the program is to discover new books, encourage reading, and make new friends. (Attendance = 9)

The **STEM: Gingerbread Engineering Challenge** program took place on December 17. Guests enjoyed building and decorating their own gingerbread houses using graham crackers, frosting, and a variety of candies. (Attendance for ages 4-8 = 75 and attendance for ages 9+ = 60)

Teen Space Update:

During December 2019, there were 469 guests who visited Teen Space.

Total breakdown of Teen Space numbers for the 2019-2020 school year:

September 2019 = 605 guests

October 2019 = 814 guests

November 2019 = 503 guests

December 2019 = 469 guests

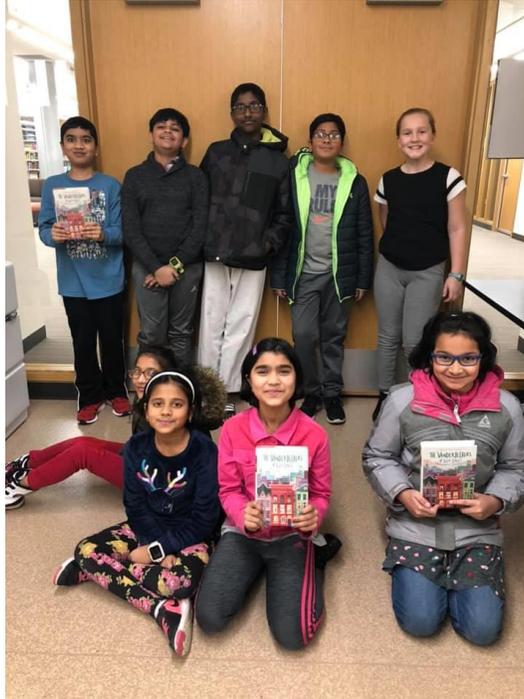
Total for 2019-2020 school year = 2,391 guests

Teen Advisory Board Update:

During the fourth Teen Advisory Board (TAB) meeting of the 2019-2020 school year on December 13, guests participated in a brainstorming activity to come up with possible names for the redesign of the current second floor Teen Stop room. (Attendance = 9)

Upcoming Programs:

- Teen Advisory Board (TAB) Meeting – February 21, 2020
- BeTWEEN the Pages - Tween Book Club – February 23, 2020 (title will be *Absolutely Truly* by Heather Vogel Frederick)



Guests enjoyed this month's BeTWEEN the Pages – Tween Book Club title



Guests enjoyed the STEM: Gingerbread Engineering Challenge program

NOVI PUBLIC LIBRARY – 2019/2020 GOALS

- Empower Universal Literacy
- Escalate an Innovative and Inclusive Culture
- Enhance Core Interactions Within Our Diverse Community

AD= Administration F=Facilities IS=Information Services IT=Information Technology SS=Support Services LB= Library Board
(% Citizen Survey Response)

#1: Collections/Electronic Resources

Tactic	Owner	Status	Due Date
Expand collection offerings in print, music/movie (73% CS response)	IS	Ordering monthly – on-going	On-going
Expand electronic formats and options (62% CS response)	IS	Added Sesame Street e-books	10/19
Improve ILS functionality for better guest and staff usage	IS	Reporting all CARL issues to TLN	On-going
Expand International collections/classes/ESL	IS	Added beginner ESL book discussion, international film programs, bibliographies in different languages. Provided tour to Novi Adult Education ESL students.	7/19, 8/19,9/19, 11/19
Provide online training options for residents, city/school employees, businesses	IS	Still have Lynda.com	10/19
Introduce unique collections	IS	Introduced iCube Makerspace book collection, started Tween Large Print collection	7/19, 1/20
Grow readers/build literacy	IS	Relabeled early readers for easier level discernment	10/19
Increase usage	ALL	Annual report 18/19: Total checkouts 947,715	10/19

#2: Technology

Tactic	Owner	Status	Due Date
Enhance website (online calendar, meeting room software)	IT	Preliminary paperwork has been submitted and Demco has provided a test database	10/19
iCube development	IT; IS	Programming on how to be creative using Inkscape, the Muse Laser and the Carvey CNC Router have been scheduled. A different iCube item is highlighted in the e-Newsletter. Met with Oakland Schools Technology Integration Specialists for possible future programming, holding monthly programs in the iCube highlighting technology and creative kits. Equipment has been	10/19; 11/19, 1/20

		added: laminator, Cricut and Silhouette Vinyl Cutters, enhanced 3D printer.	
Be a disruptor for new technology trends	IT	Copiers have been upgraded and expanded payment type devices have been ordered. Upgraded hotspots which support Band71.	10/19, 01/20
Stay on the cutting edge of technology initiatives	IT	Meeting Room A/V Connections flyer for guests	10/2019
Foster talents to expand technological experiences at NPL	IT	Developing partnership with guests willing to share their talents. Hosted the three iCube Drop-in workshops with instructors	10/2019; 11/2019
Improve App access	IT		

#3: Marketing

Tactic	Owner	Status	Due Date
Touchscreen interaction in the building for programming/events/services	AD; IT; IS	Reached out to 3 vendors, have received quotes from 2 including an additional quote for needed electrical work. Presented budget proposals.	10/19, 12/19
Look at more targeted marketing strategies	AD	I Proudly Support NPL window cling; café marketing has been monthly	12/19
Institute "Did You Know"	AD	Sharing in E-newsletter	As of 12/19
Welcome center/library tour	AD		
Grow social media, press and news presence	AD	Monthly iCube videos began on Facebook; Library Board Bingo;	9/19; 11/19
Tell NPL's story better through Inform.Inspire.Include.	AD	Marketing Plan completed January 2022-December 2022	1/20
Expand HOA outreach	AD		
Increase usage	AD		

#4: Outreach/Services

Tactic	Owner	Status	Due Date
Lending Library kiosk (Lakeshore)	SS; AD	See notes below:	
As Project Manager of the Lending Library Committee, oversee the Project Lead and the SS Dept aspects (TLN, collection, working with Communications Coordinator for marketing, etc.) of preparation leading up to the Lending Library installation (projected for May 2020) and the official launch event (projected for late May/early June 2020).	SS/IT	Ongoing LL Committee meetings have been held since June 2019. First Introduction Training for kiosk held 10/23.	11/19
Oversee the installation of the Lending Library kiosk and organize and complete staff training for using the kiosk for May 2020.	SS		

Oversee the creation and organization of SS Dept day-to-day operating procedures for the Lending Library kiosk after the launch in June 2020.	SS		
As Project Lead of the Lending Library Committee, work with the Project Manager to organize and carry out the SS Dept aspects (TLN, collection, working with Communications Coordinator for marketing, etc.) of preparation leading up to the Lending Library installation (projected for May 2020) and the official launch event (projected for late May/early June 2020).	SS	Ongoing LL Committee meetings have been held since June 2019. First Introduction Training for kiosk held 10/23.	11/19
Oversee the installation of the Lending Library kiosk and assist with staff training for using the kiosk for May 2020.	SS		
Complete the creation and organization of SS Dept day-to-day operating procedures for the Lending Library kiosk after the launch in June 2020.	SS		
Complete staff training for the Lending Library kiosk and know how to operate and fill the kiosk, and be able to demonstrate and communicate how a patron can use the kiosk by June 2020.	SS		
Complete staff training for the Lending Library kiosk and be able to demonstrate and communicate how a patron can use the kiosk by June 2020.	SS		
Auto renewal of library cards (TLN)	SS	Further discussion and investigation continues through TLN SASUG meetings.	11/19
Auto renewal of library materials (TLN) (62% CS response)	SS	Approved by TLN SASUG and will be implemented July 2020.	11/19
Fillable library card online (TLN)	SS	Research being conducted by C. Morse (TLN) to look at viability with our ILS, TLC CARL.	11/19
Dropbox at Novi High for materials	SS		
Barrier free policies and procedures	AD	Library Board is discussing the Fines Free trend in public libraries	1/20
Library access to ALL Novi residents, city employees, businesses, working in Novi	AD; SS	Ongoing card campaigns will occur this fiscal year.	11/19
Supervise designated clerks' progress on assignments and successfully complete own assignment by designated deadlines for various Library Card Sign-Up Campaigns for this fiscal year through May 2020.	SS	NCSD Employee Campaign completed 8/29. NCSD Elementary Student Campaign completed 11/18. NCSD NMS Student Campaign completed 12/30.	8/19; 10/19; 11/19; 12/19; 1/20
Successfully complete assignments by designated deadlines for various Library Card Sign-Up Campaigns for this fiscal year through May 2020.	SS	NCSD Employee Campaign completed 8/29. NCSD Elementary Student Campaign completed 11/18. NCSD NMS Student Campaign completed 12/30.	8/19; 10/19; 11/19; 12/19; 1/20
"Be Our Guest" approach to service	ALL	All IT Department staff attended the "Be Our Guest" training session.	11/2019
Endowment opportunity	AD	Leaving a Library Legacy brochure has been updated and being reviewed by the Library Board	1/20
Expand school collaborations	AD; IS	Held Lending Library focus groups at Walled Lake schools, Meadowbrook and Hickory Woods. Presented Sensory Story Times at Hickory woods. Attending Novi Woods Parent Teacher conferences. Partnering with Novi	10/19, 11/19, 12/19

		Woods Principal to present Love & Logic program. Attended parent teacher conferences at WL Meadowbrook Elementary.	
Elimination of daily fines (51% CS response)	AD	Library Board is discussing the Fines Free trend in public libraries	1/20
Public Library Services excellent/good (91% CS response)	ALL		
Supervise designated clerks' progress with project and bring to completion assigned section of the Catalog Database Cleanup Project. Initial cleanup phase is to be completed by February 15, 2020 and final cleanup phase is to be completed by May 1, 2020.	SS	Initial phase begun.	10/19
Successfully complete assigned section of the Catalog Database Cleanup Project. Initial cleanup phase is to be completed by February 15, 2020 and final cleanup phase is to be completed by May 1, 2020.	SS	Initial phase begun.	10/19
#5: Programming/Events			
Tactic	Owner	Status	Due Date
Evaluate programming needs; ease of registration	IS	Opened up story times to no tickets, having some programs without registration where possible.	On-going
Expand options; have a "Try It" attitude	IS	On-going	On-going
Expand programming outreach in north end	IS	Surveying north end guests + to determine program needs	10/19, 11/19, 12/19
Friends 60 th Anniversary	AD	Planning mtgs. Scheduled 1/20	
10 year Anniversary of NPL building	AD	Planning mtgs. Scheduled 1/20	
Talent Team expansion	IS	Had a couple of students teach Python and TinkerCad classes and a local guest teach Zentangle.	
Partnerships with non-profit help agencies	IS; AD	Partnered with Oakland Mediation for programs	11/19
Be a disruptor for new programming/events	IS; AD		
Intergenerational collaborations	IS; AD	Fox Run VR Event	11/19
Opportunities for learning (online tutoring, ESL, computer classes, adult education, cultural learning) (63% CS response)	IS	On-going	
Opportunities for programs (53% CS response)	IS	On-going	
#6: Building/Grounds			
Execute more flexible spaces, furniture, electrical access based on guest needs	ALL		
Library /City transportation for ALL ages	AD		

Youth Area Renovation (Phase 2)	IS; AD; F	Met with Library Design twice, awaiting next design and quote. Received final designs and quotes. Have submitted for budget review.	10/19, 11/19, 12/19
Implement sustainable processes (recycling, paper, utility usage)	ALL		
Investigate entranceway and cold issue	AD; F	Meetings have been consistent since September. A design has been submitted the Library Board for review	1/20
Enhance café experience (42% CS response)	AD	Starbucks was added in October 2019; First 3 month review of the café was submitted by the café manager	10/19; 1/20
Explore use of the building for larger community events	ALL	A meeting to host a Deerfield Elementary after hours event was held; An offer was made to the Japanese Consulate for events welcoming the JBSD (Japanese Business Society of Detroit) and Japanese Saturday school	11/19;
Provide safe, clean, accessible spaces	AD; F		
Evaluate space for hours for best use	AD		
Enhancing library operations (63% CS response)	ALL		
Rental space availability (28% CS response)	AD		
Meeting space availability (44% CS response)	AD		
Extended Sunday hours (53% CS response)	AD		
Visiting the Library (Once a month – 69% CS response)	ALL		
#7: Library/Board: Staff Development			
Improve staff training (knowing who does what, when, why, how and where)	ALL		
Complete at least 3 approved (20 minute or longer) Lynda.com online classes to receive “Meets Expectation.” Employee may complete 4 or more approved (20 minute or longer) Lynda.com online classes to receive “More Than Meets Expectation.” Certificates of completion and ratings for each class must be presented to Manager by May 25, 2020 to complete goal.	SS	40% of staff have completed goal already.	11/19; 1/20
Complete one-on-one advanced OPAC and public copier training sessions with Supervisor or designated Librarian and be able to demonstrate and communicate how a patron can use these technologies by June 2020.	SS	100% of staff have completed part one (OPAC) of the goal already.	11/19; 1/20
Launch a customer service initiative	ALL		
Present an inclusive staff that reflects our community	ALL		
Evaluate employee satisfaction assessment for organizational development	AD; LB		
Support growth and innovation in our library team	AD; LB		

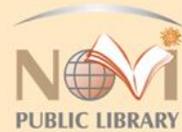
Evaluate staff policies for maximum support and organizational commitment	AD; LB	HR and Public Policies are currently being reviewed by staff committees.	9/19-?
Continue to evaluate salary needs based on employment trends and standards	AD		
Encourage out of the box thinking and creativity	ALL		



2019 - 2022

Novi Public Library's Strategic Goals

- 1 Empower universal literacy.
- 2 Escalate an innovative and inclusive culture.
- 3 Enhance core interactions within our diverse community.



How will we accomplish these goals?

Collections/Electronic Resources

Expand collection offerings in print, music and movie in addition to electronic formats. Provide online training options for residents, city/school employees and businesses.

Technology

Stay on the cutting edge of new technology initiatives and foster talents to expand technological experiences at NPL.

Outreach & Services

Improve Library access to all Novi residents, city employees, businesses and those working in Novi. Expand collaborations with area schools and create barrier free policies and procedures.

Building & Grounds

Execute more flexible spaces, furniture and electrical access based on guest needs. Implement sustainable processes of recycling, paper and utility usage and explore use of building for larger community events.

Programming & Events

Evaluate programming needs, expand outreach, and create new partnerships.

Marketing

Determine more targeted marketing strategies, investigate touchscreen interaction in the building for programming, events and services, and tell NPL's story better through Inform. Inspire. Include.

Staff Development

Improve staff training, launch a customer services initiative, and support growth and innovation in our library team.

Our Mission: To provide the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.

INFORM. INSPIRE. INCLUDE.

FINANCIALS

2019-2020 Library Budget 268					
February 28, 2019		2017-2018 Audited	2018-2019 Amended	2018-2019 End of Yr.	2019-2020 Approved
Revenues			5/24/2018	2/9/2019	2/28/2019
Account	Description				
403.000	Tax Revenue - Current Levy	2,621,897.57	2,729,513.00	2,724,019.42	2,827,689.00
403.001	Tax Revenue - Cnty Chargebk	3,337.31	2,000.00	2,030.64	2,000.00
403.002	Tax Revenue - Tx Tribunal	5,000.00	-1,000.00	-1,000.00	-1,000.00
403.003	Tax Revenue - Brownfield 2008	-222.62	-233.00	-233.00	-250.00
403.006	Tax Revenue - Brownfield 2015	-1,445.84	-3,000.00	-3,000.00	-3,000.00
420.000	Tax Reveune - C/Y Del PPT	-6,349.04	-5,500.00	-5,500.00	-6,500.00
567.000	State Aid	38,689.09	34,000.00	34,000.00	36,000.00
633.100	Insurance Reimbursement	0.00	0.00	0.00	0.00
657.000	Library book fines	55,449.41	62,000.00	64,000.00	58,000.00
658.000	State penal fines	112,141.45	100,000.00	115,794.64	113,000.00
664.000	Interest on Investments	53,643.17	36,000.00	46,000.00	53,000.00
664.500	Unrealized gain(loss) invest	-27,462.99	0.00	-10,000.00	-20,000.00
665.000	Miscellaneous income	15,402.89	15,000.00	14,600.00	15,000.00
665.100	Copier	1,841.45	1,500.00	1,600.00	1,600.00
665.200	Electronic media	0.00	50.00	0.00	0.00
665.266	SRP - T-shirt sales	0.00	0.00	0.00	0.00
665.289	Adult Programming	8,748.33	3,000.00	4,500.00	3,000.00
665.290	Library Fundraising	0.00	0.00	0.00	4,000.00
665.300	Meeting Room	50,239.43	45,000.00	40,000.00	45,000.00
665.400	Gifts and donations	9,841.57	3,500.00	6,000.00	3,500.00
665.404	Novi Township Assessment	6,194.00	6,200.00	6,342.00	6,400.00
665.650	Library Café	5,613.63	5,000.00	4,200.00	5,000.00
Total Revenues		2,952,558.81	3,033,030.00	3,043,353.70	3,142,439.00

2019-2020 February 28, 2019		2017-2018 Audited	2018-2019 Amended	2018-2019 End of Yr.	2019-2020 Approved
Expenditures					
Personnel Svcs.					
Account	Description				
704.000	Permanent Salaries	799,649.63	886,000.00	886,000.00	949,000.00
704.200	Wages (non-pensionable)	0.00	0.00	0.00	
704.210	Vacation Payout			4,000.00	4,000.00
704.250	Final Payout	0.00	0.00	0.00	
705.000	Temporary Salaries	624,779.07	716,000.00	630,000.00	677,000.00
706.000	Overtime	0.00	2,500.00	2,500.00	500.00
715.000	Social Security	107,133.60	112,150.00	115,000.00	123,000.00
716.000	Insurance	210,812.42	233,000.00	215,000.00	211,000.00
716.200	HSA - Employer Contribution	2,005.22	1,800.00	5,000.00	5,800.00
716.999	Ins. Employee Reimbursement	-39,032.12	-46,600.00	-42,000.00	-40,700.00
718.000	Pension DB	9,144.00	9,700.00	9,200.00	8,400.00
718.010	DB Unfunded Accrued Liability			25,000.00	29,300.00
718.050	Pension - add'l DB	15,852.00	16,800.00		
718.200	Pension - Defined Contribution	32,155.16	32,700.00	36,000.00	34,000.00
719.000	Unemployment Ins	0.00	0.00	0.00	0.00
720.000	Workers' Comp	2,162.63	3,000.00	3,400.00	3,900.00
Total Personnel Services		1,764,661.61	1,967,050.00	1,889,100.00	2,005,200.00
Supplies and Materials					
Account	Description				
727.000	Office supplies	17,845.54	20,000.00	20,000.00	19,000.00
728.000	Postage	487.85	300.00	550.00	1,000.00
734.000	Computer software/licensing	33,365.13	67,500.00	67,500.00	94,000.00
734.500	Computer supplies equip	59,182.71	58,000.00	58,400.00	56,100.00
740.000	Operating supplies	24,351.72	27,000.00	27,000.00	28,100.00
740.010	Gift and Donations expense	0.00	0.00	0.00	0.00
740.200	Desk, chairs, cabinets, etc.	29.99	0.00	750.00	2,500.00
741.000	Uniforms	195.09	300.00	300.00	389.00
742.000	Books	182,730.95	180,000.00	180,000.00	185,800.00
742.010	Lending Library Books	0.00	10,000.00	0.00	10,000.00
742.100	Book Fines	1,048.36	1,200.00	700.00	1,100.00
742.666	Books - Misc. Grants	0.00	0.00	0.00	0.00
743.000	Library Periodicals	23,040.22	24,000.00	24,000.00	24,000.00
744.000	Audio visual materials	71,885.73	92,000.00	92,000.00	96,000.00
745.200	Electronic media	44,889.81	41,000.00	41,000.00	41,900.00
745.300	Online (Electronic) Resources	65,869.80	67,000.00	67,000.00	61,500.00
Total Supplies & Materials		524,922.90	588,300.00	579,200.00	621,389.00

2019-2020 Library Budget 268 February 28, 2019		2017-2018 Audited	2018-2019 Amended	2018-2019 End of Yr.	2019-2020 Approved
Services & Charges					
Account	Description				
801.925	Public Information (cable)	419.68	500.00	500.00	500.00
802.000	Data Processing - OnBase			700.00	700.00
802.100	Bank Services	2,456.91	2,500.00	3,000.00	2,500.00
803.000	Independent Audit	700.00	700.00	700.00	1,000.00
804.000	Medical Service	980.00	1,500.00	800.00	1,500.00
806.000	Legal Fees	3,370.80	2,500.00	2,500.00	5,000.00
808.100	Rubbish	1,222.32	1,200.00	1,250.00	1,250.00
809.000	Memberships & Dues	6,123.50	6,000.00	6,000.00	7,000.00
816.000	Professional services	5,050.00	7,500.00	7,500.00	5,500.00
817.000	Custodial Services	47,406.68	48,000.00	48,300.00	48,300.00
818.000	TLN Central Services	3,495.00	3,500.00	3,495.00	3,500.00
851.000	Telephone	14,382.11	19,500.00	19,500.00	19,900.00
855.000	TLN Automation Services	68,013.29	60,000.00	70,000.00	74,000.00
861.000	Gasoline and oil	26.25	500.00	500.00	1,200.00
862.000	Mileage	464.22	200.00	400.00	700.00
880.000	Community Promotion	25,562.34	23,000.00	23,000.00	20,000.00
880.267	Library Programming - Book It	0.00	0.00	0.00	0.00
880.268	Library Programming	24,399.20	26,500.00	26,500.00	26,500.00
880.271	Adult Programming	7,169.61	0.00	0.00	0.00
900.000	Print, Graphic Design, Publish	34,642.18	30,000.00	30,000.00	34,500.00
910.000	Property & Liability Insurance	13,230.00	14,000.00	12,412.00	13,500.00
910.001	Ins deduct/Uninsured claims	0.00	0.00	0.00	0.00
921.000	Heat	7,000.11	12,000.00	12,000.00	10,000.00
922.000	Electricity	115,543.00	85,000.00	100,000.00	100,000.00
923.000	Water and Sewer	7,174.80	7,500.00	7,500.00	7,500.00
934.000	Building Maintenance	71,775.59	98,000.00	112,322.50	82,500.00
935.000	Vehicle Maintenance	8.99	500.00	200.00	200.00
941.000	Grounds Maint.	45,453.20	37,000.00	35,000.00	45,400.00
942.000	Office Equipment Lease	7,988.55	14,000.00	10,000.00	10,000.00
942.100	Records storage	276.72	300.00	300.00	300.00
956.000	Conferences & Workshops	20,051.51	13,000.00	13,000.00	15,000.00
Total Services & Charges		534,386.56	514,900.00	547,379.50	537,950.00
2019-2020 Library Budget 268 February 28, 2019		2017-2018 Audited	2018-2019 Amended	2018-2019 End of Yr.	2019-2020 Approved
Capital Outlay					
Account	Description				
962.000	Building Maint.				
941.000	Grounds Maint./Entrance Project				
976.000	Building Improvements/Entrance				10,000.00
976.100	Parking lot improvements				
983.000	Vehicles - Van				28,500.00
986.000	Internal Tech - Capital Outlay	30,350.05	34,000.00	34,000.00	14,000.00
986.000	Data Proc - camera replacement	0.00	21,000.00	12,500.00	17,500.00
990.000	Furniture	30,173.00	15,000.00	14,300.00	
Total Capital Outlay		60,523.05	70,000.00	60,800.00	70,000.00
965.269	Walker Transfer				
Total Expenditures		2,884,494.12	3,140,250.00	3,076,479.50	3,234,539.00
680.000	TOTAL Fundbalance	68,064.69	-107,220.00	-33,125.80	-92,100.00

269 Capital Expenses for 2019/2020: \$15,000 Furniture

268: Main Entrance/Cold Issue: \$10,000; Van \$28,500; 2nd flr. Upgrade \$14,000; Camera replacement \$17,500

269 - Library Contributed Funds - Revenues & Expenditures							
2019-2020 (as of 2/28/2019)							
		2017-2018 Amended	2017-2018 Audited	2018-2019 Amended	2018-2019 End of Year	2018-2019 Amendment 4Q	2019-2020 Approved
		5/24/2018	6/30/2018	12/19/2018	2/28/2019	5/23/2019	2/28/2019
Revenues							
Interest Income							
664.000	Interest on Investments	\$ 36,000.00	\$ 31,885.58	\$ 27,000.00	\$ 27,000.00	\$ 27,000.00	\$ 27,000.00
664.500	Unrealized gain (loss) on investment	6,000.00	(12,758.73)	(4,500.00)	(4,500.00)	(4,500.00)	(4,500.00)
TOTAL		\$ 42,000.00	\$ 19,126.85	\$ 22,500.00	\$ 22,500.00	\$ 22,500.00	\$ 22,500.00
Donations							
665.046	Makerspace Renovation			2,000.00	2,000.00	2,000.00	2,000.00
665.230	Collections/Materials Revenue	\$ 1,000.00	\$ 619.00	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
665.229	Raising a Reader	1,000.00	-	5,500.00	5,500.00	5,500.00	5,500.00
665.231	Buildings/Ground/Furniture Revenue	6,000.00	6,564.79	1,000.00	1,000.00	1,000.00	1,000.00
665.232	Programming Revenue	17,000.00	18,391.18	5,500.00	5,500.00	12,163.50	5,500.00
665.233	Technology Library Revenue	5,500.00	3,320.00	1,500.00	1,500.00	1,500.00	1,500.00
665.234	Undesignated Misc. Donations	500.00	1,320.99	500.00	500.00	500.00	500.00
TOTAL		\$ 31,000.00	\$ 30,215.96	\$ 17,000.00	\$ 17,000.00	\$ 23,663.50	\$ 17,000.00
TOTAL Revenues		\$ 73,000.00	\$ 49,342.81	\$ 39,500.00	\$ 39,500.00	\$ 46,163.50	\$ 39,500.00
Expenditures							
Supplies							
742.229	Raising a Reader			4,000.00	4,000.00	4,000.00	4,000.00
742.230	Collections/Materials Expenditures	\$ 2,000.00	\$ 317.49	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
742.231	Buildings/Ground/Furniture Exp	500.00	304.00	-		4,859.00	15,000.00
742.232	Programming Expenditures	20,000.00	18,316.54	3,000.00	3,000.00	12,163.50	3,000.00
742.233	Technology Library Expenditures	7,000.00	5,888.30	33,500.00	24,000.00	24,000.00	5,000.00
742.234	Undesignated Misc. Expenditures	5,000.00	3,865.00	-		500.00	-
742.236	Staff Recognition	1,000.00	-	1,500.00	2,200.00	2,200.00	2,500.00
TOTAL		\$ 35,500.00	\$ 28,691.33	\$ 44,000.00	\$ 35,200.00	\$ 49,722.50	\$ 31,500.00
Capital Outlay							
976.044	Auto Lending Library	\$ 39,965.00	\$ -	\$ 67,000.00	\$ 34,750.00	\$ 34,750.00	\$ 34,750.00
976.045	LED Lighting Conversion project	92,500.00	11,169.60	15,000.00	20,000.00	20,000.00	2,000.00
976.046	Makerspace Renovation			38,700.00	29,000.00	29,000.00	7,000.00
983.000	Vehicle						-
TOTAL		\$ 132,465.00	\$ 11,169.60	\$ 120,700.00	\$ 83,750.00	\$ 83,750.00	\$ 43,750.00
TOTAL Expenditures		\$ 167,965.00	\$ 39,860.93	\$ 164,700.00	\$ 118,950.00	\$ 133,472.50	\$ 75,250.00
	Beginning Fund Balance Yr. End	\$ 1,609,812.62	\$ 1,697,946.40	\$ 1,707,428.28	\$ 1,707,428.28	\$ 1,707,428.28	\$ 1,627,978.28
	Revenues	73,000.00	49,342.81	39,500.00	39,500.00	46,163.50	39,500.00
	Expenditures	(167,965.00)	(39,860.93)	(164,700.00)	(118,950.00)	(133,472.50)	(75,250.00)
	NET Revenues vs. Expenditures	(94,965.00)	9,481.88	(125,200.00)	(79,450.00)	(87,309.00)	(35,750.00)
	Beginning Fund Balance						
	Ending Fund Balance Expected	\$1,514,847.62	\$1,707,428.28	\$1,582,228.28	\$1,627,978.28	\$1,620,119.28	\$1,592,228.28
Notes:	19/20 Phase 2 Makerspace: \$5,000 Technology and \$7,000 Makerspace Renovation; \$15,000 Furniture upgrades; \$37,750 Lending Library final payment of machine; LED contingency \$2,000						

01/13/2020 REVENUE AND EXPENDITURE REPORT FOR CITY OF NOVI										
PERIOD ENDING 12/31/2019										
% Fiscal Year Completed: 50.27										
*NOTE: Available Balance / Pct Budget Used does not reflect amounts encumbered.										
		END BALANCE	2019-20		MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2019	ORIGINAL	2019-20	OCT 2019	NOV 2019	DEC 2019	12/31/2019	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NM (ABNM)	BUDGET	AMDD BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	NM (ABNM)	NM (ABNM)	USED
Fund 268 - LIBRARY FUND 268										
Dept 000.00 - treasury										
Property tax revenue										
268-000.00-403.000	Property Tax Revenue - Current Levy	2,722,657.94	2,837,689.00	2,837,689.00	0.00	0.00	0.00	2,839,828.76	(2,139.76)	100.08
268-000.00-403.001	Property Tax Revenue- County Chargebacks	3,317.74	2,000.00	2,000.00	169.22	176.20	58.63	281.10	1,718.90	14.06
268-000.00-403.003	Property Tax Revenue-Brownfld Cap 2008	(238.66)	(249.00)	(249.00)	0.00	0.00	0.00	(258.43)	9.43	103.79
268-000.00-403.006	Property Tax Revenue-Brownfld Cap 2015	(1,726.23)	(3,000.00)	(3,000.00)	0.00	0.00	0.00	(2,983.82)	(16.18)	99.46
268-000.00-420.000	Property Tax Rev - C/Y Del PPT	(3,711.48)	(6,500.00)	(17,501.00)	0.00	0.00	0.00	0.00	(17,501.00)	0.00
Property tax revenue		2,720,299.31	2,829,940.00	2,818,939.00	169.22	176.20	58.63	2,836,867.61	(17,928.61)	100.64
State sources										
268-000.00-567.000	State aid	42,429.20	38,000.00	36,000.00	0.00	0.00	0.00	22,406.30	13,593.70	62.24
State sources		42,429.20	38,000.00	36,000.00	0.00	0.00	0.00	22,406.30	13,593.70	62.24
Fines and forfeitures										
268-000.00-657.000	Library book fines	69,892.80	62,000.00	62,000.00	13,140.65	3,528.51	4,044.73	36,286.93	25,713.07	58.53
268-000.00-658.000	State penal fines	115,794.64	115,000.00	109,000.00	0.00	70.18	0.00	118,345.07	(9,345.07)	108.57
Fines and forfeitures		185,687.44	177,000.00	171,000.00	13,140.65	3,598.69	4,044.73	154,632.00	16,368.00	90.43
Interest income										
268-000.00-664.000	Interest on investments	58,350.57	53,792.00	53,792.00	8,036.60	0.00	0.00	23,033.17	30,758.83	42.82
268-000.00-664.500	Unrealized gain (loss) on investments	41,412.79	(20,000.00)	(20,792.00)	2,600.26	0.00	0.00	7,435.91	(28,227.91)	(35.76)
Interest income		99,763.36	33,792.00	33,000.00	10,636.86	0.00	0.00	30,469.08	2,530.92	92.33
Other revenue										
268-000.00-665.000	Miscellaneous income	14,698.76	15,000.00	15,000.00	905.75	851.64	696.13	5,832.09	9,167.91	38.88
268-000.00-665.100	Copier	1,836.48	2,000.00	600.00	0.00	0.00	0.00	263.55	336.45	43.93
268-000.00-665.290	Library fund raising revenue	0.00	0.00	0.00	1,715.64	0.00	576.39	2,986.24	(2,986.24)	100.00
268-000.00-665.300	Meeting room	38,294.26	50,000.00	50,000.00	2,941.56	3,060.82	2,477.72	17,438.97	32,561.03	34.88
268-000.00-665.404	Novi Township assessment	6,342.00	6,400.00	6,400.00	0.00	0.00	0.00	6,591.00	(191.00)	102.98
268-000.00-665.650	Library Cafe	3,299.86	5,000.00	5,000.00	5,000.00	0.00	0.00	5,030.11	(30.11)	100.60
Other revenue		64,471.36	78,400.00	77,000.00	10,562.95	3,912.46	3,750.24	38,141.96	38,858.04	49.54
Donations										
268-000.00-665.289	Adult programs	8,593.99	5,000.00	3,000.00	0.00	0.00	0.00	4,610.53	(1,610.53)	153.68
268-000.00-665.400	Gifts and donations	9,512.37	3,500.00	3,500.00	76.25	503.17	151.65	2,252.45	1,247.55	64.36
Donations		18,106.36	8,500.00	6,500.00	76.25	503.17	151.65	6,862.98	(362.98)	105.58
Personnel services										
268-000.00-704.000	Permanent salaries	893,290.38	920,200.00	949,000.00	69,661.46	69,843.21	72,728.01	419,756.54	529,243.46	44.23
268-000.00-704.210	Vacation Payout	3,993.98	3,500.00	4,000.00	0.00	4,704.40	0.00	4,704.40	(704.40)	117.61
268-000.00-705.000	Temporary salaries	596,655.55	717,500.00	677,000.00	54,848.51	51,511.97	50,832.43	311,597.03	365,402.97	46.03

		END BALANCE	2019-20		MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2019	ORIGINAL	2019-20	OCT 2019	NOV 2019	DEC 2019	12/31/2019	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NM (ABNM)	BUDGET	AMDD BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	NM (ABNM)	NM (ABNM)	USED
268-000.00-706.000	Overtime	2,993.85	0.00	500.00	0.00	0.00	0.00	235.17	264.83	47.03
268-000.00-715.000	Social security	111,842.07	125,500.00	123,000.00	9,319.19	9,439.61	9,250.91	55,537.42	67,462.58	45.15
268-000.00-716.000	Insurance	205,635.46	211,000.00	211,000.00	16,024.31	14,952.99	15,706.89	95,520.57	115,479.43	45.27
268-000.00-716.200	HSA - employer contribution	4,640.66	5,850.00	5,800.00	506.23	590.60	590.36	2,699.65	3,100.35	46.55
268-000.00-716.999	Insurance - Employee Reimbursement	(38,291.26)	(40,700.00)	(40,700.00)	(2,818.22)	(2,932.44)	(2,932.44)	(16,009.00)	(24,691.00)	39.33
268-000.00-718.000	Pension - DB Normal Cost	9,000.00	8,400.00	8,400.00	700.00	700.00	700.00	4,200.00	4,200.00	50.00
268-000.00-718.010	Pension - DB Unfunded Accrued Lia	24,132.00	29,292.00	29,300.00	2,441.00	2,441.00	2,441.00	14,646.00	14,654.00	49.99
268-000.00-718.100	Pension - DB additional contribution	40,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-718.200	Pension - defined contribution	31,985.62	34,000.00	34,000.00	3,090.89	3,246.98	3,274.88	18,850.37	15,149.63	55.44
268-000.00-720.000	Workers compensation	3,096.71	3,990.00	3,900.00	287.97	288.69	276.87	1,834.38	2,065.62	47.04
Personnel services		1,888,975.02	2,018,532.00	2,005,200.00	154,061.34	154,787.01	152,868.91	913,572.53	1,091,627.47	45.56
Supplies										
268-000.00-727.000	Office supplies	14,891.66	20,000.00	19,000.00	2,635.19	1,299.10	372.18	7,960.18	11,039.82	41.90
268-000.00-728.000	Postage	549.23	300.00	1,000.00	0.00	400.00	(117.50)	387.15	612.85	38.72
268-000.00-734.000	Computer supplies, software & licensing	46,184.43	69,500.00	94,000.00	1,247.38	4,801.30	400.37	20,316.95	73,683.05	21.61
268-000.00-734.500	Computer supplies/equipment	45,222.77	60,000.00	56,100.00	(155.08)	7,390.17	(17.35)	9,827.47	46,272.53	17.52
268-000.00-740.000	Operating supplies	12,414.26	27,000.00	28,100.00	48.16	1,019.23	8,628.51	14,944.96	13,155.04	53.18
268-000.00-740.200	Supplies - Desk chairs and file cabinets	325.99	0.00	2,500.00	306.00	1,737.00	0.00	2,152.48	347.52	86.10
268-000.00-741.000	Supplies - Uniforms	0.00	300.00	389.00	180.00	0.00	0.00	180.00	209.00	46.27
268-000.00-742.000	Library books	160,681.48	180,000.00	185,800.00	18,494.65	11,434.95	6,098.42	78,855.64	106,944.36	42.44
268-000.00-742.010	Library Books - Lending	0.00	10,000.00	10,000.00	35.99	0.00	0.00	35.99	9,964.01	0.36
268-000.00-742.100	Library Books - Fines	309.92	1,200.00	1,100.00	10.00	8.95	49.98	68.93	1,031.07	6.27
268-000.00-743.000	Library periodicals	19,631.16	24,000.00	24,000.00	183.00	839.92	0.00	16,548.93	7,451.07	68.95
268-000.00-744.000	Audio visual materials	89,235.09	92,000.00	96,000.00	2,450.84	11,862.77	1,398.55	47,953.76	48,046.24	49.95
268-000.00-745.200	Electronic media	43,680.27	41,000.00	41,900.00	5,465.88	5,447.55	1,841.75	24,159.72	17,740.28	57.66
268-000.00-745.300	Electronic resources (CD rom materials)	55,261.16	67,000.00	61,500.00	349.00	0.00	0.00	48,256.31	13,243.69	78.47
Supplies		488,387.42	592,300.00	621,389.00	31,251.01	46,240.94	18,654.91	271,648.47	349,740.53	43.72
Other services and charges										
268-000.00-801.925	Public information (cable, etc)	472.42	500.00	500.00	48.48	48.48	0.00	235.35	264.65	47.07
268-000.00-802.000	Data processing	679.80	0.00	700.00	0.00	0.00	0.00	700.20	(0.20)	100.03
268-000.00-802.100	Bank Service Charges	4,152.27	2,500.00	2,500.00	622.60	398.56	0.00	1,962.57	537.43	78.50
268-000.00-803.000	Independent audit	700.00	700.00	1,000.00	0.00	0.00	0.00	475.00	525.00	47.50
268-000.00-804.000	Medical service	1,372.00	1,500.00	1,500.00	98.00	98.00	0.00	588.00	912.00	39.20
268-000.00-806.000	Legal fees	19,026.68	2,500.00	5,000.00	421.00	1,020.00	0.00	5,683.50	(683.50)	113.67
268-000.00-808.100	Rubbish Monthly	1,259.04	1,200.00	1,250.00	108.07	108.07	108.07	540.35	709.65	43.23
268-000.00-809.000	Memberships and dues	6,315.97	6,000.00	7,000.00	754.50	0.00	252.50	5,366.94	1,633.06	76.67
268-000.00-816.000	Professional services	6,077.50	7,500.00	5,500.00	250.00	0.00	0.00	250.00	5,250.00	4.55
268-000.00-817.000	Custodial services	48,296.04	48,000.00	48,300.00	4,024.67	4,024.67	(4,024.67)	20,159.35	28,140.65	41.74
268-000.00-818.000	TLN Central Services	3,495.00	3,500.00	3,500.00	3,495.00	0.00	0.00	3,495.00	5.00	99.86
268-000.00-851.000	Telephone	15,789.19	19,500.00	19,900.00	984.72	1,401.11	(53.00)	6,724.97	13,175.03	33.79
268-000.00-855.000	TLN Automation Services	56,294.00	60,000.00	74,000.00	11,896.85	0.00	(3,453.86)	25,531.48	48,468.52	34.50

		END BALANCE	2019-20		MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2019	ORIGINAL	2019-20	OCT 2019	NOV 2019	DEC 2019	12/31/2019	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NM (ABNM)	BUDGET	AMDD BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	NM (ABNM)	NM (ABNM)	USED
Fund 269 - LIBRARY CONTRIBUTION FUND 269										
Dept 000.00 - treasury										
Interest income										
269-000.00-664.000	Interest on Investments	32,511.28	30,000.00	27,000.00	3,159.76	0.00	0.00	12,171.50	14,828.50	45.08
269-000.00-664.500	Unrealized gain (loss) on investments	22,698.30	6,000.00	(4,500.00)	1,022.35	0.00	0.00	4,617.10	(9,117.10)	(102.60)
	Interest Income	55,209.58	36,000.00	22,500.00	4,182.11	0.00	0.00	16,788.60	5,711.40	74.62
Donations										
269-000.00-665.046	Makerspace Renovation Revenue	3,794.30	0.00	2,000.00	193.95	77.35	77.05	1,724.00	276.00	86.20
269-000.00-665.229	Raising a Reader in Novi Sponsors	5,050.00	1,000.00	5,500.00	0.00	0.00	0.00	0.00	5,500.00	0.00
269-000.00-665.230	Collections/Materials Revenue	1,847.20	1,000.00	1,000.00	50.00	200.00	0.00	347.22	652.78	34.72
269-000.00-665.231	Buildings/Ground/ Furniture Revenue	0.00	1,000.00	1,000.00	0.00	0.00	0.00	0.00	1,000.00	0.00
269-000.00-665.232	Programming Revenue	12,163.50	2,500.00	5,500.00	440.33	0.00	400.00	3,404.03	2,095.97	61.89
269-000.00-665.233	Technology Library Revenue	5,300.00	500.00	1,500.00	0.00	0.00	50.00	50.00	1,450.00	3.33
269-000.00-665.234	Undesignated Misc Donations	93.85	500.00	500.00	0.00	0.00	0.00	0.00	500.00	0.00
	Donations	28,248.85	6,500.00	17,000.00	684.28	277.35	527.05	5,525.25	11,474.75	32.50
Supplies										
269-000.00-742.229	Raising a Reader Expense	3,923.81	0.00	4,000.00	613.97	103.18	12.75	1,480.45	2,519.55	37.01
269-000.00-742.230	Collections/Materials Expense	1,617.58	2,000.00	2,000.00	50.50	0.00	0.00	77.85	1,922.15	3.89
269-000.00-742.231	Buildings/Ground/ Furniture Expense	4,859.00	500.00	15,000.00	0.00	0.00	0.00	0.00	15,000.00	0.00
269-000.00-742.232	Programming Expense	10,753.58	15,000.00	3,000.00	1,220.00	1,692.52	908.65	4,090.88	(1,090.88)	136.36
269-000.00-742.233	Technology Library Expense	23,211.99	2,000.00	5,000.00	(916.20)	528.74	0.00	913.47	4,086.53	18.27
269-000.00-742.234	Undesignated Misc	245.75	2,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
269-000.00-742.236	Staff Recognition	1,695.10	0.00	2,500.00	0.00	0.00	0.00	957.31	1,542.69	38.29
	Supplies	46,306.81	21,500.00	31,500.00	968.27	2,324.44	921.40	7,519.96	23,980.04	23.87
Capital outlay										
269-000.00-976.044	Auto Lending Library	32,750.00	0.00	34,750.00	0.00	0.00	0.00	0.00	34,750.00	0.00
269-000.00-976.045	LED Lighting Conversion Project	15,634.61	0.00	2,000.00	0.00	0.00	0.00	0.00	2,000.00	0.00
269-000.00-976.046	Makerspace Renovation	20,108.71	0.00	7,000.00	0.00	0.00	0.00	0.00	7,000.00	0.00
	Capital outlay	68,493.32	0.00	43,750.00	0.00	0.00	0.00	0.00	43,750.00	0.00
Net - Dept 000.00 - treasury		(31,341.70)	21,000.00	(35,750.00)	3,898.12	(2,047.09)	(394.35)	14,793.89	(50,543.89)	
Fund 269 - LIBRARY CONTRIBUTION FUND 269:										

TOTAL REVENUES	83,458.43	42,500.00	39,500.00	4,866.39	277.35	527.05	22,313.85	17,186.15	(41.38)
TOTAL EXPENDITURES	114,800.13	21,500.00	75,250.00	968.27	2,324.44	921.40	7,519.96	67,730.04	(41.38)
NET OF REVENUES & EXPENDITURES	(31,341.70)	21,000.00	(35,750.00)	3,898.12	(2,047.09)	(394.35)	14,793.89	(50,543.89)	(41.38)
TOTAL REVENUES - ALL FUNDS	3,214,215.46	3,208,132.00	3,181,939.00	39,452.32	8,467.87	8,532.30	3,111,693.78	70,245.22	
TOTAL EXPENDITURES - ALL FUNDS	3,048,854.84	3,197,132.00	3,309,789.00	229,962.32	230,376.01	198,942.82	1,446,956.16	1,862,832.84	
NET OF REVENUES & EXPENDITURES	165,360.62	11,000.00	(127,850.00)	(190,510.00)	(221,908.14)	(190,410.52)	1,664,737.62	(1,792,587.62)	

01/13/2020

BALANCE SHEET FOR CITY OF NOVI
As of 12/31/2019

GL Number	Description	Balance
Fund 268 - LIBRARY FUND 268		
*** Assets ***		
268-000.00-003.000	Cash-Pooled Cash(Fifth Third & Comerica)	(145,866.32)
268-000.00-017.000	Investments - Pooled	3,905,955.69
268-000.00-018.000	Cash on hand	1,000.00
268-000.00-020.000	Current taxes receivable	47,032.95
268-000.00-040.400	Prepaid expenditures	214.38
	Total Assets	3,808,336.70
*** Liabilities ***		
268-000.00-202.000	Accounts payable	58,034.44
268-000.00-259.702	Accrued liabilities-tax	5,000.00
268-000.00-276.400	Deposit for Cafe	500.00
	Total Liabilities	63,534.44
*** Fund Balance ***		
268-000.00-390.000	Fund balance	2,101,253.14
	Total Fund Balance	2,101,253.14
	Beginning Fund Balance	2,101,253.14
	Net of Revenues VS Expenditures	1,643,549.12
	Ending Fund Balance	3,744,802.26
	Total Liabilities And Fund Balance	3,808,336.70

Fund 269 - LIBRARY CONTRIBUTION FUND 269

*** Assets ***

269-000.00-003.000	Cash-Pooled Cash(Fifth Third & Comerica)	33,580.11
269-000.00-017.000	Investments - Pooled	1,658,576.47
	Total Assets	<u>1,692,156.58</u>

*** Liabilities ***

269-000.00-202.000	Accounts payable	1,276.11
	Total Liabilities	<u>1,276.11</u>

*** Fund Balance

269-000.00-390.000	Fund balance - Unrestricted	1,564,246.11
269-000.00-390.230	Fund Balance Collections/Materials	36,560.99
269-000.00-390.231	Fund Balance Buildings/Ground/Furniture	54,614.28
269-000.00-390.232	Fund Balance Programming	29,396.44
269-000.00-390.233	Fund BalanceTechnology Library	(8,731.24)
	Total Fund Balance	<u>1,676,086.58</u>
	Beginning Fund Balance	1,676,086.58
	Net of Revenues VS Expenditures	14,793.89
	Ending Fund Balance	<u>1,690,880.47</u>
	Total Liabilities And Fund Balance	1,692,156.58

Director's Report by Julie Farkas

**CELEBRATING
FEBRUARY
ANNIVERSARIES**

- **APRIL STEVENSON – Information Services** **9 YEARS**
- **TIA MARIE SANDERS – Building Monitor** **6 YEARS**
- **EVA SABOLCIK – Support Services** **4 YEARS**
- **STEVEN KAYS – Support Services** **1 YEAR**
- **COLLEEN KINGSBURY – Support Services** **1 YEAR**
- **KIM SWEJKOSKI – Support Services** **1 YEAR**

Café Update provided by Evol Gazzarato, Food & Nutrition Director for Novi Community School District





Highlights

- Community Engagement
- Added service for library patrons
- Learning opportunity for numerous Novi Adult Transition Center (NATC) and high school special needs students
- Engaging, safe space for students after school and between activities

chartwells | 2



Business Flow

Sales are highest from 11:00 am through 6:00 pm with 2:00-3:00 being the busiest time.

Financials

Daily sales average approximately \$500 per day.

The weeks during the holidays were incredibly slow with numerous days of sales under \$100.

Challenges

Limited Space and minimal catering business are our current challenges.

chartwells | 3



Overall the district is very please with the relationship and how the operation continues to evolve and grow. We look forward to learning as we go over the rest of the year and making improvements and enhancements as opportunities arise.

Thank for the opportunity to with the Novi Public Library.



chartwells | 4

Flood Report for Novi Library – as of Friday, January 17, 2020

On Tuesday, January 14, 2020 at approximately 7:00pm we experienced a flood on the 2nd floor from a valve release on a toilet in the women's restroom. The water damage was extensive, affecting a total of 14 spaces in the library (2nd floor: men's & women's restrooms, iCube, Board Room, hallways leading to restrooms, Admin office and Local History, Admin office, storage area, 2nd floor small meeting room, and Local History. 1st floor: main lobby, men's & women's restrooms, café, and storage off of west meeting room). Water damage was in carpeting, walls, ceilings, electrical fixtures and fire suppression equipment. Thankfully, there was no water damage to any books or library materials.

The Novi Fire Department responded very quickly for complete water shut off and assistance. The building was evacuated of guests immediately. An outside contractor was immediately called for clean-up and restoration work. The contractor delivered 70 fans and 13 de-humidifying units on late Tuesday 1/14 evening and an additional 30 fans on Wednesday 1/15 and began the process for drying the building which is expected to go through Sunday (January 19, 2020) to complete. As of Wednesday, January 15, 2020 it was determined that no staff or public could be in the building due to the damage and lack of a functioning suppression system. A fire suppression team was called in for fire panel repair, fire pull repair and horn strobe repair (based on damage and recommendations by the Fire Marshall). Fire suppression was restored on Thursday, January 16, 2020 at approximately 1:00pm following extensive fire testing. The restoration team was then able to remove approximately 30 fans based on the positive response of the building drying. Staff were then approved to be in the building for Friday, January 17, 2020 for some library work to be done, including the handling of material returns that had been coming in due to the closure and program planning for upcoming events.

Once a closure was determined, the library staff worked to communicate on a daily basis to the Novi community through the library's website, City of Novi's website and social media, Facebook, Twitter, Nextdoor, Constant Contact (E-newsletter), Friends email list and signage what those closures would be and letting the community know that they could still drop off materials at the NPL drive-up window or at a local library. Fines would not accrue during the closure, holds would be kept for a week to get resident's their requested materials and the library staff would work to get library service back to exceptional.

As of Friday, January 17, 2020, the building had not been approved for public occupancy due to electrical work needing to be completed in 1st floor restrooms and café area. A total of 70 fans and 13 de-humidifiers were still in use at the building – high concentration on the 1st floor and café. The restoration team determined the 2nd floor carpeted areas were dry enough to begin the carpet cleaning process and then begin a smaller (less fans) drying process which would go through Saturday and possibly Sunday. With not knowing the quickness of the building drying in certain areas and electrical work needing to be completed, it was determined that the staff would plan for re-opening the library on Monday, January 20, 2020 in order to be fully operational in all areas of the building. This re-opening date was not of concern to the Library Board.

Library programs/events and rentals that were scheduled January 15th -January 19th were cancelled and will be evaluated for rescheduling. One large program, The Japanese New Year Celebration, scheduled for January 19th from 2-4pm, was able to be moved from the library to the Novi Civic Center thanks to the Parks & Recreation team having space.

The Facilities team is now working to get the building cleaned and set up for the re-open on Monday, January 20th at 10:00am as it was our hope not to have to cancel the MKL Unity event previously scheduled.

The Novi Library team was AMAZING!! All staff acted very quickly when the flood occurred and worked to get guests out of the building safely. They jumped in to move water, move materials and offer assistance – no questions asked. I am grateful that NPL was part of a larger consortium (TLN) in order to offer library privileges to our Novi community at neighboring libraries (Northville, Wixom, Walled Lake and Lyon Township) when this situation arose and library service could not be provided at Novi.

At this time, I am collecting all the necessary data and photos to submit for insurance purposes. I do not have final costs. I am working with Cortney Hanson, City Clerk, at the City of Novi.

Below are some photos of the building:

2nd floor women's restroom



Hallway outside the women's 2nd floor restroom



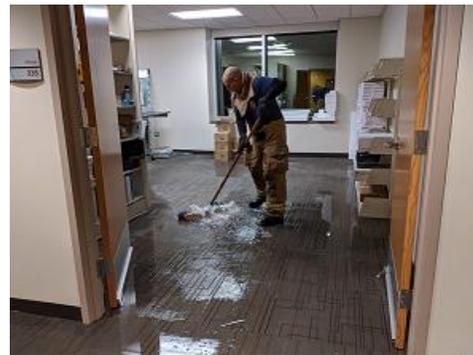
iCube space

2nd floor Board Room



Water in light fixture in lobby

Local History Room – 2nd floor



Storage room next to Admin office – 2nd floor



Hallway outside Admin office



Café food cooler. The water was pouring from the ceiling into the cooler.



A total of 101 fans and 13 de-humidifiers were used in the building.

Novi Public Library Marketing Plan

Inform. Inspire. Include.



January 2020 – December 2022

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 Strengths, Weaknesses, Opportunities & Threats
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9. **Marketing Strategies**
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 -Product, Price, Place, Promotion
11. **Evaluation**

Goals

- Provide consistent, open and timely communication to the community and staff regarding our programs and services.
- Utilize communication tools and technology that are cost efficient, effective, and current.
- Increase Library usage throughout the community.

Strategic Objectives

The following are the Library's strategic marketing objectives for 2019-2022. These objectives will help support their goals.

- Investigate touchscreen displays for interactive viewing of Library programs and events; this will also reduce paper usage
- Look at more targeted marketing strategies
- Institute "Did You Know" in the eNewsletter and on social media
- Establish NPL as a welcome center and provide regular tours
- Grow social media, press and news presence
- Tell Novi Public Library's story better
- Expand HOA outreach
- Increase usage and provide barrier free opportunities to programs, services and resources
- Projects with target marketing opportunities: Lending Library Kiosk at Lakeshore Park, youth area renovation, teen area renovation, 10 year building anniversary, iCube, and café services

Strategies

To achieve these objectives, the existing marketing tools listed in the plan will continue to be implemented and updated to increase Library audience.

- **Community Involvement**
 - Partnerships with local organizations
 - Logo wear displayed
 - Giveaway items with Library logo
 - Resident testimonials and personal connections to NPL
- **Print Communications**
 - Flyers and event calendar brochures
 - Engage! Magazine
 - Enhance Newsletter (Older Adults)
 - Novi Today
 - Novi News
 - Targeted mailings/postcards for library card sign-up, programs/events, and services
 - New Library van promotion

- **Social Media**
 - Facebook, Twitter, Pinterest, Tumblr, Instagram, YouTube, NextDoor
 - Expand video production on social media to share NPL's story
- **Beacon Technology (City of Novi)**
- **Community Events**
 - Logo wear displayed
 - Giveaway items with Library logo
 - Investigate opportunities for out-of-building connections
- **Electronic Communications**
 - Mobile App
 - Library Website
 - Library eNewsletter
 - I Am Novi eNewsletter
 - Digital screen displays
 - Beyond Books Episodes
 - City of Novi Electronic Signage on 10 Mile Rd.

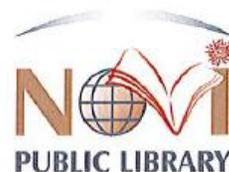
Missions, Values & Vision of the Novi Public Library

Motto

Inform. Inspire. Include.

Mission Statement

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



Values Statement

The Novi Public Library supports intellectual freedom and success to informational resources for all, while maintaining the privacy of its guests and providing a safe and secure environment.

Vision Statement

The Novi Public Library is a center of community activity and a source of local pride. It is a library that fulfills the needs of the community in a comfortable, user-friendly, well-staffed facility that is capable of adapting to change.

Introduction

The Novi Public Library (NPL) is a hub of information that goes beyond books, to offer the community a wealth of information, services, and resources to **Inform. Inspire. Include.** Looking back to the year of 1960, the Library opened its doors in a former bank building on Novi Road with approximately 3,000 donated books. Fast forward to 2010 when the new 56,000 sq. ft. facility opened and guests could experience a 21st century Library.

Now 2020, a resident of Novi has access to a creative DIY space called the iCube, free online college courses, educational programs geared towards Adults, Teens and Youth, downloadable books and media, meeting spaces, international languages, a café proudly serving Starbucks coffee, and much more. It is extremely important for the Novi Library staff and Board to market library services and resources and to successfully bring attention to the library and the important role it plays for lifelong learning, literacy, culture, recreation, and entertainment.

As many Marketing Plans focus on one main goal to achieve for the calendar year, this plan will serve as a guide for Library staff and Board to continue to promote the Library's programs, resources and collections to the best of their ability for Novi's growing and dynamic community.

Purpose & Philosophy of Public Libraries

Public Libraries play a key role as a place for encouraging learning, innovation, literacy, visualizing and growing. It allows individuals of all ages to achieve their goals, help and teach others, and grow as a person. Libraries are constantly changing. From the very beginning of their existence with only books, libraries are now offering a plethora of resources, collections, digital media and programming for their communities. As in many facilities, all you need is your library card to have access to all of these services. **"Possibility Lives in YOUR Library."**

SWOT Analysis

A. Strengths

1. The Novi Public Library's 70 staff members is the result of a strong marketing orientation and commitment to stay consistent with all marketing avenues and promotion throughout the Library. In particular, the Information Services Team works closely with the Communications Coordinator to help develop different marketing



materials (monthly calendars, program flyers, etc.) to better serve and deliver the Library's information to the public. WebTeam and Programming meetings are also held on a monthly basis so departments are on the same page regarding marketing efforts.

2. The outstanding relationships with other City of Novi staff, community members, Novi Community School District, Walled Lake Consolidated School District, local businesses, and returning guests help the Library communicate and promote programs, events and resources effectively. NPL staff work closely with the City of Novi Community Relations staff, Novi Parks, Recreation and Cultural Services, and the City's Economic Development team to promote information.

3. At the Library, staff use numerous cost effective ways and strategies to get important information out to the community. The main ways to promote information are through social media accounts, eNewsletter, email blasts, monthly Beyond Books tapings, website, Engage! Magazine, and word of mouth. These are all cost effective avenues that help the Library and its budget through the fiscal year.

B. Internal Organizational Weaknesses

1. Due to some staff rotation and moving on to different employment positions in their career, it is a challenge to keep a consistent flow of communication in order to have staff aware of all marketing initiatives. Changes can occur sometimes daily.

2. NPL is a non-profit organization. The budget is not as significant as the Board and staff would like it to be. That being said, the staff looks for ways to be cost effective and implement methods for marketing that are useful and successful.

C. External Organizational Weaknesses

1. Improvement of engagement and communication with residents on the north end of Interstate 96 in Novi.

2. Due to the Library serving residents in four different school districts, it is challenging to communicate and create relationships with the residents in all of these locations.

3. NPL currently has just under 24,000 library card holders. This is less than 50% of Novi's population. The Board and staff wish to gain more library users over the next 3 years.

D. Opportunities

1. As social media is constantly changing, this will enhance NPL's marketing and allow staff to utilize these tools for free. With each new social media outlet, the Library continues to create an account for the public to keep up with Library news and information wherever they may be. Currently, NPL has a **Facebook, Twitter, Pinterest, Instagram, YouTube, Tumblr, and NextDoor accounts.** NPL's Facebook page currently has over 3,200 "likes" with the number always rising. It is important as well to utilize all communication features available on these platforms in order to reach the greatest amount of followers. For example, Facebook and Instagram both have "Stories." Taking advantage of these features allows the Library a more direct way of communicating with its followers. Staff can ask questions, make polls, and get responses immediately, which increases engagement with the Library's audience. Staff will also consider using some costs to boost social media reach to larger or more targeted audiences.



2. The Library currently offers a variety of programs for Youth, Teens and Adults. The youth and teen programs consist of educational learning, arts and cultural involvement, and story times. Adult programs range from music, language learning, cultural, historic and business. All programs are engaging, educational and inviting. Each month, in-house communication pieces are made for these programs and promoted throughout the Library and are also included in the Library's monthly eNewsletter, City of Novi I Am Novi newsletter and website, social media accounts, digital screens, etc. The target audience to promote these programs to is always young families, teens and adults. The Library offers something for everyone and the main purpose is to make sure these guests are aware.

3. The main way that guests can have access to all of the wonderful collections, resources and opportunities that the Library provides is signing up for a library card. As of 2019, there are 23,979 library cardholders. For more accessibility, cards are available in key fob and smart phone options. By having "**The Smartest Card In Your Wallet,**" the community is able to utilize all that the Library offers. Guests can easily check their accounts online and interact with the library's online catalog (CARL).

E. Threats

1. Even though social media is cost effective, the one drawback is that some of guests are age 55+, therefore, they might not utilize social media as much as the younger generation.

2. Since the Library offers an assortment of programs for Novi's growing community, at times a guest may struggle with choosing the best program to attend based on conflicting opportunities at the same time. The youth and teen programming is usually at capacity with a waiting list, but the adult programming needs more attention marketing wise to grow attendance. Not every program will be of interest to everyone but marketing to different avenues will allow the Library to become more aware of where guests receive their information. After select programs, an evaluation form will be given to attendees to give feedback on the program and express their like/dislike for the event.

3. The Library has struggled with "no shows" at registered programs. This can cause other interested guests to miss out on an opportunity to attend a program. Staff has often thought about charging a small reservation fee or materials fee to create a greater importance for the program and eliminate "no shows," putting a stronger worth on the program.

4. Many guests visit the Library to either sign-up or renew their library card, but because Novi is such a large community, not all surrounding residents are aware of the facility and what is offered. To keep guests connected, more promotion throughout the city is needed to focus on these residents so they are better informed. This will be effective for them and the Library as a whole. NPL also wants to investigate online registration and renewal of cards to make both processes more accessible for all residents (these processes have to be approved by our consortium, The Library Network (TLN)).

Marketing Objectives

1. With a marketing routine already intact, NPL must continue to be consistent with producing eye-catching monthly materials and promotion throughout the year. This will keep the guests and staff involved and constantly aware of what is happening in the Library.
2. Continue to make current and new staff aware of different marketing tools that are used throughout the Library so they can pass along this information to guests when they inquire about upcoming events or want information about new resources
3. Work with different Novi Homeowner Association groups by collecting their emails to help promote our information,

collections and resources. This will allow the Library to reach more residents in the community, especially new homeowners.

4. Hold more events throughout the city to inform guests throughout Novi about the Library. Because Novi is such a large city, there are areas in the community that are not aware of everything the Library offers.
5. Leverage relationships with the Novi Community School District, Walled Lake Consolidated School District, City of Novi and Novi Businesses to help grow our word.
6. Utilize all features on social media accounts to inform guests about programs, special events, and resources, and collections.

Marketing Strategies

A. Target Market(s)

Target Market 1: The Novi Community School District or other surrounding schools located close to Novi. (Walled Lake Schools & Thorton Creek Elementary in Northville)



Example: The Novi Library has a great relationship with the Novi Community School District (NCSD). The Library currently has a Teen Space program, Mon-Fri from 2-5pm, for students in grades 7-12. Because the Novi High School is located directly behind the Library, a majority of the students visit the Library after school. We also partner with NCSD on our Summer Reading Program and other author book discussions throughout the year. In September 2019, 947 employees of the NCSD were given Novi Library cards, which gave them immediate and easy access to all of the Library's resources. In November 2019, students in grades K-6 who did not already have a Novi library card, were given one, which also gave them immediate access to the Library's resources. In addition, NPL will be extending this program into the high school and for Walled Lake students living in Novi.

Target Market 2: City of Novi Older Adult Services, Fox Run Senior Living, & the Friends of the Novi Library

Example: Along with children and teens, another large age group at the Library is older adults. The Library works closely with City of Novi Older Adult Services to include our programs in their quarterly **Enhance** newsletter. Fox Run Senior Living located in Novi is another opportunity and avenue to promote our information to this age group. Every October, we partner together to hold an author event. Twice a month, senior transportation is also provided to the residents for them to visit the Library. The Friends of the Novi Library is another group which consists of 375 members. Each month email blasts are sent to this group, informing them about events and they also coordinate a few programs a year at the Library. The Friends group also have a book store in the Library called "The Book Nook" which generates more than \$25,000 back to the Library annually. They also sponsor numerous programs for the Library and contribute their time and give financially. A large portion of this group is older adults which is a way for the Library to connect with this generation. They are constant supporters of the Library.



Target Market 3: Local Novi businesses and owners

Example: Reaching out to local Novi businesses is a great way to inform them of the happenings and information at the Library. Many businesses are very generous and contribute financially to sponsor different events. With this relationship, in return we are able to help promote their business and they become more familiar with the Library. Attending weekly Novi Rotary meetings and speaking to other businesses is another great way for NPL to stay involved and converse with companies. In the past, NPL has partnered with the Novi Chamber of Commerce and the City of Novi's Economic Development Team. NPL has co-hosted business mixers with the Chamber of Commerce, which has helped the library connect to and bring local businesses into the building. NPL offers a business library card for businesses in Novi to have access to library services.



B. Marketing Mix

1. **Products:** The Novi Library markets not only books, CD's and DVD's. The Library has a variety of downloadable media, online college level courses, and educational programs to engage and entertain our community. With the constant circulation of items, the Library is also able to provide fiction, non-fiction, Young Adult, and Youth books for the community. In addition, NPL has an extensive international collection for both youth and adult readers.

2. **Price:** All Novi Library guests are taxpayers, which means with the use of their library card they are able to have access to all of our materials, collections and resources free of charge. NPL has 7 meeting spaces available for the public to rent based on size/capacity. Novi residents receive a lower rental rate than non-residents.

3. **Place:** The Novi Library shares and distributes materials with other libraries through The Library Network (TLN), a public library cooperative serving 73 libraries in southeast Michigan. This service exists to make it easier for the guest to gain access to library materials. Therefore, a resident of Novi has access to over 4 million items with the borrowing privileges from other local libraries.

4. **Promotion:** Each month, the Library uses the same promotional methods to advertise programs and services. Some of the promotion tools that are used constantly are the Library's website, program calendars, print communication, email blasts, the City of Novi Engage! Magazine (Bimonthly), monthly eNewsletter, social media, community events, cable tapings with the City of Novi's Studio No.VI, local newspaper (Novi News), local magazine (Novi Today), and word of mouth. Information is also sent to the City of Novi's Civic Center, City of Novi social media pages, and City of Novi's electronic message board.



A. Annual Yearly Marketing Events: Community involvement and engagement is a major tool to help our Library grow. The Library holds and attends a number of events throughout the year which helps keep our relationship with businesses, community members and residents.

-2 Budget Study Sessions - January & February

-Martin Luther King Jr. Event -January

- Business Blender with Chamber of Commerce** - February & September
- March is Reading Month** - March
- Battle of the Books** - March
- National Library Week** - April
- Spring Palooza (City of Novi)** - May
- Sizzling Summer (City of Novi)** - June - August
- Summer Reading** - June-August
- Library Card Sign Up Month** - September
- Friends of the Novi Library Fall Gala** - October
- Community Reads** - November
- Light up the Night (City of Novi)** – December
- Listen @ the Library** – Monthly concert series
- Friends of NPL Kaleidoscope Series** – 6 times per year

B. Electronic Marketing Tools

1. Website (novilibrary.org)
2. Monthly eNewsletter
3. LCD Slides (Monthly)
4. Email Blasts to Friends Group & TLN
5. Send monthly information to NLA Newsletters
6. Monthly Beyond Books episodes
7. Social Media
8. City of Novi Electronic Signage on 10 Mile Rd.
9. Marketing Weekly Updates-sent weekly to staff

C. Print Communication Marketing

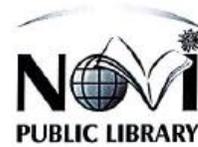
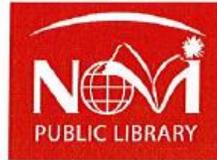
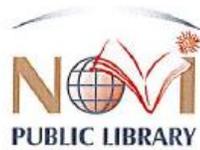
1. Engage! Magazine (Bimonthly)
2. In-house communication pieces (Displayed on kiosks and community board)
3. Program calendars
4. Press Releases
5. Marketing Box

D. Brand Guide: To create brand awareness of the Library, this guide will provide us a consistent voice and look to our marketing materials, one that our community can easily identify. In the absence of fonts and colors for specialized marketing pieces, the Library's will use:

1. **Font: Open Sans Bold (Headings), Open Sans (Subheadings), and Open Sans Light (Body)**
2. **Colors: #bb9e7a, #cd5728, #7f7f7f, #e5b298 and #6a8662**



3. Logos:

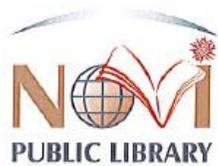


Evaluation

This plan's main goal is to help the Library in the future years with marketing its information effectively and will allow staff to refer back to this plan for assistance. By implementing monthly tasks to promote the Library's programs, events, resources and collections, we are providing the community a chance to visit our facility and not only see what we offer but learn, engage, and grow with us. By keeping each marketing and advertising avenue consistent and allowing our staff as a whole to be involved, NPL is creating a work environment where everyone is connected and "in the know."

Throughout the year, NPL also wants to consistently ask our guests, "How are we doing?" Answers to this question will be accomplished by getting guest feedback in a number of ways including:

- Three comment boxes that welcome daily suggestions and comments, one at the Welcome Desk and two at the two Information Desks
- Program Evaluation Form emailed to program attendees
- Annual Information Services survey
- Annual Technology survey
- Novi Citizen Survey (every two years)
- Monthly Board Meetings (4th Thursday of the month) for residents to ask questions and voice concerns
- Online comments and suggestions
- Direct email access to Library Director and Library Board members



Inform. Inspire. Include.
Novilibrary.org
248-349-0720



Adult Programs

A BISTRO EXPERIENCE
WITH MARY BRADY
10:30AM PROGRAM



TRIVIA NIGHT AT PARADISE PARK



MLK UNITY
BREAKFAST AND PROGRAM



SMALL BUSINESS TOOLBOX
Novi Business Library Card



Celebrate Chinese Culture



JAPANESE NEW YEAR CELEBRATION
BE HAPPY AND SMILE!



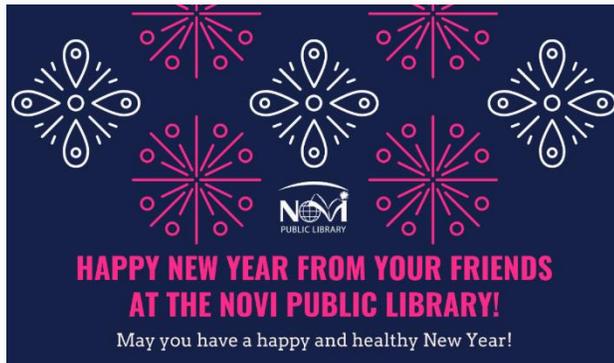
THE 19TH CENTURY EVOLUTION OF FOOTBALL



Essential Oils 101



NOVI PUBLIC LIBRARY'S PHOTOGRAPHY CLUB

HAPPY NEW YEAR FROM YOUR FRIENDS AT THE NOVI PUBLIC LIBRARY!
May you have a happy and healthy New Year!



Happy New Year Novi!

This year's theme is..."Possibility Lives in **YOUR** Library." 2020 promises to be an exciting year for our library guests. First, staff will continue to

add new features to the iCube space (a sewing/embroidery machine, a laminator and more!) Drop in and check it out! Second, a reading challenge for both the winter and summer months will launch. Get those books in hand or downloaded on a device. Read, read, read, Novi! The goal is 10,000 books.

NPL has launched its new strategic plan. Over the next three years, the goals are to:

- 1) Empower universal literacy.
- 2) Escalate an innovative and inclusive culture.
- 3) Enhance core interactions within our diverse community.

The Library Board and staff have many projects and ideas to help accomplish these goals. [View the Strategic Plan document here.](#)

In May, the Library will unveil its newest library location in Lakeshore Park. We are excited to be connecting with our residents north of

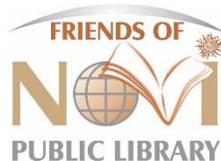
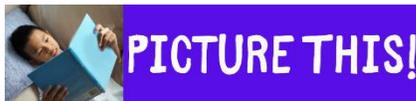
Teen/Tween Programs



Thank you to the following business for sponsoring this program:



Youth Programs



Interstate 96. This kiosk will hold 235 items available for daily check out. In June, the building will celebrate ten years. Time has certainly flown by! In 2019, 937,715 items were checked out from our library. It would be awesome if we could hit one million items in 2020! Finally, in October, the Friends of Novi Library will celebrate 60 years as an organization and the founders of our library gem in Novi. So many wonderful things to celebrate! [View the 2018-2019 Annual Report here.](#)

If you have not had a chance to drop in and see all the exciting things happening in **YOUR** Novi Library, I welcome you to visit. The staff and I want to **Inform, Inspire and Include** you in all that is Possible at NPL!

Julie Farkas
Library Director

What's Happening at NPL...



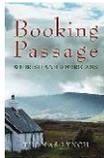
From January 1 to January 31, Novi Public Library will participate in Beanstack's Third Annual Winter Reading Challenge, sponsored by Penguin Random House (PRH). We challenge our guests to read at least 10,000 books during the month and keep track of their reading on our Beanstack site, <https://novilibrary.beanstack.org/reader365>.

Hundreds of libraries and schools across the nation will encourage their communities to read a target number of minutes and books.

Top-performing libraries and schools will earn the Golden Penguin and Random House awards. PRH pledges to donate \$50,000 in prizes, including author visits and new books, to

Happy New Year from the Friends of Novi Public Library!

Mark your calendars for this upcoming event!



[Kaleidoscope Program - Booking Passage: We Irish and Americans](#)
Wednesday, March 18 7:00 P.M.

A poet who documents and celebrates his Irish heritage, Thomas Lynch will talk about his writing and about his links to his ancestral home in Ireland. For artists, as well as writers, this is also an opportunity to learn more about a month-long residency in Ireland supported by the Lynch & Songs Fund for the Arts.

Register by calling 248-349-0720 or go to novilibrary.org.



French Language Conversation Group

French Conversation Group
Mon, Jan. 17, 7-8:30pm

*Please be aware that our French Conversation Group will be moving back to the 4th Monday of each month.

Registration required. [Click here to register](#) or call us at 248-349-0720.

be shared among the winners. Let's light up the mind this winter! Happy Reading, Novi!

Let's Celebrate Unity!



Join us for a free breakfast, music, special guest performances and speakers on **Monday, January 20 from 10am-12pm.** Special guest

and keynote speaker, Cyrill Weems (Senior VP of Plante Moran CRESA, Project Engineer-Comerica Park, Project Engineer-Ford Field, NFL Alumni Scholarship Chairman and Former Detroit Lion), will be here. Children ages 5-10 will meet in the Youth Activity Room to make crafts and have refreshments. [Register for the event here.](#)

Library Card Privilege Change

Effective **January 2, 2020**, library card privileges for Novi residents will now be:



- Card valid for 1 year
- Charge limit: 100 items
- Holds limit: 25 items
- \$15 or more in overdue fines blocks account and suspends service
- 1 or more lost items blocks account and suspends service

Do you have a question regarding these changes? Call the Library at 248-349-0720.

Loyalty Program & Gift Cards Now Available at the Café



When checking out, be sure to enter your phone number on the register screen to activate your loyalty program membership!

Earn 1 point for every visit!
(\$1.00 minimum purchase)

10 points = \$2 off any sale



Study Rooms

Love using our study rooms? Now you can love them even more! Do you find yourself in need of a break, but don't want to lose your room? Now you can leave your room for up to ten minutes and not lose it.

Please stop at either the First or Second Floor Information Desk to find our more information.



Beyond Books Episodes

Watch the newest episodes of Beyond Books!

[Youth Play Area Updates Video](#)

[Feed the Need Updates Video](#)

Did You Know?
Lynda.com
A LINKEDIN COMPANY
Your Novi

library card gives you access to Lynda.com! On this site, you can learn business, technology, and creative skills to achieve personal and professional goals using free video courses on the latest software, taught by industry experts. [Click here to access Lynda.com.](#)

20 points = Free item up to \$8.00!

Gift cards are also available for purchase in any denomination!



Café Hours
Monday-Thursday
7am-7:30pm
Friday
7am-5pm
Saturday & Sunday

9am-5pm

Novi Photography Club
Photography Exhibit: January 7 - January 30
Novi Civic Center Atrium
Public Reception: January 7, 6-8pm
Live Music & Refreshments

Founded in January 2018, the Novi Photography Club is made up of 73 members with a passion for photography. Sponsored by the Novi Public Library, members meet monthly to participate in workshops, photo shoots & competitions. James Farkas heads the Novi Photography Club along with six Co-Directors who bring their personal and professional experience to the group.

iCube
inform | inspire | include

New to the iCube: Laminator



Purchase 5mil laminating sheets at the 2nd Floor Information Desk for \$0.25/sheet. Laminate letter size documents easily with this machine!



Highlight On: Silhouette Cameo 3 and Cricut Vinyl Cutters

The iCube is fortunate to have two vinyl cutter machines. Each machine can cut various vinyl for your projects as well as stock paper and cloth. You can

create your own design or use one of the many templates that are available to you.

The vinyl cutters are a "GREEN" level usage meaning it can be used without supervision for the **Do It Yourself** projects. Easy to follow instructions are located by each machine. To use the cutting blades, we ask that you check them out at the Second Floor Information Desk. The iCube does not supply any vinyl, so please bring your own vinyl and transfer paper. The iCube does have tools if needed.

iCube Hours: Please call the Library to inquire for each week.



Now Available for Your Viewing Pleasure!

Ultra High-Definition Blu-Ray discs have hit our shelves!

These "4K" Blu-ray discs produce the sharpest picture quality on a 4K screen.

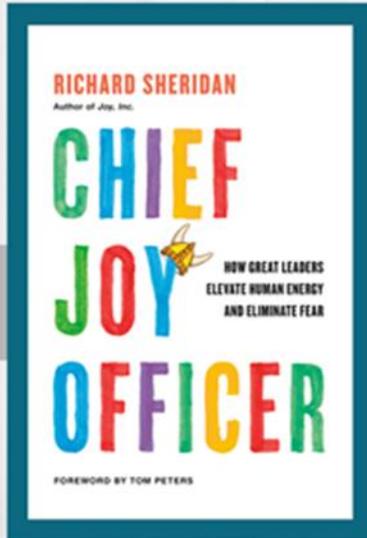
If you want to watch 4K Blu-ray disc on the TV, you will need a 4K Blu-ray player, a 4K television and at least HDMI 2.0 transmission interface. An ordinary Blu-ray disc player will not play a 4K Blu-ray disc. If you want to watch on a PC, a 4K Blu-ray drive, a 4K monitor, and a 4K Blu-ray player software are all needed.

These new collections can be found both at the start of the Blu-ray feature collection and Blu-ray non-fiction collection sections.

Novi Public Library |      | novilibrary.org
45255 W. Ten Mile Road
Novi, MI 48375

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LEADERSHIP LUNCH & LEARN



Richard Sheridan
CEO, Chief Storyteller & Tour Guide

Tuesday, March 3
11:30am-1:30pm

Novi Civic Center, 45175 Ten Mile Rd.

**You won't get to joy by leading the way you always led.
You, the leader, will need to make change, serious change.
In this talk, Rich will explore his own journey to joy, how he had to learn
to lead in a completely different way, by doing so, witnessed results that
exceeded his wildest expectations. All of these lessons are available
to everyone no matter how big their company or how old their organization.**

Early Bird Registration: \$35.00

Includes lunch and a hardcover copy of Chief Joy Officer

Registration after February 14: \$45.00

Register at novichamber.com or by calling 248-349-3743



THE NOVI CHAMBER
OF COMMERCE

This is your child's brain on books: Scans show benefit of reading vs. screen time

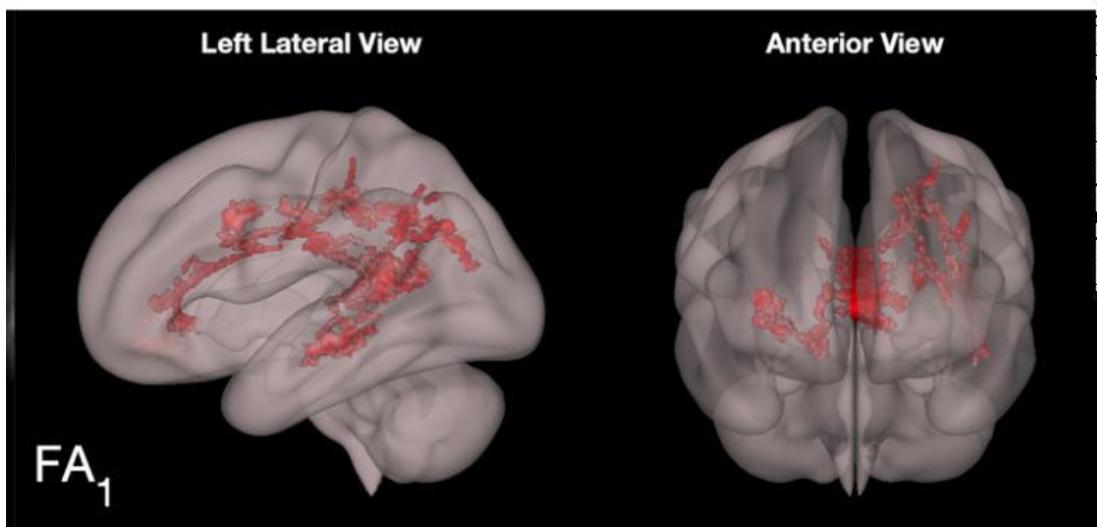
by Sandee LaMotte, CNN

Updated 6:14 AM ET, Thu January 16, 2020

Taking away screens and reading to our children during the formative years of birth to age 5 boosts brain development. We all know that's true, but now science can convince us with startling images.

This is the brain of a preschooler who is often read to by a caregiver.

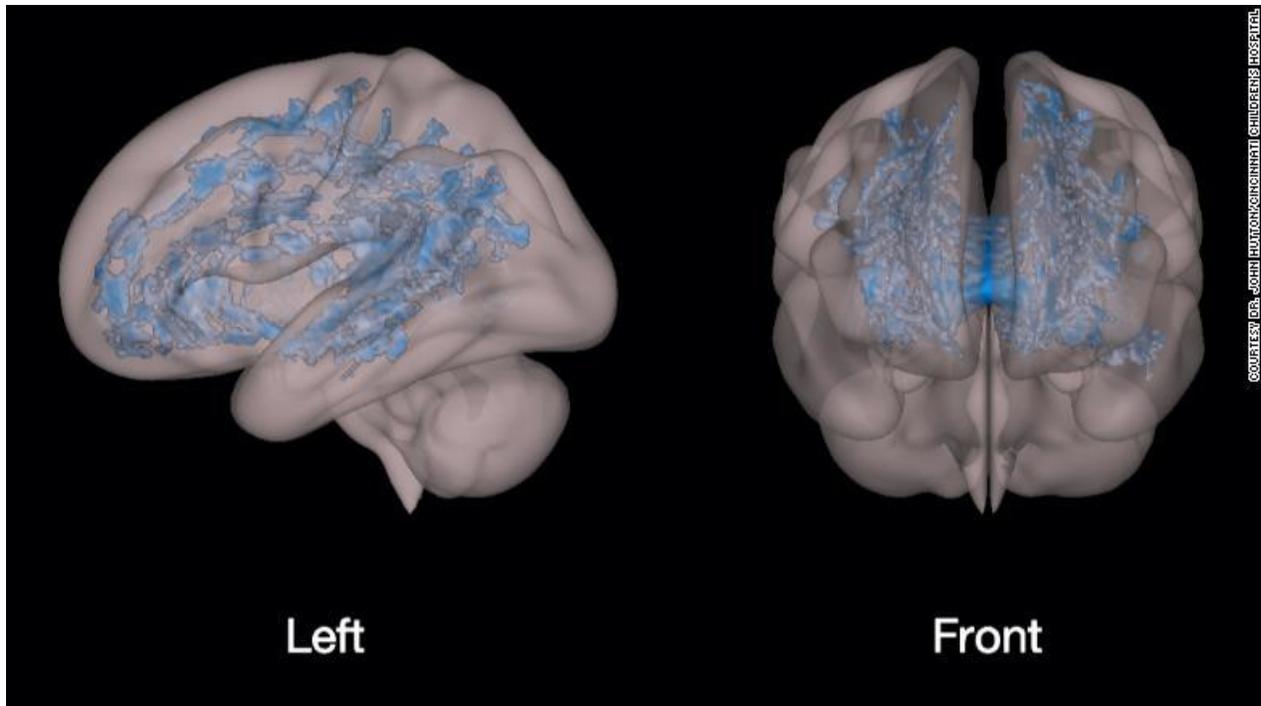
The red areas in this scan show a growth in organized white matter in the language and literacy areas of the child's brain, areas that will support learning in school.



The red shows the increase in organized white matter in the language centers of the preschooler's brain.

This is the brain of a preschooler who likely spends an average of two hours a day playing on screens.

The blue in this image shows massive underdevelopment and disorganization of white matter in the same areas needed to support learning in school.



The blue shows the massive underdevelopment and disorganization of white matter in a preschooler who is using a screen (television, tablets and smartphones, etc.)

Both images are from recent studies done by the Reading & Literacy Discovery Center of Cincinnati's Children's Hospital. They are the first studies to provide neurobiological evidence for the [potential benefits of reading](#) and the [potential detriments of screen time](#) on a preschool child's brain development.

"This is important because the brain is developing the most rapidly in the first five years," said lead author Dr. John Hutton, a pediatrician and clinical researcher at Cincinnati Children's Hospital.

"Kids who have more stimulating experiences that organize the brain are at a huge advantage when they get to school," Hutton said. "And it's really harder and harder for kids to catch up if they arrive behind."

Both studies used a special type of MRI, called diffusion tensor imaging, to examine the white matter of 47 healthy children between the ages of three and five who had not yet started kindergarten.

[Explosive growth in screen use by toddlers, studies say](#)

The brain's gray matter contains the majority of the brain cells telling the body what to do. White matter is made up of fibers, typically distributed into bundles called tracts, which form connections between brain cells and the rest of the nervous system.

Increasing and organizing white matter is critical to the brain's ability to communicate across its various parts, boosting its functionality and ability to learn. Without a well-developed communication system, the brain's processing speed slows and learning suffers.

Reading is fundamental -- to the family's happiness

"Children are born with more neurons than they'll ever have in their life, essentially a blank slate," Hutton said. "Depending on what type of stimulation the child has with caregivers -- being talked to, being held, going outside, being read to -- connections between these neurons are reinforced."

Experience thus "hardwires" those connections in the brain, Hutton said. But any that aren't well used are pruned by the brain and die off.

"And even though the brain can change and learn at all ages, it's much more efficient in the first five years, and that's why those early childhood experiences are so important," he said.

In addition to brain scans, the children were also given cognitive tests. When it came to screen time, kids who used screens more than one hour a day had poorer emerging literacy skills, less ability to use expressive language, and tested lower on the ability to rapidly name objects.

In contrast, children who frequently read books with their caregiver scored higher on cognitive tests.

"We found essentially the opposite effects of screen time," Hutton said. "But it does seem to be very localized in the sort of classic language and imagery tracks that are more directly relevant to reading."

Screen time, on the other hand, gets in the way of more than reading, "such as playing with toys, using imagination and going outside," Hutton said, "thus interfering with all kinds of activities that would benefit different parts of the brain that aren't just related to reading."

What type of reading was most important?

"What really seemed to drive the bus, at least based on this analysis, is just showing up and doing it -- reading to your child on a regular basis," Hutton said. "And, to me that takes a lot of pressure off parents to find the perfect book. Just keep reading in a loving and consistent way."

How to read to your preschool child

There's no one "best" way to read to your child, say experts. But research does provide some tips on what may work best to engage and entice your child to love books and reading.

The National Institute for Literacy has compiled [science-based suggestions](#) which include:

- 1) Start from birth by talking to your child and responding to their attempts to "baby talk"
- 2) Sing the ABC song
- 3) Have your child use their imagination and make up stories -- and ask lots of questions about those invented tales
- 4) Pick books with interesting characters -- and don't be afraid to role play with different accents and voices for the characters
- 5) Have your child point to pictures and words and repeat them
- 6) Most important -- enjoy yourself!

Information Technology Report by Barbara Rutkowski – December

General

- The Information Technology Staff closed 12 Help Desk tickets.
- The 3D Committee printed 18 objects for guests.

Upgrades

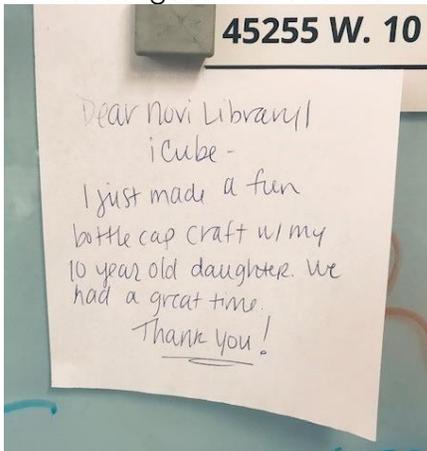
- We upgraded our hotspots to the Coolpad Surf device which supports multiple frequency bands including 600MHz (Band71) which provides additional coverage areas.



- Upgraded barcode scanners capable of scanning smartphones and printers with more economical consumables were deployed in the Support Services Department.
- As requested by our guests, surge protectors with additional outlets and USB charging ports were added to the study rooms.

iCube

- 1,350 guest visits
- 4 tours
- One of our guests left us a thank you note!



- Upgrades:
 - Laminator – 5mil letter size laminating sheets available for purchase



- Hand Stamped Jewelry Creative Kit



- Demonstrations were given on:
 - Adobe Creative Suite
 - Cricut/Silhouette Vinyl Cutters
 - Creative Kits
 - VHS to Digital
 - Muse Laser
 - TinkerCad
 - Slide Conversion
 - FastFoto
- Classes presented by Talent Team and Staff:
 - Maker Workshop: Wood Engraving – 4
 - Community Federal Credit Union – staff outing – 10
(Laser Engraving, Jewelry Making, Cricut Vinyl Cutter, Creative Kits)



- Maker Workshop: Seasonal Décor – 16
Mary's program allowed participants to create canvas wall décor, laser engraved ornaments and festive tote bags.





- Maker Workshop: Hand-Stamped Jewelry Creative Kit – Teen Space students' holiday party – 25
Mary also showed the students other Creative Kits that are available.
- Maker Workshop: Hour of Code – 20
Katie conducted two Hour of Code programs in conjunction with a mini-grant from ALA/Google. The kids had a great time and most of the parents were excited to learn about the resource. The grant money will be awarded in February.



Training

- IT Staff held 60 guest sessions:
 - 6 VHS to MP4/DVD
 - 9 Muse Laser
 - 45 Tech Time guest sessions – topics included:
 - RBDigital magazines
 - Windows 10
 - iPhone tips
 - Using the FastFoto scanner
 - Using the Muse laser engraver
 - Using GIMP photo editor
 - Scanning and editing photos
 - iPad tips
 - Internet basics/navigation
 - Google Cloud
 - Movie Maker
 - General Window tips
- IT Staff held 2 staff sessions:
 - Using the vinyl cutter
 - Using the laser engraver

Facilities Report by Keith Perfect - December

In the past month the Facilities Department has closed 14 Facilities tickets, 69 Meeting Room Requests and has updated 285 Periodic Maintenance tickets.

Facilities Staff has accepted 8 large book donations at the receiving door.

9 Gaylord pallets of discarded books were shipped to Thrift Books for re-sale or recycling.

The main entrance outer doors received many new parts that had worn out, doors are working much better now.

The overgrown plant that was in the Quiet Study room has been removed. It was beyond the point of trimming.

Keith went through all of the youth furniture/toys/games and tightened all nuts, bolts and screws.

Keith assisted with the Facilities Department budget.

Joe removed a lot of chewing gum from underneath tables/ desks.

Both air handlers in mechanical room had the actuators and temperatures re-calibrated by vendor.

The backflow device on the fire suppression system was re-built by vendor, it is no longer dripping water.

All of the padded cushions in the Early Literacy area have been cleaned and sanitized.

Patching and painting was completed in the first floor staff hallway from staff to lobby door all the way back to receiving area door.

The mechanical room floor drains were flushed.

Information Services Department Report by April Stevenson – December

News and Notes

- The Information Services Department offered 88 programs.
- We are currently running our Winter Reading Challenge through January. Hoping to log over 10,000 books. Thank you to Kathleen for pulling this together.
- We featured a Novi High School HOSA student poster on promoting healthy minds and good mental health.
- The Youth International collection received a \$1,000.00 donation toward Japanese fiction and non-fiction.
- April and Julie met with Assistant Superintendent R.J. Webber to discuss how to bolster internal NCSD communication around the myriad of NPL resources available to students with the NPL card.
- Katie and Kirsten completed two separate surveys on Public Librarians' Engagement in Technology Educations for Children.
- Mary Reviewed applications for the Artist in Residency program for Villa Barr.

Conferences, Workshops & Webinars

- Youth Services Advisory Council (YSAC) meeting -Lindsay

IS Staff Out & About

- April, Kathleen, and David promoted Library programs, and the Lending Library survey at the Meadowbrook Elementary Parent Teacher Conferences.
- April attended the Walled Lake Head Start Advisory Board meeting.
- Emily visited the Early Childhood Education Center (20), Novi Woods Montessori (1), KinderCare (1).
- Hillary attended the Chamber of Commerce Holiday Lunch, a Coffee Talk and an Ambassador Meeting.
- Mary attended the CAAB meeting at the City of Novi.

Adult Programs & Displays

- Cutting the Cord – 41
- Bag It Movie – 6
- Author/Publisher Fair – 100
- Experience Culture France – 85
- Becoming a Love & Logic Parent – 47
- Linda Soloman Author Visit – 50
- Novi Concert Band - 100
- Our Feature Collection included winter-themed novels.
- International Collection Display was "Global Cuisine" cookbooks from around the world.
- Business Kiosk displayed "Shop Small: books about starting and running a retail business."

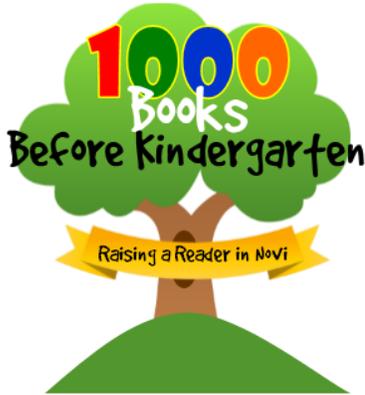
Tween/Teen Programs & Displays

- Gingerbread Engineering - 60
- The Teen Stop Display featured "Red, any good books lately?" Books with red covers.

Youth/Family Programs & Displays

- Mini-Masterpiece – 17
- Countries and Cultures – 15
- Let's Talk About Adoption – 15
- Time to Explore - 39

- Our Youth Feature Display was “When Life Gives You Hands, Make Handmade” DIY books.
- Our Youth DVD Display featured Holiday movies.



Raising a Reader 1,000 Books Before Kindergarten Stats

of active participants logging 100 books or more: 372

of logs received to date: 1,446

of paper logs submitted this month: 12

of online logs submitted this month: 37

of books read this month: 4,900

100 Books – 372

600 Books – 103

200 Books – 236

700 Books – 91

300 Books – 183

800 Books - 75

400 Books – 130

900 Books – 72

500 Book – 119

1000 Books – 65



Great Wave painting by Hokusai recreation



Mini Masters Picasso program



Lego Club

Support Services Department Report by Maryann – December

Department Head/General

- Board Packet Statistics were completed for the Support Services Department.
- The Goals Document was updated for the month for the Support Services Department.
- The 2020-2021 fiscal year budget for the department has been completed.
- Attended a Lending Library Committee meeting on January 7th.
- Mid-Year Performance Reviews are underway.

Circulation & Shelves

- Circulation staff completed the NCSD NMS student card registration campaign. Cards will be delivered the week of January 6th.
- Due to a consortium change, our patron type privileges changed. The only change involved the threshold for fines decreasing from \$25 to \$15 for an account to be blocked and service suspended.
- All flyers, brochures, website pages, etc. were updated to reflect the change to our patron type.
- Outreach staff will attend CARL Connect Circulation training in-house by TLN on January 22nd.
- Working on FY 19-20 Goals.

Tech Services

- Completed the following projects: re-labeling of Youth Readers.
- A Lending Library Ordering meeting will take place on January 15th.
- Working on FY 19-20 Goals.

Statistics (December 2019)

- **Library Cards Issued: 301**
- **Items Checked Out: 62,193**
- **Items Interloaned for NPL Patrons: 4,169 (99 through MeLCat)**
- **Items Interloaned to Other Libraries: 3,247 (155 through MeLCat)**
- **Items Added to the Collection: 1,366**
- **Items Discarded from the Collection: 572**
- **Novi School's Card Registration: 7**
- **MAP Checkouts: 2**
- **Outreach:**
 - 4 Facilities Visits / 31 Items Checked Out**
 - 6 Book Discussions / 107 Items Provided**

Support Services Statistics 2019-2020													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Cards Issued	432	1,331	454	1,511	301	301							4,330
Items checked out	82,118	77,766	68,074	68,084	65,531	62,193							423,766
Items borrowed	5,468	4,818	4,568	5,132	3,990	4,169							28,145
Items loaned	4,019	3,605	3,614	3,711	3,411	3,247							21,607
Read Boxes	527	342	235	254	0	0							1,358
MAP Checkouts	11	22	4	1	0	2							40
Novi School's Card Registration	12	32	6	2	5	7							64

	December 2019	December 2018
Library cards issued	301	227
Total checkouts	62,193	64,719
Items borrowed	TLN 4,070 MeL <u>99</u> 4,169	4,005 <u>81</u> 4,086
Items loaned	TLN 3,092 MeL <u>155</u> 3,247	2,909 <u>86</u> 2,995

READ Boxes	December 2019	December 2018
Adult	0	0
Youth	<u>0</u>	<u>0</u>
Total	0	0

May 1 through October 30, 2019 was our seventh season of Read Box Service in Novi. Lakeshore park was closed this summer for renovations, but Pavilion Shore Park was used as an alternative, and Rotary and ITC Parks were used as well. ITC park proved to be the most used with Pavilion Shore coming in a close second.

Read Box Totals May 1 - October 30, 2019

	2019	2018
Adult	261	159
Youth	<u>1,844</u>	<u>1,065</u>
Total	2,105	1,224

*****Increase in number is due to ongoing card campaigns**

Self-Check Totals 2019-20 Fiscal Year									
	Total Circulation	Self-check % of Total	Total Self-checks	Self-Check #1	Self-Check #2	Self-Check #3	Youth #1	Youth #2	Adult South
July	82,118	49.34%	40,521	8,183	6,697	4,137	7,921	12,192	1,391
August	77,766	45.46%	35,354	7,261	5,722	3,201	7,037	10,749	1,384
September	68,074	45.33%	30,855	7,136	4,737	2,972	6,172	8,837	1,001
October	68,084	43.42%	29,561	6,782	4,521	2,742	5,872	8,654	990
November	65,531	43.85%	28,735	5,998	4,880	2,730	5,638	8,618	871
December	62,193	44.88%	27,915	6,405	4,638	2,730	5,623	7,595	924
January			0						
February			0						
March			0						
April			0						
May			0						
June			0						
FYTD	423,766	45.38%	192,941	41,765	31,195	18,512	38,263	56,645	6,561

Library Usage									
2018-2019 Fiscal Year					2019-2020 Fiscal Year				
	Lobby	Drive-Up	Total	Daily Average		Lobby	Drive-Up	Total	Daily Average
July	49,562	4,656	54,218	1,807	July	37,288	4,188	41,476	1,383
August	36,668	4,163	40,831	1,317	August	31,987	4,304	36,291	1,251
September*	39,587	3,619	43,206	1,600	September*	43,711	3,783	47,494	1,696
October	39,602	3,400	43,002	1,387	October	33,571	4,205	37,776	1,219
November	35,017	3,177	38,194	1,364	November	32,056	4,138	36,194	1,341
December	27,557	3,022	30,579	1,092	December	29,670	3,982	33,652	1,246
January	30,059	3,237	33,296	1,110	January				
February	30,380	3,228	33,611	1,200	February				
March	34,270	3,804	38,074	1,228	March				
April	32,766	3,519	36,285	1,251	April				
May	30,631	3,424	34,055	1,261	May				
June	34,967	3,500	38,467	1,326	June				
FYTD Total	421,069	42,749	463,818	1,329	FYTD Total	208,283	24,600	232,883	1,354

* Counter was unavailable 9-28 and 9-29

Computer Logins											
2018-2019 Fiscal Year						2019-2020 Fiscal Year					
	Public Workstations	Wireless	Lending Laptops	Total	Daily Average		Public Workstations	Wireless	Lending Laptops	Total	Daily Average
July	3,256	70,042	1	73,299	2,443	July	2,599	76,972	6	79,577	2,653
August	2,869	55,316	3	58,188	1,877	August	2,304	62,034	4	64,342	2,076
September	2,552	59,641	2	62,195	2,304	September	2,194	71,569	9	73,772	2,732
October	3,242	83,123	1	86,366	2,786	October	2,603	85,278	1	87,882	2,835
November	2,511	73,548	0	76,059	2,716	November	2,249	68,998	6	71,253	2,545
December	1,977	62,202	0	64,179	2,292	December	1,892	49,485	5	51,382	1,903
January	2,426	59,867	0	62,293	2,076	January					
February	2,387	62,768	0	65,155	2,327	February					
March	2,706	71,829	2	74,537	2,404	March					
April	2,492	68,634	1	71,127	2,453	April					
May	2,480	62,519	1	65,000	2,407	May					
June	2,447	74,450	8	76,905	2,652	June					
FYTD Total	31,345	803,939	19	835,303	2,393	FYTD Total	13,841	414,336	31	428,208	2,490

Early Literacy Workstation Usage							
2018-2019 Fiscal Year				2019-2020 Fiscal Year			
	Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)		Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)
July	1,092	22,924	20	July	996	20,235	20
August	946	19,856	20	August	844	16,206	19
September	870	17,049	19	September	684	12,146	17
October	848	16,301	19	October	695	12,191	17
November	765	16,183	21	November	817	16,381	20
December	654	12,676	19	December	686	12,748	20
January	771	15,823	20	January			
February	696	14,967	21	February			
March	817	17,047	20	March			
April	841	17,047	21	April			
May	688	12,618	18	May			
June	807	16,342	20	June			
FYTD Total	9,795	198,104	20	FYTD Total	4,722	89,907	19

Technology Training Sessions 2019-20 Fiscal Year

	eReader/RB Digital	VHS to MP4	Inkscape	Vinyl/Cassette to MP3	GIMP Photo Editing	Virtual Reality	Laser Engraver	Tech Time	Impromptu Tech Time	Staff Training	Total Classes	Total Patrons
Jul		8					5	5	20	12	50	
<i>Guests</i>		8					5	5	20	12		50
Aug		8					10	5	5	10	38	
<i>Guests</i>		8					10	5	5	10		38
Sep		5		5			7	10		6	33	
<i>Guests</i>		5		5			7	10		6		33
Oct		9		7			6	9	9	6	46	
<i>Guests</i>		9		7			6	9	9	6		46
Nov		6						6	20	6	38	
<i>Guests</i>		6						6	20	6		38
Dec		6					9	5	43	2	65	
<i>Guests</i>		6					9	5	43	5		68
Jan											0	
<i>Guests</i>												0
Feb											0	
<i>Guests</i>												0
Mar											0	
<i>Guests</i>												0
Apr											0	
<i>Guests</i>												0
May											0	
<i>Guests</i>												0
Jun											0	
<i>Guests</i>												0
Sessions	0	42	12	12	0	0	37	40	97	42	270	
<i>Guests</i>	0	42	12	12	0	0	37	40	97	45		273

2019-2020 Fiscal Year							
	Hoopla		RB Digital		Lynda.com		
	Check-outs	New Users	Novi Checkouts	Consortium Checkouts	Active Users	Logins	Total Video Views
July	831	289	1,293	31,261	184	207	1,148
August	755	249	1,782	41,248	202	172	986
September	831	287	1,601	36,349	211	213	1,558
October	907	286	1,727	38,520	232	333	1,678
November	793	289	1,681	40,559	238	175	818
December	777	265	1,053	25,770	247	234	1,087
January							
February							
March							
April							
May							
June							
FYTD Total	4,894	1,665	9,137	213,707	1,314	1,334	7,275

2019-2020 Fiscal Year				
OverDrive				
	Consortium Collection	Advantage Collection	Total OverDrive	New Users
July	3,257	1,765	5,022	79
August	3,410	1,613	5,023	88
September	3,286	1,427	4,713	117
October	3,476	1,456	4,932	100
November	3,451	1,276	4,727	89
December	3,462	1,477	4,939	84
January				
February				
March				
April				
May				
June				
FYTD Total	20,342	9,014	29,356	557

Meeting Room Rentals					
2018-2019 Fiscal Year			2019-2020 Fiscal Year		
	Rentals	Attendees		Rentals	Attendees
July	49	1,235	July	35	458
August	56	1,367	August	86	1,067
September	76	1,696	September	47	1,020
October	74	1,372	October	60	1,225
November	64	1,709	November	59	1,270
December	59	1,347	December	46	987
January	45	1,071	January		
February	71	1,669	February		
March	70	1,325	March		
April	63	1,683	April		
May	62	1,227	May		
June	64	1,494	June		
FYTD	753	17,195	FYTD	333	6,027

Library App - 2019-2020 Fiscal Year						
	Number of Visits	Most Requested Webpages			Number of Visits	Most Requested Webpages
July	33,050	1.	Catalog	January		
		2.	My Account			
		3.	OverDrive			
		4.	Library Locator			
		5.	Boopsie Popular Books			
August	44,015	1.	Catalog	February		
		2.	My Account			
		3.	Zinio			
		4.	Library Locator			
		5.	OverDrive			
September	41,834	1.	Catalog	March		
		2.	My Account			
		3.	OverDrive			
		4.	Library Locator			
		5.	Boopsie Popular Books			
October	42,728	1.	Catalog	April		
		2.	My Account			
		3.	OverDrive			
		4.	Library Locator			
		5.	Boopsie Popular Books			
November	37,719	1.	Catalog	May		
		2.	My Account			
		3.	OverDrive			
		4.	Library Locator			
		5.	Events			
December	39,422	1.	Catalog	June		
		2.	My Account			
		3.	OverDrive			
		4.	Library Locator			
		5.	Events			
				Total	238,768	



NOVI HISTORICAL COMMISSION

Wednesday, December 18, 2019 7pm
Novi Library History Room

Call to Order
Introductions of guests
Approval of Agenda
Approval of Minutes- November 2019
Treasurer's report -Kim
Communications:

Library Liaison Report Betty Lang
History Room: Monday, Jan 6 12-2 Kim Mon. 1/20 6-8 Kelly
Monday, Feb. 3 12-2 _____ Feb. 17 6-8 _____
Display Cabinet door
Commission Appointments

Discussion items:

Wreaths across Novi Nov. 23 (wrap up) Kelly & Kim
Storage Unit Move...packing up items, Marcia-cancellation of contract
Moving of Bound Papers to storage from Library, what size unit?
City Party wrap up
By Laws/Procedures- January project
Veterans Memorial
Historical sights Brochure
Meeting posting/agenda posting
Budget
Goals and Projects for next year...brain storm

BACK BURNER PROJECTS

Novi Rd. Cemetery Sign- Removal
Memorial sign options sub-committee

HISTORICAL COMMISSION PROGRAMS -2019/2020

1/23 The 19th Century Evolution of Football Jim Craft
2/27 Guardians of Detroit-Architecture of the Motor City
3/26 Women of the 1913 Copper Miners Strike
4/23 The Yankee Air Museum

DISPLAY CABINET DOWNSTAIRS Volunteer Sue Grifor, Kim Nice
Ideas for new displays

PUBLIC COMMENT

NEW BUSINESS/Other Business
WEBSITE UPDATES : Facebook link/Instagram

NOTE: Next MEETING: **Wednesday**, January 15, 7pm

Adjourn



Library Board Calendar

2020

January 9	Budget Planning Session – 4-7 pm @ Library
January 21	Budget Planning Session – 4-7 pm @ Library
January 23	Library Board Regular Meeting (Budget Approval)
February 19	Library Board Regular Meeting (Date Change)
March 26	Library Board Regular Meeting
April 12	Holiday – Easter, Library Closed
April 19-25	National Library Week
April 23	Library Board Regular Meeting
May 1	Staff In-Service Day, Library Closed
May 10	Mother's Day, Library Closed
May 24	Sunday of Memorial Day Weekend, Library Closed
May 25	Memorial Day, Library Closed
May 28	Library Board Regular Meeting
June 21	Father's Day, Library Closed
June 25	Library Board Regular Meeting
July 4	Independence Day, Library Closed
July 5	Library Closed
July 23	Library Board Regular Meeting
August 21	Staff In-service, Library Closed
August 27	Library Board Regular Meeting
September 5	Library Closed
September 6	Library Closed
September 7	Holiday – Labor Day, Library Closed
September 24	Library Board Regular Meeting
October 22	Library Board Regular Meeting
October 23	Friends of Library Booked for the Evening, Library Closes at 5 p.m.
November 19	Library Board Regular Meeting
November 25	Holiday – Thanksgiving Eve, Library closes at 5 p.m.
November 26	Holiday – Thanksgiving, Library Closed
November 27	Library Closed
December 17	Library Board Regular Meeting
December 24	Holiday – Christmas Eve, Library Closed
December 25	Holiday- Christmas Day, 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.