

Agenda

Novi Public Library Board of Trustees--Regular Meeting
Wednesday, September 18, 2013
at 7:00 p.m.
City of Novi, Council Chambers
45175 W. Ten Mile Road, Novi, Michigan 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 and Roll Call
2. Pledge of Allegiance
3. Approval and Overview of Agenda
4. Consent Agenda
5. Correspondence
6. Presentation
 - A. Victor Cardenas, Assistant City Manager – Library financials
7. Public Comment
8. President's Report
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 - B. Geek Campaign final report 2012-2013 31
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 - D. Memorandum of Shared Understanding with the Friends of the Novi Library 51
11. Additional Reports
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 - B. Building Operations Report..... 38
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12. Friends of Novi Library Report
 - A. No meeting in August
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13. Historical Commission
 - A. Novi Historical Commission Accomplishments 2012-2013..... 53
14. Committee Reports
 - A. Policy Committee (Margolis, Teasdale, Kilgore – chair)
 - B. HR Committee (Kilgore, Verma – chair)
 - C. Finance Committee (Czekaj, Teasdale, Margolis – chair)
 - D. Fundraising Committee (Sturing, Mena – chair)

- E. Strategic Planning Committee (Kilgore, Sturing, Mena- chair)
- F. Building/Landscape Committee (Kilgore, Margolis, Czekaj – chair)
 - 1. September 4, 2013: Committee meeting – see minutes included

16. Public Comment

16. Matters for Board Action

- A. Social Media Policy – 2nd draft reading
- B. Approval of the Memorandum of Shared Understanding with the Friends of the Novi Library

17. Adjourn

Consent Agenda:

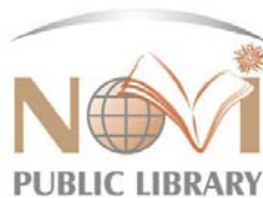
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Supplemental Information

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Future Events:

- Fall for Novi – Saturday, September 21, 2013 at 11:00am, City of Novi
- Novi Historical Commission Regular Meeting – Wednesday, September 25, 2013 at 2:00pm, Novi Public Library
- Friends of the Novi Library, Regular Meeting – Wednesday, October 10th at 7:00pm, Novi Library
- MLA Annual Conference – October 16th – 18th in Lansing, MI
- Library Board of Trustees, Regular Meeting – Wednesday, October 23rd at 7:00pm, City of Novi
rescheduled due to MLA Conference
- Novi Historical Commission Regular Meeting – Wednesday, October 23rd at 2:00pm, Novi Library
- Women’s National Book Association - Author panel, Wednesday, October 9th at 6:30pm, Novi Library
- Authors LIVE Luncheon in partnership with Fox Run of Novi, sponsored by Friends of the Novi Public Library – Tuesday, October 22, 2013 at 12:00pm at Fox Run (tickets sold at Admin office)
- ELECTION DAY – November 5th, Library opens at 7:00am for voting
- Community Reads Author Event featuring Mark Binelli – Thursday, November 14th at 7:00pm at Novi Library
- LIBRARY CLOSED – November 15th, Library Staff In-Service
- Light up the Night – December 6th, 6:00 – 9:00pm at Novi Library/City of Novi

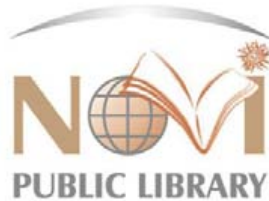


Inform. Inspire. Include.

45255 W. Ten Mile Road, Novi, MI 48375, Telephone: 248-349-0720
<http://www.novilibrary.org>

Warrant 510		September 2013	
Payable to	Invoice #	Account number	Account total
Global Office Solutions		268-000.00-727.000	\$ 863.53
United States Postal Service		268-000.00-728.000	\$ 138.00
ImageSoft	OnBase Main 7/1/13-6/30/14	268-000.00-734.000	\$ 482.67
Municipal Web Services		268-000.00-734.000	\$ 517.50
Suntel Services		268-000.00-734.000	\$ 89.10
Thwate	1yr cert	268-000.00-734.000	\$ 497.00
Library Design Associates, Inc.		268-000.00-734.500	\$ 570.00
Suntel Services		268-000.00-734.500	\$ 566.31
The Library Network	scanners/stands	268-000.00-734.500	\$ 2,080.00
Discount Paper Products, Inc.		268-000.00-740.000	\$ 406.30
Global Office Solutions		268-000.00-740.000	\$ 1,151.57
JanWay Company USA, Inc.		268-000.00-740.000	\$ 222.00
Sam's Club		268-000.00-740.000	\$ 9.86
Amazon.com		268-000.00-742.000	\$ 991.62
American Library Association		268-000.00-742.000	\$ 262.60
AudioCraft Publishing, Inc.		268-000.00-742.000	\$ 20.53
Brodart		268-000.00-742.000	\$ 14,759.56
Center Point Large Print		268-000.00-742.000	\$ 413.43
Gale/Cengage Learning		268-000.00-742.000	\$ 1,457.02
Multi-Cultural Books & Videos		268-000.00-742.000	\$ 292.16
SkillPath Seminars		268-000.00-742.000	\$ 199.95
Thomson Reuters - West		268-000.00-742.000	\$ 320.00
Hartman, Laura		268-000.00-743.000	\$ 156.00
Belleville Area District Library		268-000.00-742.100	\$ 22.99
Dearborn Hts Public Library		268-000.00-742.100	\$ 6.00
Milford Public Library		268-000.00-742.100	\$ 3.99
Northville District Library		268-000.00-742.100	\$ 5.00
Oak Park Public Library		268-000.00-742.100	\$ 8.25
Oxford Public Library		268-000.00-742.100	\$ 24.95
Southgate Veterans Memorial Library		268-000.00-742.100	\$ 7.99
Midwest Tape		268-000.00-744.000	\$ 3,275.96
The Library Network	Overdrive 8/13-7/14	268-000.00-744.000	\$ 3,663.53
Amazon.com		268-000.00-745.200	\$ 23.76
Midwest Tape		268-000.00-745.200	\$ 3,447.35
Brainfuse	8/1/13-7/31/14 Brainfuse	268-000.00-745.300	\$ 12,500.00
Bright House Networks		268-000.00-801.925	\$ 82.02
Providence Occupational		268-000.00-804.000	\$ 323.40
Michigan Library Association		268-000.00-809.000	\$ 390.00
Kristel Group, Inc.	July 2013	268-000.00-817.000	\$ 2,480.00
AT&T		268-000.00-851.000	\$ 391.07
TelNet Worldwide		268-000.00-851.000	\$ 653.94
Verizon Wireless		268-000.00-851.000	\$ 381.44
The Library Network	7/1-9/30/13 telecom	268-000.00-855.000	\$ 4,544.77
Patch		268-000.00-880.000	\$ 78.36
Reprographics One/Motor City Imaging		268-000.00-880.000	\$ 150.00
Sam's Club		268-000.00-880.000	\$ 56.94

YP		268-000.00-880.000	\$ 60.73
Bauss, Kathryn		268-000.00-880.268	\$ 34.63
Discount School Supply		268-000.00-880.268	\$ 54.25
Ellison Educational Equipment, Inc.		268-000.00-880.268	\$ 176.10
Krasnow, Sheryl		268-000.00-880.268	\$ 60.00
Michael's		268-000.00-880.268	\$ 80.51
Mutch, Kathleen		268-000.00-880.268	\$ 100.00
Oslund, Diane		268-000.00-880.268	\$ 75.00
Panera Bread Café		268-000.00-880.268	\$ 250.00
Sam's Club		268-000.00-880.268	\$ 96.29
Shecket, Michael		268-000.00-880.268	\$ 75.00
Walmart		268-000.00-880.268	\$ 45.78
Konica Minolta		268-000.00-900.000	\$ 904.06
VistaPrint		268-000.00-900.000	\$ 16.92
Consumers Energy	7/16-8/8/13	268-000.00-921.000	\$ 93.53
Allied Waste		268-000.00-934.000	\$ 157.92
Boynton Fire Safety Service	ann insp.	268-000.00-934.000	\$ 519.00
Cintas		268-000.00-934.000	\$ 527.00
Dalton Commercial Cleaning Corp		268-000.00-934.000	\$ 425.00
Home Depot		268-000.00-934.000	\$ 9.97
Orkin		268-000.00-934.000	\$ 58.30
Schindler Elevator Corp.		268-000.00-934.000	\$ 2,300.00
Signs by Tomorrow		268-000.00-934.000	\$ 151.50
Touch of Tropics		268-000.00-934.000	\$ 50.00
Brien's Services, Inc.		268-000.00-941.000	\$ 1,858.75
C&J Parking Lot Sweeping, Inc.		268-000.00-941.000	\$ 55.00
Michigan Automatic Sprinkler Inc.		268-000.00-941.000	\$ 96.30
Konica Minolta Premier Finance		268-000.00-942.000	\$ 1,193.02
Corrigan Record Storage		268-000.00-942.100	\$ 19.24
American Library Association		268-000.00-956.000	\$ 67.50
Bailey's Sports Grille		268-000.00-956.000	\$ 90.20
Busch's Market		268-000.00-956.000	\$ 13.47
Farkas, Julie		268-000.00-956.000	\$ 28.20
Kopko, Elizabeth		268-000.00-956.000	\$ 55.09
Lang, Elizabeth		268-000.00-956.000	\$ 67.80
Michigan Library Association		268-000.00-956.000	\$ 1,225.00
Mulcrone, Mary Ellen		268-000.00-956.000	\$ 55.99
Radisson Hotel Lansing at the Capitol	MLA Conf; Oct 15-18, 2013	268-000.00-956.000	\$ 887.78
Robinson, Mary		268-000.00-956.000	\$ 240.41
The Library Network		268-000.00-956.000	\$ 25.00
Petty Cash			\$ 118.02
TOTAL			\$ 71,406.68



**CITY OF NOVI LIBRARY BOARD
MINUTES, REGULAR MEETING
August 21, 2013**

DRAFT

1. Call to Order and Roll Call

Library Board

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

Absent and Excused

Larry Czekaj, Treasurer

Student Representatives

Ziyang Huang
Jessica Mathew

Library Staff

Julie Farkas, Director
Mary Ellen Mulcrone, Assistant Director
Marcia Dominick, Administrative Assistant
David McCown, Support Services Supervisor
Jennifer Preston, Information Services Librarian
Maureen Simari, Information Services Librarian

Guests

Senator Mike Kowall– 15th District
State Representative Hugh Crawford

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

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Approval and Overview of Agenda

President Sturing stated that Item 6c. Senator Mike Kowall, 15th Senate District – Recognition to Novi Public Library for achieving Quality Services Audit Checklist (QSAC), Essential Level may be delayed due to the arrival time of the Senator.

A motion was made to approve the August 21, 2013 Agenda as presented.

1st – Willy Mena
2nd – David Margolis

The motion passed unanimously.

4. Consent Agenda

A motion was made to approve the August 21, 2013 Consent Agenda as presented.

1st – David Margolis
2nd – Ramesh Verma

The motion was passed unanimously.

5. Correspondence

There was no correspondence.

6. Presentation

A. Recognition of Library Stars 2012-2013: David McCown, John D'Amico, Jennifer Preston, Marcia Dominick

A plaque and certificate were presented by Julie Farkas and Mark Sturing to David McCown, Jennifer Preston and Marcia Dominick for their outstanding service to the Library for 2012-2013. John D'Amico was not present to receive his certificate.

B. Recognition of Customer Service Award 2012-2013: Maureen Simari

A plaque and certificate were presented to Maureen Simari by Julie Farkas and Mark Sturing for her outstanding Customer Service to the patrons of Novi for 2012-2013.

C. Senator Mike Kowall, 15th Senate District – Recognition to Novi Public Library for achieving Quality Services Audit Checklist (QSAC), Essential Level.

Presentation to take place later in the meeting upon his arrival.

7. Public Comment

Dennis O'Connor, President of the Novi Community Schools Board of Trustees, commended the Library, City of Novi, and the Schools for creating a culture for programming between the groups and not duplicating services providing a savings for our community. This year, the summer reading program was bigger and better providing a focus on reading for the students during the summer. He thanked the Library for their continued support.

8. President's Report

A. Goals Document 2013-2014

The 2013-2014 Goals document is located on pages 11-16 of the August 21, 2013 Library Board Packet. Highlights include:

- Tech Time sessions offered each month with patrons. Received a lot of sign-ups and positive comments.
- The Novi Public Library App was launched on August 20, 2013 and is up and running. Go to the AppStore on your Apple devices, or GooglePlay for your Android and search Novi Library. Donations made by the Friends of the Library made the purchase possible.
- Partnered with the Novi Community School District on presenting and hosting Book Chat programs.
- Group Study Room Committee was formed and met to discuss issues and is researching alternate possibilities, i.e. room sign-ups, etc. Tutors, students and business meetings are being held in these rooms. We have nine (9) group study rooms and at present time, patrons cannot reserve the rooms in advance – first come basis only.
- The Library Network libraries are testing the capability for online patron registration for library cards.

9. **Treasurer's Report**

A. **Library Budget 2013-2014**

The 2013-2014 Budget dated March 20, 2013 is included in the August 21, 2013 Library Board Packet on pages 17-18.

B. **2012-2013 Penal Fine Report, Oakland County**

The 2012-2013 Penal Fine Report is shown on page 19 of the August 21, 2013 Library Board Packet. The report indicates the Penal Fines to Public Libraries for mostly Oakland County, but also includes two libraries from adjoining counties who have dual county ties.

C. **Library Financials and Walker Fund**

The Financials and Walker Fund Reports ending July 31, 2013 were distributed at the August 21, 2013 Library Board Meeting.

In the absence of Treasurer, Larry Czekaj, David Margolis presented the Financial report. Highlights include:

Revenues:

- Property Tax Revenue 403.000 - (\$420.26) using (0.02%) of the budget showing an available balance of \$2,254,420.26.
- Novi Township Assessment 665.404 - \$7,449.76 using 128.44% of the budget showing an available balance of (\$1,649.76).
- Meeting Room 665.300 - \$2,130 using 14.20% of the budget showing an available balance of \$12,870.
- 2013-14 Budget total 3.12% = \$92,784.19 revenues to date.

Expenditures:

- Insurance 716.000 - \$309.89 using .18% of the budget showing an available balance of \$174,690.11. Trustee Margolis questioned the amount, should be higher.
- Office Supplies 727.000 - \$3,515.52 using 21.97% of the budget showing an available balance of \$12,484.48. A pallet of paper was purchased.
- Membership and Dues 809.000 - \$2,744 using 49.89% of the budget showing an available balance of \$2,756. At the start of the fiscal year, we renew librarian memberships with the Michigan Library Association.
- Property & Liability Insurance 910.000 - \$13,668 using 106.78% of the budget showing an available balance of (\$868.00).
- 2013-14 Budget total 6.09% = \$181,055.39 expenditures to date.

D. Library Café Revenue Report – due 15th of the month –July, 2013

There was no report provided as the funds were not received by the time of this meeting.

1. Food Service Establishment Inspection Report, July 15, 2013

The Food Services Establishment Inspection Report administered by Oakland County Health Division/ Department of Health & Human Services is located on pages 20-21 of the August 21, 2013 Library Board Packet. Julie Farkas met with Read-A-Latte Café owner Gary Bernstein to discuss the report. Mr. Bernstein has until September 27, 2013 to renew his Food Service Manager Certificate. Julie is to investigate the cost of the certificate per the Trustees. The Trustees may consider paying for the certificate renewal cost.

10. Director's Report (Reported by Mary Ellen Mulcrone and Margi Karp-Opperer in the absence of the Director)

A. Social Media Policy – 1st Draft Reading

Evan Smale, Electronic Services Librarian, provided the first draft of the Social Media Policy on pages 26-27 of the August 21, 2013 Library Board Packet. The Library Board will discuss the Policy at the September 18, 2013 Board meeting.

B. Declaration for the Right to Libraries

Discussed in Agenda Item#16. Matters for Board Action, Subject C. Adopt the Declaration for the Right of Libraries, American Library Association, July 2, 2013.

A detailed report from Director, Julie Farkas, is provided on pages 22-25 of the August 21, 2013 Library Board Packet.

Highlights of the report are:

- The Library Star award recognizes a staff person who has gone above and beyond in his/her job at the Library, meeting and/or exceeding expectations in his/her annual goals. Nominations for this award are received by the Department Heads.
- The Customer Service Award recognizes an employee's exceptional customer service skills with both the internal and external customers of the Library. Nominations for this award are received by all library employees and the one with the most nominations is recognized.
- The Library hosted the premier of ***The Wrecking Crew*** which was directed by Denny Tedesco. 50% of the proceeds of the ticket sales were retained by the Library.
- Beyond Books will begin a monthly videoing with the assistance of SWOCC. Staff will rotate on a monthly basis hosting the broadcasts.
- The Management Team attended a conference on August 13, 2013 highlighting Personality Clashes in the Work Force. A list of important facts from the conference are located on page 23 of the August 21, 2013 Library Board Packet.
- A press release announcing the 2013 Community Reads Book is located on page 24 of the August 21, 2013 Library Board Packet. The Novi Public Library, along with Northville District Library, Wixom Public Library, Lyon Township and Salem-South Lyon Library will host this event on November 14, 2013 at 7 p.m. at the Novi Library.
- Due to the end of the Summer Reading Program and the Library's unexpected closure, the Library found more items returned than normal. A mountain of materials was discovered in the drop area of the drive-up window (page 25 of the August 21, 2013 Library Board Packet) the following morning. But with the hard work of the fantastic support services team, the items were checked in and re-shelved in less than 24 hours.

Trustee Verma questioned if our Library has a maintenance schedule in place? The Library Facilities Department does have a maintenance schedule in place and they review it to manage repairs or consult with outside contractors to make necessary service calls or repairs.

Additional bins were purchased for the Support Services Department with the funds that were not used for the shelf scanners.

The HVAC filters that were the cause of the Library unexpected closure has been ordered. The Facilities Department moved quickly in purchasing the replacement filters.

The Library Trustees stated that it is the role of the Library Board to set general policies and procedures, but not tell the staff how to manage the day-to-day running of the Library.

The cost of the replacement filters will not fall under \$15,000, so Julie will advise the Board as soon as possible as to their costs.

6C. Senator Mike Kowall, 15th Senate District – Recognition to Novi Public Library for achieving Quality Services Audit Checklist (QSAC), Essential Level

Senator Mike Kowall and Representative Hugh Crawford presented the Library Director, Julie Farkas and Assistant Director Mary Ellen Mulcrone, with a plaque acknowledging the Library's achievement in receiving the Quality Services Audit Checklist (QSAC), the Essential Level. Senator Kowall and Representative Crawford spoke of the important role that libraries made in their lives. How this Library is one of the best in Michigan and how Novi built this library when others were closing.

Director Farkas and Assistant Director Mulcrone accepted the plaque. It was a two- year process and Julie thanked Mary Ellen for all her time and effort in earning this award. Barbara Rutkowski was acknowledged for her assistance.

11. Additional Reports

A. Public Services Report

The Public Services Report is provided on pages 29-30 of the August 21, 2013 Library Board Packet.

Per the Library Trustees request, Margi Karp-Opperer provided a list of area libraries, Class 5 and 6, of their Friends donations. This list can be found on page 30 of the August 21, 2013 Library Board Packet. The Library Trustees thanked the Friends for all that they do to support the Library.

The Friends December Gala may not be held this year.

The Friends are working with an outside company to sell some books on-line to provide additional revenue.

Last year, the Library received a grant for two interns to work with the Summer Reading teen volunteers. This year, the Friends are going to continue this program providing two teen volunteers who manage the remainder of the teen volunteers by providing a stipend of \$500 each.

B. Building Operations Report

The Building Operations Report is provided on page 31 of the August 21, 2013 Library Board Packet.

C. Library Usage Statistics –July 2013

The July statistics are located on pages 32-37 of the August 21, 2013 Library Board Packet.

Highlights include:

- 477 Library cards issued
- 83,150 items checked out
- Number of items borrowed from TLN – 4916
- Numbers of items borrowed from MEL – 91
- Number of items loaned through TLN – 5441
- Number of items loaned through MEL – 104
- Read Box – Adult 54; Youth 105
- 63.67% of all items checked out were completed on self –checkout stations
- Total circulation 83,150
- Daily average people using the Library was 1,447
- Early Literacy workstation usage 980
- Daily average Computer Logins 1,160
- Technology Sessions 23 with 40 participants
- Check-outs Freegal 1,696; Overdrive 2,408; Zinio 450
- Charging Station Usage 3
- Meeting Room Rentals 29

12. Friends of Novi Library Report

A. July 10, 2013 Draft Board Meeting Minutes

The Friends of Novi Library July 10, 2013 Draft Minutes are included in the August 21, 2013 Library Board Packet on pages 38-40.

A thank you to the Novi Public Library Friends from Julie Farkas is located on page 41 of the August 21, 2013 Library Board Packet. Director Farkas thanked our Friends for their years of donations and support provided to the Library. Director Farkas stated, "It is with Friends like these that our library continues to be a relevant and vibrant source of information, education, recreation and entertainment for our residents."

13. Student Representatives' Report

The Student Representative's Report is provided on page 42 of the August 21, 2013 Library Board Packet. Highlights of the report include:

- Strongest turnout of tween and teen programs for summer reading.
- Programs:
 - Movie – Oz the Great and Powerful – 51 teens in attendance
 - See a Juggler, Be a Juggler – 58 children in attendance
 - Birds of Prey – 75 people in attendance
 - Make your own Terrarium – 40 participants
 - Geocaching workshop – 55 teens/tweens in attendance
- There were 90 teen volunteers this year for the Summer Reading Program. A big thank you to all who assisted.

14. Historical Commission Report

The June 26, 2013 Historical Commission Report is located on pages 43-44 of the August 21, 2013 Library Board Packet.

Currently there is a Civil War Display in the Historical cabinet and it will run through August, 2013.

15. Committee Reports

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

There was no report provided.

B. HR Committee (Kilgore, Verma – chair)

There was no report provided.

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

There was no report provided.

D. Fundraising Committee (Sturing, Mena – chair)

There was no report provided.

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

There was no report provided.

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

There was no report provided.

16. Public Comment

There was no public comment.

17. Matters for Board Action

A. Social Media Policy – 1st draft reading

Evan Smale, Electronic Services Librarian, provided the first draft of the Social Media Policy on pages 26-27 of the August 21, 2013 Library Board Packet. The Library Board will discuss the Policy at the September 18, 2013 Board meeting.

B. Additional costs for Library HVAC filters: To recognize the purchase of 30 extended surface air filters for the two air handling units of the HVAC system @ approximately \$2,215 from the Building Maintenance account. This amount would exceed current 2013-2014 budget for line item 934.000.

Discussed previously in the Director's Report.

C. Adopt the Declaration for the Right of Libraries, American Library Association, July 2, 2013.

After discussion by the Trustees, it was determined that the Declaration for the Right of Libraries should be brought back by the Library Director after she receives more clarification on the Declaration.

18. Adjourn

A motion was made to adjourn the meeting at 8:43 p.m.

1st – Larry Kilgore

2nd – Willy Mena

The motion was passed unanimously.

Scott Teasdale, Secretary

Date

NOVI PUBLIC LIBRARY – 2013/2014 GOALS

Strategic Objective #1—Fuel the Novi community’s passion for reading, personal growth and learning.

Goal: Provide quality services, collections, programs and technology that meet the changing needs of our community.

Strategy:			
Engage the Older Adult community in Library programs and services.			
Tactic	Owner	Status	Date
Publicize and engage the Older Adult community with info about Oakland County service for visually impaired	IS; SS	Received display with pamphlets and information from Oakland County service for visually impaired	Annually; 9/13
Expand info in Meadowbrook Commons through newsletter, dining hall, flyers, door to door, kiosks, etc.	AD; IS		Annually
Promote Library programs at Older Adult programs	IS		Annually
Survey Meadowbrook Commons residents	AD		Annually
Engage local Older Adult talent for displays, arts, crafts, collections, etc.	IS; AD		Annually
Partner with Older Adult Services/Meadowbrook Activity Center to attract Older Adults for Library programming, services, resources, and technology; consider no fee transportation to Library	IS; AD		Annually
Establish an Older Adult advisory board for ideas on programming, resources and services	IS; AD	Scheduled first meeting and a calendar of regular meetings	2013/2014; 9/13
Strategy:			
Increase/implement programming opportunities for each patron group.			
Tactic	Owner	Status	Date
Consider worldwide celebrations, festivals, events, etc.	IS; AD		Annually
Host music/dance programs by different cultural groups	IS		Annually
Implement 15 programs per year for each group (youth, tween, teen, adult, Older Adult) averaging 50 attendees at each program	IS; IT/F	Tween Movie (51), Teen Juggling program (58), Sizzling Summer Juggler (350), Sizzling Summer Fisherman (200), Birds of Prey program (75), Story Time for 2-3 year olds (54), Pirate Party (61), Sizzling Summer Animal Adaptations (200), Henry Ford: The Rouge and his Village Industries (69); Baffling Bill (350), Kiddie Crafts (54), Teen Finale (223), Preschool finale (75), K-4 Finale (320), Hands-on Museum (200), Back-to-school crafts (96), Jr. Spelling bee (101), 5 th & 6 th gd. Spelling bee (77)	Annually; 7/13; 8/13
Increase use of the Youth Activity Room by 5% with more crafts/hands-on events, etc.	IS	Craft projects added to Starlight Story Time and Tot time Story Times each month using the Activity Room	Annually; 7/13
Investigate a GEEK programming series based on patron suggestions from GEEK the Library campaign	IS; AD; IT/F		Annually

Develop a survey component to solicit technology needs of patrons to meet hardware, software, programming, and training needs	IT/F; AD, IS	IS dept. developed questions for survey; IT/F & IS working together to develop, distribute, and analyze survey results	Annually; 7/13; 9/13
Implement a Patio program series of five programs, May-October, weather permitting	IS		Annually
Strategy:	Maintain current collections and services.		
Tactic	Owner	Status	Date
Investigate and add new collections/pathfinders based on interests and needs of patrons	IS; SS	Created QR code table tents for Homework Resource Center website page and for Boopsie Mobile App; created youth realistic fiction genre pathfinder for website and youth binder, started bibliography on "crisis topics" for preschoolers	Annually; 7/13; 8/13
Investigate texting/chat/e-mail services to contact librarians for information assistance	IS; IT/F		2013/2014
Have staff wear friendly "Ask Me" buttons	IS	Investigated use of "button-making" machine through Novi Schools	2013/2014; 7/13
Provide dedicated time for individuals and groups to receive assistance with e-readers and other devices	IS; IT/F	Several Tech Time sessions offered each month; e-reader instruction for groups provided periodically; increased One-on-One Internet and Email classes, created survey for follow-up, followed-up with 2 patrons, reviewed teaching methods and guidelines for future classes	2013/2014; 9/13
Use roving reference to assist patrons	IS	On-going	2013/2014
Investigate useful technology to improve reference service	IS; IT/F		2013/2014
Improve streaming of news, current events, sports info on LCD screens throughout building; teen programs in teen area; create calendar for what to view	IS; IT/F		2013/2014
Investigate/implement a Homework Resource Center (collections, resources, tutoring opportunities)	IS	Page on website started; submitted links for History, math, science, and writing portion of Homework Resource Center; reviewed History links for accuracy	8/13; 9/13
Establish an International Language committee to provide recommendations for collections and programming	IS		2013/2014
Strategy:	Partner with the Novi School District.		
Tactic	Owner	Status	Date
Introduce Social Justice to the community; create a core collection; participate in learning sessions; provide space for forums/events	AD; IS	MEKO & AS attended Social Justice workshop through NSD	Annually; 8/13
Increase activities with Novi and other area school districts	IS; AD	Partnered with NCSD on presenting and hosting the Book Chat programs	Annually; 7/13

Goal: The Library Board shall be active and engaged and represent the Library in Novi and the greater library community.

Strategy:			
Tactic	Owner	Status	Date

Strategic Objective #2—Increase the Novi community’s knowledge of and access to the Library’s collections, services and building.

Goal: Promote the Library in Novi’s residential and business communities; consider new avenues for promoting library services to non-library users; leverage existing resources whenever possible.

Strategy:			
Increase awareness of services, collections, programs and technology.			
Tactic	Owner	Status	Date
Ensure a social media presence that best suits NPL, investigating new options/technologies to meet our community needs, including facebook, twitter, videos, podcasts	IS; AD; IT/F	Created a library Link account, created 3 Link videos	Annually; 9/13
Explore the use of social media to enhance book discussions	IS		
Create one video/podcast per year for website about Library services	AD		Annually
Increase publicity of meeting rooms and patio	AD		Annually
Reach out to homeowners groups by letter to President, get in newsletters, offer tours/talks, inviting groups to have their meetings at the Library (one time rental free)	AD		Annually
Work with homeowners groups to highlight a subdivision in e-newsletter, display of kids’ art from sub, contest for most card holders in sub	AD		Annually
Investigate/recruit for Library liaisons from homeowners groups to help market Library programs and info	AD		2013/2014
Increase number of library card holders in each Novi subdivision by 10% over five years; use geo-mapping data	AD; SS		Annually
Consider annual mailing of “The Novi Library and YOU” to homeowners/businesses; 4-page brochure about NPL	AD		Annually
Promote and highlight the Local History collection/space and its relevance to the community; offer an open house;	IS		Annually

increase web and physical presence			
Implement regular (weekly/monthly) Library columns in Novi News and Patch.com	AD		Annually

Goal: Balance the needs of the community with fiscal responsibility.

Strategy:	Consider adding new collections and services.		
Tactic	Owner	Status	Date
Investigate adding more interactive play components for youth	IS		Annually
Review options for perpetual log-ins for library catalog	IT/F; SS	Concerns for privacy prevent implementation	2013/2014
Implement service to alert patrons when specific requests have been purchased	IS		2013/2014
Consider room reservations for use of group study rooms	IS; AD	Group Study Room Committee formed and met to discuss issues and is researching possibilities; survey created for website and in-house	2013/2014; 7/13; 8/13
Commit to offering Teen Space program annually	AD; IS		2013/2014
Investigate adding furniture to Teen Space	AD		2013/2014

Goal: Create fundraising opportunities for our community to continue to support the growth of the Library's services, collections, programs and technology.

Strategy:			
Tactic	Owner	Status	Date

Goal: The Library Board shall be active and engaged and represent the Library in Novi and the greater library community.

Strategy:			
Tactic	Owner	Status	Date

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

Strategy:	Provide convenient access to collections, programs and services.		
Tactic	Owner	Status	Date
Work with TLN to improve catalog quality and access for mobile users	IT/F; SS	TLN providing daily catalog extracts for Boopsie mobile app; mobile app now available for Android and Apple	2013/2014; 9/13
Engage TLN in discussions to offer mobile services for library card application/renewal and renewal of materials	IT/F; SS	TLN libraries testing capability for online patron registration (library card application); renewal of library materials already available through Library Anywhere app and Boopsie app	2013/2014

Strategic Objective #3—Encourage the Novi community to embrace and participate in the Library’s programming, cultural learning and service opportunities.

Goal: Create fundraising opportunities for our community to continue to support the growth of the Library’s services, collections, programs and technology.

Strategy:			
Tactic	Owner	Status	Date

Goal: The Library Board shall be active and engaged and represent the Library in Novi and the greater library community.

Strategy:			
Tactic	Owner	Status	Date

Strategic Objective #4—Foster an organizational culture of innovation.

Goal: Provide a well-trained, appropriately compensated staff that is engaged in the Novi community and within the library profession.

Strategy:			
Tactic	Owner	Status	Date

Strategic Objective #5—Empower the Novi community to be effective consumers and producers of information.

Goal: The Library Board shall be active and engaged and represent the Library in Novi and the greater library community.

Strategy:			
Tactic	Owner	Status	Date

Strategic Objective #6—Match the needs of the community with the facilities and Library's logistical resources.

Goal: Balance the needs of the community with fiscal responsibility.

Strategy:	Partner with City of Novi and Novi School District.		
Tactic	Owner	Status	Date
Engage IT departments in quarterly meetings to review opportunities for resource sharing, technology best practices and education	IT/F	Met with City IT regarding their upcoming phone system upgrade and effects on Library	Annually; 8/13
Investigate with City of Novi to be a "go to" for additional City services; offer/advertise new City services	AD		Annually

Strategy:	Maintain communication with Read a Latte Café.		
Tactic	Owner	Status	Date
Investigate with owner to offer lower prices and different cultural food options	AD		Annually

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

Strategy:			
Tactic	Owner	Status	Date

2013-2014 Budget 3/20/13		2012-2013 Approved	2012-2013 Year End	2013-2014 Approved	2014-2015 Projected	2015-2016 Projected
Revenues						
Account	Description					
403.000	Property Tax Revenue	2,219,000.00	2,279,000.00	2,254,000.00	2,328,000.00	2,398,000.00
567.000	State Aid	17,500.00	20,000.00	20,000.00	20,000.00	20,000.00
657.000	Library book fines	57,000.00	67,000.00	68,500.00	68,500.00	68,500.00
658.000	State penal fines	65,500.00	74,540.59	76,000.00	77,500.00	79,000.00
664.000	Interest on Investments	25,000.00	25,000.00	25,000.00	25,700.00	26,500.00
664.500	Unrealized gain(loss) invest	0.00	13,247.00	0.00	0.00	0.00
665.000	Miscellaneous income	14,500.00	15,000.00	15,000.00	15,000.00	15,500.00
665.100	Copier	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00
665.200	Electronic media	3,500.00	500.00	800.00	800.00	800.00
665.266	SRP T-shirt sales	150.00	0.00	0.00	0.00	0.00
665.267	Library Program - Book It	0.00	0.00	0.00	0.00	0.00
665.290	Library Fundraising Revenue	1,000.00	360.00	1,000.00	1,000.00	1,000.00
665.300	Meeting Room	12,000.00	15,000.00	15,000.00	15,000.00	15,000.00
665.400	Gifts and donations	5,000.00	6,000.00	5,000.00	5,000.00	5,000.00
665.404	Novi Township Assessment	6,130.00	5,681.00	5,800.00	5,900.00	6,000.00
665.650	Library Café	5,000.00	5,000.00	5,000.00	5,000.00	5,000.00
Total Revenue		2,433,780.00	2,528,828.59	2,493,600.00	2,569,900.00	2,642,800.00
		2012-2013 Approved	2012-2013 Year End	2013-2014 Approved	2014-2015 Projected	2015-2016 Projected
Expenditures						
Account	Description					
704.000	Permanent Salaries	898,000.00	898,000.00	943,600.00	958,600.00	973,600.00
705.000	Temporary Salaries	561,000.00	566,000.00	631,000.00	641,000.00	651,000.00
715.000	Social Security	111,000.00	112,000.00	120,000.00	122,400.00	124,300.00
716.000	Insurance	212,000.00	165,000.00	175,000.00	175,000.00	175,000.00
716.200	HSA	10,800.00	7,000.00	8,000.00	8,000.00	8,000.00
718.000	Pension DB	0.00	0.00	2,200.00	2,200.00	2,200.00
718.050	Pension - add'l DB	0.00	0.00	0.00	0.00	0.00
718.200	Pension - Defined Contribution	24,000.00	24,000.00	26,200.00	26,200.00	26,200.00
719.000	Unemployment Ins	2,000.00	0.00	2,000.00	2,000.00	2,000.00
720.000	Workers' Comp	2,500.00	3,000.00	5,300.00	5,300.00	5,300.00
Total Personnel Services		1,821,300.00	1,775,000.00	1,913,300.00	1,940,700.00	1,967,600.00
Supplies						
727.000	Office supplies	17,500.00	15,000.00	16,000.00	17,000.00	18,000.00
728.000	Postage	2,100.00	1,500.00	1,800.00	1,800.00	1,800.00
734.000	Computer software & licensing	73,000.00	73,000.00	88,000.00	88,000.00	88,000.00
734.500	Computer supplies equip	12,000.00	12,000.00	13,000.00	13,000.00	13,000.00
740.000	Operating supplies	31,700.00	29,000.00	33,200.00	34,800.00	36,500.00
740.200	Desks, chairs, cabinets, etc.	0.00	0.00	13,200.00	0.00	0.00
741.000	Uniforms	300.00	300.00	300.00	300.00	300.00
Materials						
742.000	Books	190,000.00	190,000.00	220,500.00	220,500.00	220,500.00
742.100	Book Fines	500.00	700.00	700.00	700.00	700.00
742.666	Books - Misc. Grants	0.00	0.00	0.00	0.00	0.00
743.000	Periodicals	17,000.00	19,500.00	20,000.00	20,400.00	21,400.00
744.000	Audiovisual Materials	53,400.00	53,400.00	56,500.00	62,100.00	62,100.00

745.200	Electronic Media	43,200.00	43,200.00	55,700.00	61,200.00	61,200.00
745.300	Electronic Resources	44,800.00	44,800.00	60,000.00	60,000.00	60,000.00
Total Supplies & Materials		485,500.00	482,400.00	578,900.00	579,800.00	583,500.00
Services & Charges		2012-2013 Approved	2012-2013 Year End	2013-2014 Approved	2014-2015 Projected	2015-2016 Projected
Account	Description					
801.925	Public Information (cable)	950.00	800.00	1,000.00	1,000.00	1,000.00
802.100	Bank Services	2,500.00	3,600.00	3,500.00	3,500.00	3,500.00
803.000	Independent Audit	700.00	590.00	700.00	700.00	700.00
804.000	Medical Service	500.00	600.00	500.00	500.00	500.00
806.000	Legal Expenses	2,000.00	589.00	1,500.00	1,500.00	1,500.00
809.000	Memberships & Dues	5,000.00	5,000.00	5,500.00	5,500.00	5,500.00
816.000	Professional services	5,000.00	200.00	3,000.00	5,000.00	5,000.00
817.000	Custodial Services	36,000.00	30,000.00	37,200.00	36,000.00	36,000.00
818.000	TLN Central Services	6,000.00	5,000.00	5,000.00	5,500.00	6,000.00
851.000	Telephone	16,800.00	16,800.00	17,000.00	17,900.00	18,800.00
855.000	TLN Automation Services	64,400.00	62,000.00	63,900.00	66,500.00	68,100.00
862.000	Mileage	1,000.00	300.00	500.00	500.00	500.00
880.000	Community Promotion	5,000.00	5,000.00	5,000.00	5,000.00	5,000.00
880.267	Library Program - Book It	0.00	1,000.00	1,000.00	1,000.00	1,000.00
880.268	Programming	20,000.00	20,000.00	26,000.00	26,000.00	26,000.00
900.000	Design, Printing, Publishing	28,750.00	27,500.00	30,000.00	31,500.00	33,000.00
910.000	Property & Liability Insurance	13,300.00	12,684.00	12,800.00	13,000.00	13,200.00
921.000	Heat	16,000.00	16,000.00	17,500.00	17,500.00	17,500.00
922.000	Electricity	86,000.00	86,000.00	90,500.00	91,100.00	93,800.00
923.000	Water and Sewer	5,500.00	4,000.00	6,000.00	6,000.00	6,500.00
934.000	Building Maint.	48,500.00	48,500.00	55,500.00	55,500.00	57,000.00
935.000	Vehicle Maint.	2,000.00	1,000.00	1,500.00	1,500.00	1,500.00
941.000	Grounds Maint.	25,000.00	35,000.00	25,000.00	26,500.00	27,000.00
942.000	Office Equipment Lease	13,500.00	13,000.00	13,000.00	13,000.00	13,000.00
942.100	Records storage	200.00	100.00	100.00	100.00	100.00
956.000	Conferences & Workshops	12,500.00	11,500.00	15,500.00	15,500.00	15,500.00
Total Services & Charges		417,100.00	406,763.00	438,700.00	447,300.00	457,200.00
986.00	13/14: 9 replacements; ipads			35,000.00		
986.00	14/15: 60 replacements				73,600.00	73,600.00
976.000	Building Improvements	0.00	0.00	0.00	0.00	0.00
990.000	Furniture	0.00	0.00	8,800.00	0.00	0.00
962.000	Contingency	0.00	0.00	0.00	0.00	0.00
Total Capital Outlay		0.00	0.00	43,800.00	73,600.00	73,600.00
Total Expenditures		2,723,900.00	2,664,163.00	2,974,700.00	3,041,400.00	3,081,900.00
680.00	Fund Balance	-290,120.00	-135,334.41	-481,100.00	-471,500.00	-439,100.00
704.000/705.000	2012-2013 Salary Stipend		-50,000.00			
	2013-014 1.5% incr. (7/13)			-25,500.00		
742.000 - 745.300	Incr. in Material expenditures			-50,000.00		
941.00	Landscape Improvements	-15,000.00	-15,000.00			
TOTAL Fund Balance		-305,120.00	-135,334.41	-481,100.00	-471,500.00	-439,100.00

* Add'l property tax revenue for 2012-2013 in the amount of \$60,000 rec'd as of 3/13/2013.

* Library Board approved a not to exceed \$50,000 employee salary stipend on 2/9/2013 for fiscal year 2012-2013.

* 2013-2014 perm/temp salaries include 1.5% salary incr. and add'l library hours

REVENUE AND EXPENDITURE REPORT FOR CITY OF NOVI
 PERIOD ENDING 08/31/2013

GL NUMBER	DESCRIPTION	2013-14	YTD BALANCE	ACTIVITY FOR	AVAILABLE	% BDGT USED
		AMENDED BUDGET	08/31/2013 NORMAL (ABNORMAL)	MONTH 08/31/2013 INCREASE (DECREASE)	BALANCE NORMAL (ABNORMAL)	

Fund 268 - LIBRARY FUND 268

Revenues

Dept 000.00-treasury

268-000.00-403.000	Property tax revenue	2,254,000.00	(7,820.11)	(7,399.85)	2,261,820.11	(0.35)
268-000.00-567.000	State aid	20,000.00	13,932.76	13,932.76	6,067.24	69.66
268-000.00-657.000	Library book fines	68,500.00	13,416.29	5,743.05	55,083.71	19.59
268-000.00-658.000	State penal fines	76,000.00	73,539.99	0.00	2,460.01	96.76
268-000.00-664.000	Interest on investments	25,000.00	486.82	0.00	24,513.18	1.95
268-000.00-664.500	Unrealized gain (loss) on investments	0.00	0.00	0.00	0.00	0.00
268-000.00-665.000	Miscellaneous income	15,000.00	2,682.80	1,521.77	12,317.20	17.89
268-000.00-665.100	Copier	2,500.00	669.20	455.95	1,830.80	26.77
268-000.00-665.200	Electronic media (previously VHS)	800.00	45.00	20.00	755.00	5.63
268-000.00-665.266	Summer reading t-shirt sales	0.00	0.00	0.00	0.00	0.00
268-000.00-665.289	Adult programs	0.00	0.00	0.00	0.00	0.00
268-000.00-665.290	Library fund raising revenue	1,000.00	180.00	65.00	820.00	18.00
268-000.00-665.300	Meeting room	15,000.00	3,445.00	1,315.00	11,555.00	22.97
268-000.00-665.400	Gifts and donations	5,000.00	1,521.30	1,520.10	3,478.70	30.43
268-000.00-665.404	Novi Township assessment	5,800.00	10,847.30	3,397.54	(5,047.30)	187.02
268-000.00-665.500	Book rental	0.00	0.00	0.00	0.00	0.00
268-000.00-665.650	Library Cafe	5,000.00	409.16	0.00	4,590.84	8.18
268-000.00-665.800	Paper/supplies/public computers	0.00	0.00	0.00	0.00	0.00
268-000.00-676.269	Transfer from Walker Fund	0.00	0.00	0.00	0.00	0.00
268-000.00-680.000	Appropriation of fund balance	481,100.00	0.00	0.00	481,100.00	0.00

Total Dept 000.00-treasury		2,974,700.00	113,355.51	20,571.32	2,861,344.49	3.81
TOTAL Revenues		2,974,700.00	113,355.51	20,571.32	2,861,344.49	3.81
Expenditures						
Dept 000.00-treasury						
268-000.00-704.000	Permanent salaries	943,600.00	160,516.54	108,742.70	783,083.46	17.01
268-000.00-704.200	Wages (non-pensionable)	0.00	0.00	0.00	0.00	0.00
268-000.00-705.000	Temporary salaries	631,000.00	90,947.59	62,534.80	540,052.41	14.41
268-000.00-715.000	Social security	120,000.00	21,244.57	12,879.19	98,755.43	17.70
268-000.00-716.000	Insurance	175,000.00	28,664.74	28,354.85	146,335.26	16.38
268-000.00-716.200	HSA - employer contribution	8,000.00	625.02	312.51	7,374.98	7.81
268-000.00-718.000	Pension-DB (closed plans)	2,200.00	0.00	0.00	2,200.00	0.00
268-000.00-718.200	Pension - defined contribution	26,200.00	5,020.11	3,022.05	21,179.89	19.16
268-000.00-719.000	Unemployment insurance	2,000.00	0.00	0.00	2,000.00	0.00
268-000.00-720.000	Workers compensation	5,300.00	753.57	455.39	4,546.43	14.22
268-000.00-726.400	Cash over/short	0.00	0.00	0.00	0.00	0.00
268-000.00-727.000	Office supplies	16,000.00	4,330.10	814.58	11,669.90	27.06
268-000.00-728.000	Postage	1,800.00	143.80	143.80	1,656.20	7.99
268-000.00-734.000	Computer supplies, software & licensing	88,000.00	5,763.95	1,103.60	82,236.05	6.55
268-000.00-734.500	Computer supplies/equipment	13,000.00	3,261.07	2,410.38	9,738.93	25.09
268-000.00-740.000	Operating supplies	33,200.00	3,027.26	1,123.39	30,172.74	9.12
268-000.00-740.200	Desks, chairs, file cabinets, etc	13,200.00	0.00	0.00	13,200.00	0.00
268-000.00-741.000	Uniforms	300.00	0.00	0.00	300.00	0.00
268-000.00-742.000	Library books	220,500.00	25,136.57	8,160.14	195,363.43	11.40
268-000.00-742.100	Library Book - Fines	700.00	231.76	57.93	468.24	33.11
268-000.00-742.666	Books - miscellaneous grants	0.00	0.00	0.00	0.00	0.00
268-000.00-743.000	Library periodicals	20,000.00	156.00	156.00	19,844.00	0.78
268-000.00-744.000	Audio visual materials	56,500.00	15,940.43	5,780.71	40,559.57	28.21
268-000.00-745.200	Electronic media	55,700.00	6,261.42	706.36	49,438.58	11.24
268-000.00-745.300	Electronic resources (CD rom materials)	60,000.00	30,396.48	0.00	29,603.52	50.66

268-000.00-801.925	Public information (cable, etc)	1,000.00	82.02	0.00	917.98	8.20
268-000.00-802.100	Bank services	3,500.00	752.82	347.75	2,747.18	21.51
268-000.00-803.000	Independent audit	700.00	0.00	0.00	700.00	0.00
268-000.00-804.000	Medical service	500.00	269.50	215.60	230.50	53.90
268-000.00-806.000	Legal fees	1,500.00	0.00	0.00	1,500.00	0.00
268-000.00-809.000	Memberships and dues	5,500.00	3,049.00	305.00	2,451.00	55.44
268-000.00-816.000	Professional services	3,000.00	0.00	0.00	3,000.00	0.00
268-000.00-817.000	Custodial services	37,200.00	2,480.00	0.00	34,720.00	6.67
268-000.00-818.000	TLN Central Services	5,000.00	0.00	0.00	5,000.00	0.00
268-000.00-851.000	Telephone	17,000.00	1,037.56	965.38	15,962.44	6.10
268-000.00-855.000	TLN Automation Services	63,900.00	14,869.21	4,544.77	49,030.79	23.27
268-000.00-862.000	Mileage	500.00	0.00	0.00	500.00	0.00
268-000.00-880.000	Community promotion	5,000.00	1,348.69	346.03	3,651.31	26.97
268-000.00-880.267	Library Programming-Book It	1,000.00	0.00	0.00	1,000.00	0.00
268-000.00-880.268	Library programming	26,000.00	3,728.09	1,198.92	22,271.91	14.34
268-000.00-880.271	Adult programs	0.00	0.00	0.00	0.00	0.00
268-000.00-900.000	Printing, graphic design and publishing	30,000.00	7,503.97	6,593.28	22,496.03	25.01
268-000.00-910.000	Property & liability insurance	12,800.00	13,668.00	0.00	(868.00)	106.78
268-000.00-921.000	Heat	17,500.00	225.48	93.53	17,274.52	1.29
268-000.00-922.000	Electricity	90,500.00	19,431.88	19,413.82	71,068.12	21.47
268-000.00-923.000	Water and sewer	6,000.00	0.00	0.00	6,000.00	0.00
268-000.00-934.000	Building maintenance	55,500.00	8,634.02	1,221.77	46,865.98	15.56
268-000.00-935.000	Vehicle maintenance	1,500.00	0.00	0.00	1,500.00	0.00
268-000.00-941.000	Grounds maintenance	25,000.00	2,910.00	1,555.00	22,090.00	11.64
268-000.00-942.000	Office equipment lease	13,000.00	763.30	0.00	12,236.70	5.87
268-000.00-942.100	Records storage	100.00	38.48	19.24	61.52	38.48
268-000.00-956.000	Conferences and workshops	15,500.00	2,993.31	1,150.46	12,506.69	19.31
268-000.00-965.269	Transfer to Walker Fund	0.00	0.00	0.00	0.00	0.00
268-000.00-976.000	Building improvements	0.00	0.00	0.00	0.00	0.00
268-000.00-986.000	Data processing	35,000.00	0.00	0.00	35,000.00	0.00
268-000.00-990.000	Furniture	8,800.00	0.00	0.00	8,800.00	0.00
Total Dept 000.00-treasury		2,974,700.00	486,206.31	274,728.93	2,488,493.69	16.34

TOTAL Expenditures	2,974,700.00	486,206.31	274,728.93	2,488,493.69	16.34
Fund 268:					
TOTAL REVENUES	2,974,700.00	113,355.51	20,571.32	2,861,344.49	3.81
TOTAL EXPENDITURES	2,974,700.00	486,206.31	274,728.93	2,488,493.69	16.34
NET OF REVENUES & EXPENDITURES	0.00	(372,850.80)	(254,157.61)	372,850.80	100.00

BALANCE SHEET FOR CITY OF NOVI
Period Ending 08/31/2013

GL Number	Description	Current Year Beg. Balance	Balance
Fund 268 - LIBRARY FUND 268			
*** Assets ***			
Cash			
268-000.00-003.000	Cash and cash equivalents	2,253,968.14	2,829,561.49
	Cash	2,253,968.14	2,829,561.49
Accounts Receivable			
268-000.00-018.000	Cash on hand	500.00	500.00
268-000.00-020.000	Current taxes receivable	0.00	1,624,215.58
	Accounts Receivable	500.00	1,624,715.58
	Total Assets	2,254,468.14	4,454,277.07
*** Liabilities ***			
Accounts Payable			
268-000.00-202.000	Accounts payable	74,787.28	84,992.05
	Accounts Payable	74,787.28	84,992.05
Liabilities-ST			
268-000.00-215.200	Unemployment insurance liability	6,314.70	6,314.70
268-000.00-259.702	Accrued liabilities-tax	59,574.00	59,574.00
268-000.00-276.400	Deposit for Cafe	500.00	500.00
	Liabilities-ST	66,388.70	66,388.70
Due To Other Funds			
268-000.00-214.101	Due to general fund	0.00	272,565.05
	Due To Other Funds	0.00	272,565.05
	Total Liabilities	141,175.98	423,945.80
*** Fund Balance ***			
Unassigned			
268-000.00-390.000	Fund balance	2,312,166.10	2,312,166.10

Unassigned	2,312,166.10	2,312,166.10
<hr/>		
Total Fund Balance	2,312,166.10	2,312,166.10
<hr/>		
Beginning Fund Balance - 12-13		2,312,166.10
Net of Revenues VS Expenditures - 12-13		(198,873.94)
*12-13 End FB/13-14 Beg FB	2,170,352.03	
Net of Revenues VS Expenditures - Current Year		1,917,039.11
Ending Fund Balance		4,030,331.27
Total Liabilities And Fund Balance		4,454,277.07
<hr/>		

* Year Not Closed

09/12/2013

BALANCE SHEET FOR CITY OF NOVI
Period Ending 08/31/2013

GL Number	Description	Current Year Beg. Balance	Balance
Fund 269 - WALKER LIBRARY FUND 269			
*** Assets ***			
Cash			
269-000.00-003.000	Cash and cash equivalents	1,555,300.90	1,550,127.35
	Cash	1,555,300.90	1,550,127.35
Due From Other Funds			
269-000.00-067.101	Due from General Fund	0.00	60.00
	Due From Other Funds	0.00	60.00
	Total Assets	1,555,300.90	1,550,187.35
*** Liabilities ***			
Accounts Payable			
269-000.00-202.000	Accounts payable	3,012.62	5,365.81
	Accounts Payable	3,012.62	5,365.81
	Total Liabilities	3,012.62	5,365.81
*** Fund Balance ***			
Unassigned			
269-000.00-390.000	Fund balance	1,444,764.22	1,444,764.22
269-000.00-390.291	Restricted-Friends of Library -Principal	6,040.92	6,040.92
	Unassigned	1,450,805.14	1,450,805.14
Restricted			
269-000.00-390.262	Restricted-Book It-childrens collections	21,659.44	21,659.44
269-000.00-390.267	Restricted for Druschel collections	1,180.00	1,180.00
269-000.00-390.271	Restricted for youth collection area	1,043.25	1,043.25

269-000.00-390.273	Restricted-Friends of Novi Library Other	4,264.75	4,264.75
269-000.00-390.275	Restricted for specific collections	25.00	25.00
269-000.00-390.279	Restricted for youth activity room	46,051.84	46,051.84
269-000.00-390.280	Restricted for parenting-youth&teen serv	4,947.71	4,947.71
269-000.00-390.282	Restricted-artwork in memory of M Locke	35.65	35.65
269-000.00-390.283	Restricted for Novi Newbies	80.29	80.29
269-000.00-390.284	Restricted for Local History Room	115.00	115.00
269-000.00-390.285	Restricted for Community Read	1,082.24	1,082.24
269-000.00-390.287	Restricted-youth dept programming (Crop)	340.00	340.00
269-000.00-390.288	Restricted in memory of Carol Davio	2,785.00	2,785.00
269-000.00-390.401	Restricted for Crawford donations	20.00	20.00
269-000.00-390.402	Restricted - donor specific collections	580.00	580.00
	Restricted	84,210.17	84,210.17
	Total Fund Balance	1,535,015.31	1,535,015.31
	Beginning Fund Balance - 12-13		1,535,015.31
	Net of Revenues VS Expenditures - 12-13		17,272.97
	*12-13 End FB/13-14 Beg FB	1,558,214.25	
	Net of Revenues VS Expenditures - Current Year		(7,466.74)
	Ending Fund Balance		1,544,821.54
	Total Liabilities And Fund Balance		1,550,187.35

* Year Not Closed

Director's Report – Julie Farkas

A Year in Review/Annual Report 2012-2013

I have been working with our Communications Coordinator to create the Annual Report and a Year in Review report for 2012-2013 to distribute to our Novi community. These informational pieces should be ready for distribution in early October, pending the City of Novi's financial audit. A draft of the Year in Review was sent via email to the Board Members for review. This will accompany the annual donation letter that is sent out to our many library supporters.

Affordable Care Act and Novi Library

Many members of the Information Services department and Administrative Team attended a 3 hour seminar on the Affordable Care Act on September 11, 2013, in order to understand how it will affect the library environment. The information and opportunity to apply for medical care will begin on October 1st. In the next few weeks leading up to this launch the Library staff will be preparing for a possible influx of library patrons that may be connecting with the library for information. We are currently reviewing our policies pertaining to computer usage and confidentiality and the Information Services department is looking at valuable information that can be shared with the public.

Library Director out in the Novi Community

- Attended Social Justice workshop with the Novi School District
- Meeting with Steve Matthew, Novi Community Schools Superintendent, to discuss a new book club for parents for 2014
- Meeting with Sheryl Romzek, Novi Chamber of Commerce to discuss partnerships with the business community and business related programming
- Teen Space Committee meeting with community partners (Novi School District, Novi Youth Assistance and Novi Parks & Rec department)
- Attended the Annual Oakland County Historical Resources meeting on Tuesday, September 10th.

City of Novi's Annual Leadership In-Service – September 13, 2013

The Library Director and two other members of the Management Team had the opportunity to take part in the City of Novi's annual leadership retreat. This year, Ken Wasko from Gordon Food Services spoke about leadership and being relevant in your personal and work environments. Like past years, this event provided an opportunity for connecting with fellow Novi City employees and early stage goal setting. This was a great opportunity to share with City employees all of the programs and new services being planned and in place for fall.

NOVI PUBLIC LIBRARY TEEN SPACE FINAL REPORT 2012-2013

Teen Space debuted at the Novi Public Library in October 2012. The library had struggled for years with how to entertain the droves of teens that, due to the proximity of the high school, had ended up making the library their “home away from home” after school. This issue was exacerbated considerably when the library moved into its new building in mid-2010, as “If you build it, they will come” certainly rang true.

Teen Space started off modestly, averaging 21-22 kids per day for the first few months of its existence, but gained momentum as the school year went on. At its peak, Teen Space was hosting more than 50 kids in the frigid months of February and March. Mondays were most often the busiest days, with Thursdays coming in a close second.

Thanks to a partnership with Novi Parks and Recreation, the Novi Schools, and Novi Youth Assistance, we were able to staff the West Meeting Room at the library Monday-Thursday, 2-5 pm, with a volunteer room monitor each day. Information Services Librarian Jennifer Preston was the point person for the library for the program, and our Library Monitor, John D'Amico was always on-hand to offer assistance with any disciplinary or behavior issues in the Space.

From October 1, 2012 through June 12, 2013, we had about 3,148 attendees in Teen Space. There were 124 sessions of Teen Space over the 2012-2013 year. This meant on the average day, Teen Space saw just over 25 kids. The numbers were highest in February and March, as more and more teens found out about the space, and the weather continued to keep them inside. Numbers did begin to dwindle in April and May, as the kids began spring sports and were able to hang out on the patio and other spots outside the library.

In January, thanks to a generous donation by Novi Youth Assistance that was matched by the Novi Library, we were able to purchase some new “fun” furniture, board games and table games like ping pong and foosball, and an Xbox 360 game console along with several video games for the space. The teens responded favorably, and our numbers continued to rise.

In February, Novi Parks & Recreation hosted a “Teen Extravaganza” that included chair basketball and several other recreational activities during Teen Space. The teens really enjoyed themselves, said Parks & Recreation intern and Tuesday Teen Space Monitor Stephen Eby, and this particular program seemed to attract some new faces that hadn't yet been exposed to Teen Space. “What was great was that those kids kept coming back,” he said. In March, the library hosted a March Madness college basketball event, and in April, Youth Assistance offered a ping pong tournament, as well as movie days in December and May.

The teens really enjoyed our special events, but also seemed in general to truly appreciate the space they were given. Most of the time they were content just sitting at tables and talking in groups, often working on homework, playing cards or just chatting. Ping pong was by far the most popular form of entertainment; many teens came into the room specifically to play a game or two. Xbox 360 was “all the rage” for the first month or two.

Our room monitors appreciated making connections with the teens as well, both as collective groups and individually. By the end of the year, some teens were stopping by just to say hi on their way to spring sports or other after-school activities. It was especially nice to establish this rapport and relationship with several regulars, said Jessie Wallace, Novi Youth Assistance intern and Thursday Teen Space monitor.

Monitors agreed that the teens for the most part were happy and appreciative (well, as appreciative as teens can be) to have their own space. “At times they did have a hard time respecting the furniture and some of the games,” Parks & Rec. monitor Eby said.

John D'Amico, the safety monitor for the library and the person who was probably the most present and involved for the day-to-day of Teen Space, says the statistics speak for themselves. “We had 96 evictions in the 2011-2012 school year before Teen Space – and just 34 in 2012-2013, thanks in large part to the Space. What's more, 15 of THOSE evictions were between July and September, before we even got Teen Space up and running.”

Kids who once faced eviction found themselves flourishing in Teen Space. "Once they knew they had an option, a place to go where they could be a little louder, talking and laughing with their friends and doing things that might be considered non-library activities like chatting and playing games, they responded by coming in daily," said Information Services Librarian Jennifer Preston, who monitored the room most Mondays. "Sometimes they'd come by just to see who was there, sometimes they'd stay for all three hours."

Youth & Teen Collections Specialist Suzanne Carpenter, who also shared in monitoring duties, said what she noticed most about Teen Space was the crowd that it drew. "Teen Space has attracted students that normally wouldn't be library users," she said. "It has been a great way to show them that we care about their needs and want to have resources that are relevant to them."

Respectfully submitted by: Jennifer Preston, Information Services Librarian

What Do You Geek?

**A Campaign Dedicated to Celebrating Your
Interests**

May 2012- June 2013

Compiled by: Christina Salvatore

geekthelibrary.org

Participants: 486

What does the word geek really mean? To some people they think of a classmate in their graduating class that excelled in mathematics, while others think of squeaky voiced and suspender wearing Steve Urkle from the hit sitcom of the 90's, Family Matters. At Novi Public Library there is only one meaning that we associate the word geek with and that is to **love, enjoy and celebrate your interests in life.**



Over the past year, the Library has advocated the What Do You Geek campaign, and invited patrons to express what they are passionate about in their own personal life. By including the influential members of the Novi Community such as the City Council members, Superintendent of Novi Schools, Steve Matthews, the Library Board, Friends of the Library Board, Historical Commission members, Teen Advisory Board and Library staff, we were able to draw that connection between patrons and city employees.

Promotion for the What Do You Geek campaign began at the 2012 Memorial Day Parade. Library staff walked 2.7 miles wearing their What Do You Geek shirts proudly while giving out free Geek goodies and forms which allowed the community to share what they loved. Continuing through the Fall, Winter and Spring months we highlighted the campaign at Fall for Novi, Light up the Night, held monthly drawings for patrons to win geek merchandise, Summer Reading Program events, and through our internal display at the Library.

By June 2013 we received hundreds of forms from our patrons, giving us an understanding of their favorite pastimes and interests. We gathered all the information and tabulated the responses which helped us distinguish what our patrons want to see more of at the Library or what we already have that they love. We ended the campaign on a high note by hosting a finale party filled with a pizza dinner, board games, raffles and geek conversation. We were able to get on a personal level with the patrons and heard what they love the library did, is currently doing and what they would like to see happen in the future.



Topic	# of Comments
Reading	62
Music	8
Family	7
Art	6
Cooking	6
Dancing	6
Mysteries	6
Video Games	6
Animals	5
Hockey	5

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Reading	62
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Dancing	6
Mysteries	6
Video Games	6
Animals	5
Hockey	5

After compiling the list of comments we were able to distinguish the top 10 areas that our patrons loved the most. A comprehensive list of comments is being kept to build new programming opportunities for the Novi community.

It's important for our Library to establish a home for our patrons where they can not only check out a book and attend one of our programs, but learn a new language, explore our career resources and discover our unique art displayed throughout the building. This campaign allowed us to portray a positive message and bring awareness to our visitors about how important libraries are to our communities.



One of the main reasons why libraries are in existence and remain open is because of our dedicated patrons who show their support and commitment. By hearing their voice in this campaign we showed them that they are a vital role to our community and we will continue to provide them with the best resources and collections. Their thoughts and opinions matter to us and whether you love knitting, reality television, or nature, at the end of the day we are all geekers who hold something close to our hearts.

Geek Campaign June 2012-May 2013

Goal:

To promote Novi Public Library to non-traditional patrons in non-traditional settings by focusing on individual interests.

Campaign to Date Review:

- Staff supporting Geek initiatives worked at Memorial Day Parade (May), Novi Heritage Festival (June), Fall for Novi (September)
- All Staff and participating community leaders (City, Library Board, Friends, Novi Historical Commission) given geek shirts
- Monthly Displays with contests and raffles in 1st floor lobby, including geek posters of community leaders
- Geek page added to website
- Participated in Completed Geek Forms peaked at 127 forms in June and dropped to 53 in August, averaging 89 forms per month. – Well below our goal of 300 forms/month

Future Plans:

- Continue outreach at community events:
 - Novi Rotary Meeting (Oct 18)
 - Tricks and trunks (Oct 29)
 - Community Reads Author Visit (Nov 14)
 - Light Up the Night (Nov 30)
 - Homeowner's Association Evening Event (Jan 17)
 - Book It! Fundraiser (April 26)
 - Other Possibilities: Novi Theater, Novi Senior Center, Novi Community School District, Chamber of Commerce events
- Contact Chelsea Library to share ideas and learn about their geek successes
- Distribute geek forms at Adult Library programs
- Monthly updating of geek photos on webpage
- Spend 4 hours/week at Geek display engaging patrons to complete forms
- December Beyond Books broadcast to feature patrons and what they geek
- January kick-off geek photo sessions, where patrons can have their photograph taken for personalized geek poster. Promote in eNewsletter, Engage, Library Lines, and lobby Displays)
- January kick-off geek of the week, based on randomly drawn geek form. Geek of the week to win geek t-shirt and be featured on website and displays.
- Re-order minimum quantity of 50 geek shirts (\$7.36/shirt + tax = \$390) for geek of the week winners (27 for Jan-May), remainder to be used in other contests, employees, or purchase.

Geek the Library Marketing Plan

Overview: Spread awareness of the value of the Novi Public Library and attract new users by promoting the Library in non-traditional settings through a modern, catchy communication style. The key to the campaign is to engage the community to share what inspires them and promoting how the Library supports and empowers their interests.

Dates: 5/28/12 – 6/17/13

Kick-Off: Novi Memorial Day Parade: May 28, 2012. Staff, Library Board Members, Friends Board Members, and TAB Representatives to walk in the parade wearing "Whatdoyougeek?" T-shirts and carrying "Whatdoyougeek?" banner, while passing out promotional stickers, flyers, and bookmarks to create preliminary public interest.

Next Steps:

Place a "geek" teaser in the May-Aug edition of Engage.

- Create internal Library display with posters describing what the Library staff "geeks". Gather patron feedback and create additional posters of patrons and what they "geek" for internal library promotion. Goal to collect 300 "geek" profiles from public each month.
- Collect the public's "geek" information and promote the value of the library by participating in community events including:
 - Novi Heritage Festival
 - Tremendous Tuesdays at Fuerst Park
 - Summer Reading Program events
 - Fire Up Fest
 - Fall For Novi
 - Light Up the Night
 - Homeowners Association Breakfast
- Use Library and City lobby displays, cable TV, eNewsletter, flyers, Engage, social media, local newspaper/blogs (Novi News & Novi Patch) to reinforce the "geek" message
- Work with community, business, and government leaders and organizations to create personalized "geek" posters to be displayed throughout the community.
- Look into leveraging opportunities with other libraries to share the cost of billboard, lawn signs, and alternative modes of advertising to further promote the "geek" message.
- Develop and promote Adult, Teen, and Youth programs based on "geek" feedback.

Budget Considerations:

- Received a start-up packet of promotion supplies, but will need to purchase/create additional flyers, stickers, and T-shirts.
- Cost to create and print personalized "geek" posters.
- Cost of external advertising, offset by leveraging opportunities with other libraries.
- May need additional staff hours to manage the library display and community events.
- Cost to participate in community events.

Public Services Report – Margi Karp-Opperer

The summer activities at the Library were exceptional and our patrons showed their appreciation by attending programs and reading, reading, reading. We hit record numbers this year and we are proud to share these with you:

1. Read to Me (Infant – Pre-K): 244 registrants
2. Dig into Reading (Grades K-4): 860 registrants
3. Beneath the Surface (Grades 5-12): 606 registrants
4. Adult Reading: 332 registrants
5. Total readers: 2,042 registrants

Thank you to the wonderful Novi Library Staff for their dedication, smiles, and hard work in creating outstanding events and serving the public in a professional, caring way.

Featured Adult Programs:

Facebook Basics

Fantasy Football 101: Keys to Dominating Your League

Authentic Indian Cooking Demonstration

American Red Cross Blood Drive

Special business/financial programs for the month included:

- a. Business Research Feasibility to Expansion
- b. Business Negotiating Skills Workshop
- c. Four SCORE Business Mentoring

Monthly Adult Programs:

- Four Help for Families by OLHSA (Oakland Livingston Human Service Agency)
- Five Knit 2gether Knitting Circles
- Two Adult Book Discussion Groups
- Monthly delivery of Novi Newbies' backpacks to St. John Providence Park
- One 1-on-1 internet class and one email instruction class
- Italian, German, Mandarin & Spanish Language Conversation Groups
- Novi Writers Groups
- Computer instruction classes (Intermediate Excel 2010 and PowerPoint Basics 2010)
- Two meetings were held this month for the Information Services Department

Featured Youth Programs:

- Baffling Bill the Magician Illusion Show
- Tremendous Tuesday: Hands On Museum
- Tremendous Tuesday: "3 Little Pigs – Large and In Charge" puppet show
- Summer Reading Finale for Preschoolers
- Summer Reading Finale for Grades K-4
- Back to School Crafts
- Musikgarten
- Junior Spelling Bee for Grades 3-4

Monthly Youth Programs:

- Two Story times for the 4 year olds and older
- One Kiddie Crafts
- One Starlight Story Time
- One Lego Club

Tween and Teen Program:

- ❖ Tween/Teen Summer Reading Finale at Paradise Park!
- ❖ ACT/SAT Test Prep Information
- ❖ Spelling Bee for Grades 5-6

Featured Collections:

Adult: International Collections

Youth: DIG Into Reading SRP (Summer Reading Program)

Featured database:

Literature Resource Center

Building Operations Report - Mary Ellen Mulcrone

Building Operations Report September 2013

The beginning of September brought additional weekend service hours and the new requirement to present a library card for service (checkouts, holds, computers). Both changes seem to be welcomed by the public. Staff have done a great job of informing people in advance, so there are few surprised about the library card requirement at this point in time. We are also providing the opportunity to present a library card on a smartphone or other electronic device, as long as the barcode can be scanned from the device. The Novi Public Library card may be scanned via several different apps available for both Apple and Android: Key Ring, CardStar, mobile-pocket, and CardMobili.

Speaking of mobile access, NPL's new mobile app is now available for both Apple and Android. Just search for Novi Library and install the app for easier access to our website on your mobile phone or other device. This is a full service app to view the program calendar, use the catalog, place holds, and access everything else on our website, conveniently formatted for a smaller device.

Support Services staff did an excellent job of handling all the returns that came in over the long Labor Day weekend. Jolanta Borek and Deb Carbott tended to the automatic sorting technology while the Library was closed, which made things just a little easier on other staff when they returned to work on Tuesday. Everyone else pitched in to get items checked in and returned to the shelves in a timely manner.

We are working with various staff from the City's DPS to get approval and quotes for improving signage and traffic flow at the Library's entrance from Ten Mile. This area is often congested, sometimes confusing, and a frequent cause for patron complaints. We will be adding double yellow lines and directional arrows to the driveway in an effort to clarify the proper traffic flow. The work should be completed by the City's contractor around the end of this month. Once we have the appropriate base painted on the pavement, Library Facilities staff will freshen the paint as needed.

New copiers have been installed in public and staff areas. Training sessions were held, and a quick reference guide has been provided for staff.

A double-sided outdoor message board with a five-slot literature rack has been installed in front of the building. One side will prominently display the regular business hours of the Library along with upcoming closure dates. The other side will display information about upcoming programs, and take-away information about the programs will be available in the literature rack. This will replace the myriad of sandwich boards previously seen in front of the building.

All of the air filters, including the extended surface filters, were replaced in both air handling units. Standard filters will continue to be replaced on a quarterly basis, and the extended surface filters will be monitored to see when the next replacement will be needed. This is expected to be 12-18 months from now.

A number of routine tasks were completed, as usual, including things like high traffic carpet cleaning, weeding of the entire site, including the bioswales, and oiling the wheels on book carts to prevent squeaking. Many additional cleaning tasks have been completed by one of our volunteers.

Dominic Doot held several technology training sessions, including Skype Essentials, Drop-in Computer Lab, e-Reader Instruction, How to Transfer VHS to DVD, and Tech Times.

BUILDING /LANDSCAPE COMMITTEE MEETING

September 4, 2013

Notes submitted by: Mary Ellen Mulcrone, Assistant Director of Building Operations

Attending: L. Czekaj, D. Margolis, L. Kilgore, J. Farkas, B. Rutkowski, M. E. Mulcrone

Emergency Ready Profile

Staff worked with Servpro of Novi, who developed our ERP at no charge to the Library. The booklet includes information and photos regarding contact information for staff, contractors, security and safety officers, locations of shut-off valves, etc. This booklet will be available throughout staff areas of the building. Each manager also has a copy and can access the same information via an app on a smartphone.

HVAC Update

All filters, including the standard pre-filters and the extended surface air filters, were just replaced in both air handling units. The standard filters have been replaced on a regular schedule, but the extended surface filters were original to the building. It has been determined that these extended surface filters, though costly, should be replaced every 12-18 months. This will be taken into account for future budgets. Library Administration will meet with the HVAC contractor to discuss the failure that led to an early closure of the building on July 15.

HVAC Maintenance contract proposals have been received from the following companies and are being reviewed.

Stuart Mechanical: \$4,893/quarter
ATI Group: \$1,350/quarter
R. W. Mead: \$1,100/quarter
Long Mechanical: \$650/quarter
Lyon Mechanical: \$1,568/quarter
Detroit Temperature Engineers: pending

Landscaping Update

Our landscaping contractor has completed three special treatments to eliminate the horsetail weed that has appeared on the property. One more treatment is needed and will be done soon.

We received some questions about our bioswales (or rain gardens). Patrons often think that the bioswales are full of weeds. Actually, that is how they are supposed to look. Facilities staff confirmed that the plants in our bioswales were intended to be there based on the landscape architect's plans. Pictures of the appropriate plants have been provided to our landscape contractor so that their staff will know what to weed out and what to leave in the bioswales. Facilities staff are also keeping the plants trimmed for a slightly neater appearance. We will update the Green Building Initiatives brochure to include more information about the bioswales to help inform the public.

Drainage issues near the north border of the property are greatly improved over last year. While there is still some excess moisture in the area, it seems prudent to wait and see if this continues to improve rather than expending a large sum of money for improvements.

Emergency Lighting

During regular testing, it was determined that many of the lights were not working properly. Facilities staff did a great deal of troubleshooting—replacing bulbs and batteries, checking connections, etc. without getting to the root of the problem. We called in an electrical contractor to do further testing. They determined that more than half of the fixtures have failed, so they are unable to keep power supplied to the batteries. The fixtures are no longer under warranty and are no longer sold, as they are known to be

problematic. This contractor has given a proposal to replace all of the fixtures (before more fail). We have requested additional proposals for the work. We are also investigating a possible recall of the fixtures.

Mister Sparky: \$7,574

Great Lakes: pending

Lyon Mechanical: pending

Driveway Signage Improvements

We receive frequent complaints about confusion and congestion at the entrance to the Library parking lot. Due to County restraints, we are unable to make major improvements at this time. However, we do have plans to add more signage, arrows, and striping between lanes in hopes of clarifying traffic flow in this area. There is a proposal received from the City's contractor to do the work for \$1,200 that will be brought for consideration in the 2014/15 budget.

Illuminating "The Librarian" and Entrance Sign

Proposals to add floodlights for this purpose will be brought for consideration in the 2014/15 budget.

McSweeney: \$4,685 for LED lamps

Great Lakes: \$2,570 for LED lamps or \$2,350 for metal halide lamps

Mister Sparky: \$2,035 for LED lamps

Report on Recent HVAC Occurrences

For the 2012/2013 fiscal year, the Library contracted with Long Mechanical for preventative maintenance service of the HVAC systems with quarterly inspections. The quarterly inspections included: filters checked, belts adjusted or changed, lubrication on blowers, motors, and pumps. Annual services included: CSD-1 tests and chiller coil cleaning. An additional cleaning of the chiller coils is done annually by Library staff.

On July 15, 2013, a day with temperatures in the 90s, the air conditioning was not functioning properly, and the building had to be closed to the public at noon. There were two problems contributing to the malfunction. Both air handlers had extended surface filters that were dirty. These filters dated from the building construction. The "Open Air" control on Air Handler 2 (AHU-2) was allowing too much air to enter the building. This caused both air handlers to overwork, and since they work in conjunction with the chiller, it caused everything to shut down, as the system was designed to do when there is a problem. The chiller was registering the alarm code "No Pressure Charge at Start", which causes one half of the chiller to shut down, and our building is too big for the other working half to keep up. The alarm was cleared, and the system was re-set and restarted. The "Open Air" control parameters have been adjusted on AHU-2. The pre-filters and extended surface filters have been replaced in both air handlers.

After the July 15th incident, Trustee Verma offered to meet with Library staff regarding HVAC maintenance and plans. We looked at the three maintenance contract proposals that were received through the City's bid process and the renewal contract proposal received from Long Mechanical. It was suggested that we seek additional proposals—from our previous contractor and at least one more. We have since received one of those and anticipate receiving another. Trustee Verma also asked that we review manuals and gather information about the extended surface air filters to see how frequently they need to be replaced. Our Head of IT/Facilities, Barb Rutkowski, found that the manuals show instructions for removing the extended surface filters but do not give any information about how often they need to be changed. Further research shows that extended surface air filters can typically be expected to last four to six times longer than the standard pre-filters. We change our pre-filters on a quarterly basis, so the extended surface filters should probably be replaced every 12-18 months. The City of Novi uses some extended surface filters, and they usually replace them annually or sometimes sooner, if inspections show the need. Trustee Verma also forwarded the following information from one of his colleagues: "According to the supplier of the air filters, filters should be changed

when the static pressure through the filters builds up to 1:00 inch." Technicians doing the inspections should be able to alert us when this happens.

Library Administration anticipates meeting with Long Mechanical again next week to further discuss these issues. Also, we anticipate signing a new HVAC maintenance contract soon. The contract will not only specify which equipment is to be inspected and maintained, but it will also confirm a checklist to be completed with each inspection. This is thanks to the suggestion from Trustee Verma. We appreciate his guidance and help with these issues.

Support Services Statistics 2013-2014

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Cards Issued	477	437											914
Items checked out	83,150	73,040											156,190
Items borrowed	5,007	4,440											9,447
Items loaned	5,545	5,006											10,551

Support Services
Statistics

August, 2013

	2013	2012		2013	2012
No. of lib. cards issued	437	404	READ Box	Adult 23	0
Total no. of checkouts	73,040	76,559	(unveiled June 6, 2013)	Youth <u>65</u>	<u>0</u>
			capacity approx. 30	88	0
			bks.		
No. of items borrowed	TLN 4387	4262			
	MeL <u>53</u>	<u>136</u>			
	4,440	4,398			
No. of items loaned	TLN 4,892	5,190			
	MeL <u>114</u>	<u>266</u>			
	5,006	5,456			

Self-Check Totals 2013-14 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	83,150	63.67%	52,942	11,452	9,610	5,395	13,565	10,448	2,472
August	73,040	61.95%	45,246	10,214	7,740	4,967	12,194	8,136	1,995
September									
October									
November									
December									
January									
February									
March									
April									
May									
June									
FYTD	156,390	60.93%	95,284	20,704	17,160	10,546	25,677	16,842	4,355

Library Usage

2012-2013 Fiscal Year					2013-2014 Fiscal Year				
	Monthly Total	Daily Average	Hours Open	Days Open		Monthly Total	Daily Average	Hours Open	Days Open
July	38,858	1,495	254	26	July	37,620	1,447	254	26
August	33,175	1,229	261	27	August	32,464	1,249	250	26
September	31,011	1,108	244	28	September			264	28
October	32,303	1,042	281	31	October			297	31
November	32,454	1,119	244	29	November			257	28
December	26,501	1,019	229	26	December			259	28
January	30,017	1,001	270	30	January			283	30
February	31,795	1,136	248	28	February			264	28
March	32,587	1,124	255	29	March			289	31
April	35,701	1,190	270	30	April			272	28
May	31,290	1,118	258	28	May			268	28
June	33,528	1,341	239	25	June			267	28
FYTD Total	389,220	1,248	3,053	337	FYTD Total	70,084	1,348	3,224	340

2012-2013 Fiscal Year						2013-2014 Fiscal Year					
Computer Logins						Computer Logins					
	Public Workstations	Wireless	Lending Laptops*	Total	Daily Average		Public Workstations	Wireless	Lending Laptops	Total	Daily Average
July	8,302	15,104	0	23,406	900	July	5,549	24,600	6	30,155	1,160
August	7,926	14,352	0	22,278	825	August	5,075	22,623	1	27,699	1,065
September	7,090	12,680	0	19,770	706	September					
October	7,539	13,578	0	21,117	681	October					
November	7,895	14,263	3	22,161	791	November					
December	4,295	18,833	2	23,130	857	December					
January	4,924	24,172	6	29,102	1,004	January					
February	4,203	23,780	3	27,986	965	February					
March	4,441	25,096	0	29,537	953	March					
April	4,858	22,838	4	27,700	989	April					
May	4,407	22,196	1	26,604	950	May					
June	5,206	22,924	10	28,140	1,082	June					
FYTD Total	71,086	229,816	29	300,931	890	FYTD Total	10,624	47,223	7	57,854	1,113

Early Literacy Workstation Usage							
2012-2013 Fiscal Year				2013-2014 Fiscal Year			
	Sessions	Time (In Minutes)	Average Session (In Minutes)		Sessions	Time (In Minutes)	Average Session (In Minutes)
July	927	24,950	26	July	980	24,485	24
August	1,006	25,947	25	August	1,051	27,232	25
September	749	17,162	22	September			
October	829	19,488	23	October			
November	834	20,451	24	November			
December	683	15,603	22	December			
January	838	20,713	24	January			
February	855	18,745	21	February			
March	865	18,503	21	March			
April	890	20,933	23	April			
May	754	15,805	20	May			
June	912	21,374	23	June			
FYTD Total	10,142	239,674	24	FYTD Total	2,031	51,717	25

Technology Sessions 2013-2014 Fiscal Year

	Tech Time	eReader	VHS to DVD	Skype	Paint.NET	Drop-In Lab	Staff Training	Impromptu	Total Classes	Total Patrons
Jul	4	1	1	0	1	2	9	5	23	
<i>patrons</i>	3	2	11	0	4	6	9	5		40
Aug	4	1	1	1	1	2	2	4	16	
<i>patrons</i>	2	2	6	5	5	2	2	4		28
Sep										
<i>patrons</i>										
Oct										
<i>patrons</i>										
Nov										
<i>patrons</i>										
Dec										
<i>patrons</i>										
Jan										
<i>patrons</i>										
Feb										
<i>patrons</i>										
Mar										
<i>patrons</i>										
Apr										
<i>patrons</i>										
May										
<i>patrons</i>										
Jun										
<i>patrons</i>										

Sessions	8	2	2	1	2	4	11	9	39	
<i>Patrons</i>	5	4	17	5	9	8	11	9		68

2013-2014 Fiscal Year								
	Freegal		OverDrive				Zinio	
	Check-outs	Number of Patrons	Consortium Collection	Advantage Collection	Total OverDrive	New Users	Novi Checkouts	Consortium Checkouts*
July	1,696	280	1,825	583	2,408	126	450	4,984
August	1,495	250	2,721	799	3,520	87	563	6,580
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								
FYTD Total	3,191	530	4,546	1,382	5,928	213	1,013	11,564

*Includes: Bloomfield Township, Howell, Rochester Hills, Orion Township, Saline, Canton, Auburn Hills, Waterford Township, Novi, Salem-South Lyon, Commerce Township

Charging Stations Usage			
	2011-12	2012-13	2013-14
July		3	3
August		2	8
September	3	8	
October	1	3	
November	7	3	
December	1	3	
January	8	4	
February	7	3	
March	11	4	
April	5	3	
May	8	1	
June	4	1	
Total	55	38	11

Meeting Room Rentals 2013-14FY		
	Rentals	Attendees
July	29	696
August	41	1,172
September		
October		
November		
December		
January		
February		
March		
April		
May		
June		
Total	70	1,868

Social Media Policy

Purpose

The Novi Public Library is committed to using current forms of Social Media to be more accessible to library users and to promote library services and resources. This policy is intended as a supplement to existing library policies and as a guideline for best practices.

Definition of Social Media

Social media is defined as a web application, web site, or account that is created and/or maintained by the Novi Public Library which creates an environment where library staff and users can share opinions and information on library related subjects, events, or issues. Social media includes community created content sites like Blogs, YouTube, Wikis, Social Networks, Twitter, and other content sharing sites.

When you use social media your behavior and content is not only a reflection of you but also of (our) Library. This policy complements, rather than overrides, any existing requirements that you act professionally, respectfully and honestly.

Social Media do's

- Have a voice - Talk the way you would talk to real people in professional situations. Avoid overly pedantic or "composed" language. Don't be afraid to bring in your own personality. Be Courteous, helpful, calm, confident, and listen & ask questions.
- Be precise - Make sure you are accurate and check your facts (as well as grammar) before you post.
- Engage - Don't be afraid to add content that engages the user instead of directly promoting library services. Add content because you have something interesting to say, not for the sake of regular posting.
- Be Visual – Be succinct and use images, audio, and video to engage the user.
- Market your strengths – Provide some value. Don't talk down. Offer insight and create opportunities to become an expert.
- Be Prompt – If you need to moderate or respond to a comment do so as quickly as possible.

Social Media Don'ts

- Don't overshare - Maintain privacy, confidentiality and obtain permission to use other peoples content. If you aren't sure you can disclose something, just don't do it.
- Don't Bad Mouth – Keep the language clean & avoid insulting people or companies.
- Don't Spam – Keep in mind that certain Social Media applications are better suited for frequent posts than others. For example posting four or five times on Twitter in a couple hour span is less likely to turn off your users than doing the same thing on Facebook. Think about how often you would like to see content from other businesses and institutions show up on your feeds as a guideline.

Moderation

Moderation is the act of reviewing and approving content from others. Our aim is to promote community conversation, so we will remove content that:

- is abusive
- is off-topic
- contains personal and/or cultural attacks or insults
- promotes hate of any kind
- is offensive in nature or contains offensive language
- is spam
- is potentially libelous
- contains plagiarized material
- contains commercial content

Submitted by: Evan Smale, Electronic Services Librarian

Memorandum of Shared Understanding

Friends of the Novi Public Library and the Novi Public Library

A vibrant and active Friends organization is invaluable to the success of any public library. The Board of Trustees of the Novi Public Library recognizes that the establishment of a public library for the Citizens of Novi was due to the efforts of a group of dedicated Novi resident volunteers and believes in the continuing need for an engaged Friends of the Novi Public Library organization.

The Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community. The Library is governed by its Board of Trustees, appointed by the City's Mayor and Council, which is responsible for its annual operations and upkeep.

The Friends' mission is to raise money and public awareness in the community to support the services and programs of the Library. The Friends are a separate and distinct entity, chartered as a non-profit 501 (c)(3) organization and are not governed by the Library Board nor by Library Administration.

Therefore, let it be understood that:

- The Novi Public Library (including its Administration and staff) "*Library*", the Library Board of Trustees "*Board*" and the Friends of the Novi Public Library "*Friends*" shall operate cooperatively with mutual respect and goodwill to establish programs and activities for the benefit of the library and its patrons.
- The Board and Friends will each provide a non-voting representative to attend the respective Board meetings of the other organization. Each representative will be allotted time on the agenda to share relevant information and encourage dialogue. Library Administration will also send a representative to each organization's meeting to provide information regarding the library, its activities, plans and needs. This will enable all parties to support the collective efforts of all the respective entities.
- The Board, Library, and Friends agree to exercise an environment of open communication and active participation. The organizations shall communicate their goals, strategies, and objectives to each other and frequently share progress towards those goals so that all organizations can understand where each can provide assistance and support. The organizations shall publicly support each other and their respective programs and activities.
- The Board, Library, and Friends shall endeavor to conduct an annual joint workshop of the Boards with a rotating Chairperson, to encourage broader member participation in discussion of current issues affecting the Library and the Friends.
- Library staff will continue to focus their primary time and resources on serving Library patrons, but will make every effort to support both the Board and Friends where practical. The Library shall provide the Friends with an annual "wish-list" (not covered by Board budget allocations) for consideration.

All parties shall agree to annually revisit this Memorandum annually in July for viability and shall formally re-ratify its philosophies (once adopted). The Board shall also encourage each of its Trustees to join the Friends as individual members.

_____ Date: _____, 2013

Patrick J. Brunett, President – Friends of Novi Library

_____ Date: _____, 2013

Mark A. Sturing, President – Library Board of Trustees

_____ Date: _____, 2013

Julie E. Farkas, Library Director

Student Representatives Report

Written By: Ziyang Huang and Jessica Mathew

August Recap:

This month we ended the Summer Reading Program with a bang. We had the Paradise Park Finale parties on August 6th. We had over 150 tweens and teens join us at Paradise Park to celebrate accomplishing their Summer Reading goal of reading 25 hours. In total, there was 606 5th through 12th graders registered for this program. Overall, this was a really strong summer in terms of attendance and volunteers; we've really got our work cut out for us next year!

Volunteers:

Once again, we'd like to give an ENORMOUS thank you to the volunteers. We had a total of 110 teen volunteers come help out over the summer. These teens were an essential part of the program, without them we wouldn't have been able to run things so smoothly.

Internship:

The interns would like to give a BIG thank you to the Library for allowing us this opportunity. Throughout the summer, we were able to learn many leadership qualities that will be crucial to our future. We were able to learn about the library and appreciate it for what it is. This was an excellent summer, and we would like to thank the library for giving us this opportunity.

Upcoming Programs:

Teen Space: Monday through Friday 2:00pm-5:00pm

TAB Meeting and Pizza Taste-Off – Sept. 13 3:30pm-5:15pm

College Planning and Strategies – Sept. 24 7:00pm-9:00pm

Novi Historical Commission Accomplishments 2012-2013 **Compiled by Betty Lang, Information Services Librarian**

In September 2012, the Historical Commission began discussions for etching historical sites on the windows in the Local History Room. On June 27, 2013, the Novi Historical Commission and the Library held an Open House for patrons to view these etchings. About 30 people attended. The new Historical Glass Etchings are located in the Local History Room on the 2nd floor of the Library. This display includes 7 beautifully crafted historical landmarks from around Novi. Local artists, Ryan and Mindy Trainer, were responsible for creating these pieces. The etchings represent The Methodist Church (1876), Walled Lake Park (1929), Novi Town Hall (1876), Bassett Home (1845), Novi Special (1941-1965), and the Train Station (1870). This artwork was made possible through the generous support of the Novi Historical Commission.

The Commission purchased a new computer system for the Local History Room, as well as wooden doors for a cabinet in the Room to protect photos and documents from light. They also purchased an 1839 Constable notebook and donated it to the Local History Room.

Pictures of historical sites with small bits of information about those sites were sent to Novi's GIS Department for inclusion in the City's on-line map. Photos and information on these sites were also included on the Local History Room's library website.

The Historical Commission continued its series of programs with 63 people attending.

The topics were:

- Remembering Novi 1929-2000 presented by Ed Kriewall, former City Manager
- If These Walls Could Talk presented by Ron Campbell, Oakland County Principal Planner/Preservation Architect
- Grand River Avenue: Artery of the Novi Community presented by Kathy Mutch
- The Bassett Family, Tollgate Farm: Early Settler to Novi – presented by Roy Prentice, Chair, Novi Historical Commission, Manager Tollgate Farm
- Growing Up on a Farm presented by Kathy Crawford

'Wrecking Crew' to premiere Saturday at Novi library

Indie film sheds light on West Coast studio musicians

August 20, 2013



Written by Julie Brown Staff Writer

The Novi Public Library will premiere *The Wrecking Crew* 7 p.m. Saturday, Aug. 24, at the library on 10 Mile, east of Beck Road.

The library was approached by an independent film company from California about the premiere, said Julie Farkas, library director.

Farkas said one man involved in the production of *The Wrecking Crew*, which tells of studio musicians on hit music of the 1960s and early 1970s, has a Novi connection and relocated to California due to his film work. The upcoming Michigan premieres are also set for Royal Oak and Grand Rapids.

“As soon as I saw the trailer, I was hooked. And I grew up with that music. I was super-excited,” said Farkas, who recalls her parents listening to such musicians as Sonny and Cher, Glen Campbell, The Beach Boys, Monkees and others.

“It’s a win-win,” Farkas said of the Aug. 24 Novi event, also a benefit for the library. Tickets are \$10 and available in advance in person at the Novi library; half of the cost will benefit the library.

That evening, there will be a popcorn machine, and the Read a Latte Café will be open for refreshments. “You’re getting the movie feeling when you’re coming,” Farkas said. Tickets will be available for 200 people, and will be sold at the door if any are left.

“It’s just something unique for us to try,” she said. “It’s coming at a perfect time.”

Director Q&A

The film’s director, Denny Tedesco, will do a Q&A that evening at the Novi library. He said in a recent interview he was inspired by his late father, Tommy, a guitar player and California studio musician of that era. The younger Tedesco got the idea of making the film in 1996, with his dad passing away of cancer the next year.

“There is a light at the end of the tunnel,” Denny Tedesco said of his project. “If I did nothing, it would never have been finished. It’s a thrill right now. It’s just a matter of people hearing about it.”

The name comes from the older musicians, dating back to the 1950s, who resisted rock and roll, and said, “They’re (younger musicians) going to wreck the business.”

“My father and the new guys started doing it,” Tedesco said.

He got donations for his project from all over the world, including from the music industry’s Herb Alpert and Jerry Moss, along with smaller donations from many.

“They want to see it done,” Tedesco said.

He recalled when *Standing in the Shadows of Motown*, about Detroit’s Funk Brothers studio musicians, premiered.

“They had an angel right at the beginning. I never had funding. I started filming on my own,” said Tedesco, who started as a technician, came up through lighting and ultimately started producing about 15 years ago.

He thought *Standing in the Shadows of Motown* was, at first, stealing his thunder when it debuted in North America in 2002.

“I felt like I got beaten to the punch. The movie’s awesome. It’s about musicians making a living at something they love to do.”

The California music scene wasn’t strong until the later 1960s, Tedesco said, with such groups as The Beach Boys, Fifth Dimension, the Mamas and the Papas, and the Byrds.

He has filmed interviews ranging from Dick Clark to Cher, as well as Glen Campbell, who was also a session player. Campbell said, “It was my favorite time of my life, being a session player.”

The musicians liked their family feeling.

‘Very fortunate’

In 2006, Tedesco cut the film, putting it together and getting it into festivals, and garnering critical acclaim. He’s heard praise from Elvis Costello, Jeff Beck and Peter Frampton, musicians who followed the older ones.

“Then we knew we had a great film. I’ve been very fortunate to get the support of all these people,” he said.

He’s still taking *The Wrecking Crew* out on his own, and noted support like that of Marriott hotels for the visit here is helpful. Local sponsors remain important, and the film has gone out on the nonprofit side to date with Tedesco and colleagues continuing to seek investors.

Earlier on before the donations, he and his family financed the project themselves.

Tedesco isn’t a musician, due to his reluctance to rehearse. “I could have been a one-man band with everything (instruments) I did. I like what I do and I respect hanging out with musicians. They’re a very special breed.”

More on *The Wrecking Crew* is online at www.wreckingcrewfilm.com.

It was shown 7 p.m. Wednesday, Aug. 21, at The Main Art Theatre, 118 N. Main in Royal Oak, also with a Q&A with Tedesco. The Grand Rapids premiere will be 7 p.m. Friday, Aug. 23, at the Wealthy Theater-Peter Wege Auditorium, 1130 Wealthy SE, Grand Rapids, with Tedesco answering questions.

Bits and Pieces

Vol. 4, Number 6

AUGUST 2013

Continuing Education and Professional Development – Fall 2013 Series

We begin a very busy season of professional development offerings starting on September 11 with a special, no fee program on the Affordable Care Act at the Novi Public Library. The Adult Services Committee offers a dynamic program on marketing on October 2 at the Novi Public Library. Duncan Smith, creator of the highly respected Reader Advisory service titled NoveList, returns to Michigan for two workshops on October 8. Southfield Public Library will host the first from 9:30 to Noon, followed by a 2 PM to 4:30 PM workshop at the Canton Public Library. A new quarterly series, titled Director's Book Club, will launch on October 30 at 1 PM featuring a discussion of *Thinking, Fast and Slow* by Daniel Kahneman. Copies of the book will be provided as part of the registration fee. Director's Book Club will be moderated by Dr. Lee Meadows of Walsh College. Dave Ewick will host the first Director's Book Club at Southfield Public Library. Registration is available on the TLN home page.

News and Programs Announced at Annual TLN Picnic

A great uproar was raised over the announced death of the MichiCard. Your concerns were heard. At the request of the Michigan Cooperative Directors Association, Library of Michigan State Librarian Nancy Robertson agreed to extend the deadline to December 31. A new service, with a new name, will be introduced in December for use starting in January 2013. The Suburban Library Cooperative will organize and administer the new program.

One vote, one library was discussed and approved for a TLN Plan of Service change. The current vote structure, one which will be used for the September TLN policy ballot, is weighted based upon a population model. The proposed change, moved by Waterford Township Public Library Director Joan Rogers, supported by Northville District Library Director Julie Herrin, aligns TLN libraries with voting values used by the majority of Cooperatives in Michigan. TLN Shared Automation Service User Group member libraries have operated under a similar voting model for the past two years. Ballots for this change in the TLN Plan of Service will be released the first week of September.

Geek the Library was and is a very effective marketing vehicle to raise public awareness of the value public libraries add to their community. What is next? *Choose Civility* is an annual county wide program organized and promoted by Valerie Gross in Howard County, Maryland. A simple concept, Choose Civility is an “ongoing community-wide initiative that aims to enhance respect, empathy, consideration, and tolerance.” For a full review of the Choose Civility project, turn to pages 32-38 of the July/August 2011 issue of **Public Libraries**. Watch for more information prior to the October 11 TLN Membership meeting at the River Rouge Public Library.

Board & Administrator

FOR BOARD MEMBERS

September 2013 Vol. 30, No. 1

Editor: Jeff Stratton

What to do when a volunteer board member wants to be paid?

Board members serve as volunteers and are not paid for their work on behalf of the organization. That is what makes board members so special.

On the other hand, many board members are also businessmen and women whose skills and services are highly valued. There can be a conflict between the aims of volunteer board service and the desire to be paid for doing non-board work on behalf of the nonprofit.

As with most issues, communication is the key. The board needs to plan how to handle a board member who, for instance, submits an invoice to the organization for work done on behalf of the organization.

What should you do? The solution is to determine the board's position on how to handle board member requests for payment, before the question ever arises. Here are two options:

1. Pay a professional for the service rather than hiring a board member. You'll get the professional's full attention this way. Asking an attorney on your board to comment on an issue the organization faces is one thing, but asking the attorney to defend you in a lawsuit is inappropriate. You will burn out board members when you ask them to do extensive work in their field.

Remember also that some board members serve their organizations due to a passion for the mission. They may not appreciate spending their volunteer time on work they perform from 9 to 5 every day.

2. Formalize the board member/volunteer consultant role. When the board's expectation is

that board members who wish to may volunteer their expertise to help the organization, you prevent situations where a board member presents you with a bill for services that you thought were donated.

Editor's note: Board members should keep in mind the "two hats" principle when they assess their volunteer service to an organization.

When the board member is working on board issues (setting policy, monitoring finances, ensuring the organization has adequate resources) she wears her board member hat. At other times, however, the board member will offer her personal or professional expertise to the organization. When she does this, she wears her volunteer hat.

It's important for all board members to keep in mind that when they wear their "volunteer" hat, they should expect to be treated just like any other volunteer at the organization. They will be given an assignment, report to the administrator and need to respect the differences between the roles of board member and volunteer. ■

Board requests put staff in an awkward position

Unless they go through proper channels, a board member request for work made directly to an employee puts the staff member in an awkward position.

Think about it: How can a staff member really tell a board member, "No"?

A better approach is to take your request for assistance to the administrator. Let the executive director determine how the work request can be best handled. ■

Write that annual work plan— and avoid board frustration

Of all the things that can mess up the board and executive director relationship, the failure of the board to write itself an annual work plan ranks very high.

With no such plan in place, there is no clarity on what is expected of the board. When the board is working inside an “expectations vacuum,” board confusion often reigns, creating problems such as staff who expect the board to act in ways that are beyond their commitments.

Frustration can result all around when this occurs. But by setting an annual work plan with annual

goals, there is less confusion. The key to the success of any board work plan is for individual board members to commit and do their part in accomplishing the goals.

If your board is interested in creating an annual work plan, ask your CEO for assistance. The executive can help the board arrive at a work plan by drafting goals along with a timeline. It's up to the board then to discuss the goals and commit to a work plan.

See below for an example of one board's annual work plan. ■

Example: Board Work Plan

1. Support the Capital Campaign by supplying one venue for the CEO to speak about the importance of the organization's work.

2. Attain the goal of having each Board member make an annual donation with the intent of increasing total Board giving by 10% and participate in a development activity (phonathon, personal solicitation, bring new donor names, attendance at events).

3. Attain the goal of having each Board member serve actively on one committee.

4. Attain the goal of having each Board

member perform minimally two advocacy tasks which may include writing a letter to the editor, visiting a legislator, or writing a letter to a legislator.

5. Attain the goal of having each Board member suggest one new Board member to the Nominating Committee.

6. Attain the goal of 75% attendance by each Board member at Board meetings.

7. Create a new Strategic Plan

8. Attain the goal of having 100% participation in Board Self-Evaluation. ■

Here's sound advice on board executive sessions that exclude the CEO

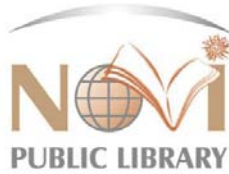
William Mott writes in “Top Ten Board Development Issues” that executive sessions that exclude the administrator create a climate of “distrust and suspicion.”

Mott explains: “The most effective way for nonprofit organizations to thrive is for the board and senior staff to work in partnership. This type of partnership does not lend itself to the environment created by executive sessions or any meeting held in secret from the CEO.”

Why in the world would a board even hold a secret session that excludes the administrator? “It seems unbelievably obvious that by doing so the board is creating an environment that gives the perception that the CEO is not a trusted ally in moving the organization forward.”

Mott's sound advice: Always ask “Why?” anytime a board member suggests a closed or executive session that excludes the CEO.

For information, <http://goo.gl/mYURv>. ■



Library Board Calendar

2013

- September 18** **Library Board Regular Meeting**
- October 23** **Rescheduled Library Board Meeting; Novi Public Library**
- November 5 General Election Day
- November** **Annual Library Report – City Council Meeting, TBD**
- November 15 Library Staff In-Service, Library Closed
- November 20** **Library Board Regular Meeting**
- November 27 Holiday – Thanksgiving Holiday, Library Closes at 5 p.m.
- November 28 Holiday – Thanksgiving Day, Library Closed
- December 18** **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

2014

- January 1 Holiday – New Year’s Day, Library Closed
- January 15** **Library Board Regular Meeting**
- February – March** **Budget Study Sessions, TBD**
- February 19** **Library Board Regular Meeting**
- March** **Budget – approved to be provided in April to Council, TBD**
- March 19** **Library Board Regular Meeting**
- April** **Budget presented to Council, TBD**
- April 16** **Library Board Regular Meeting**
- April 19 Library Closed
- April 20 Holiday – Easter, Library Closed
- May 11 Holiday – Mother’s Day, Library Closed
- May 21** **Library Board Regular Meeting**
- May 25 Library Closed
- May 26 Holiday – Memorial Day Observed, Library Closed
- Jun 15 Library Closed – Father’s Day

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, 2 p.m. at the Library