

Agenda

Novi Public Library Board of Trustees--Regular Meeting
Wednesday, November 16, 2011 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
 - A. Thank you letter from David Ascher, Principal - Novi Woods Elementary School..... 16
 - B. Thank you letter from Jennifer Michos, Principal - Parkview Elementary School..... 17
 - C. Thank you letter from Ruth Johnson, Secretary of State – State of Michigan..... 18
 - D. Resignation letter from Laura Casey..... 19
 - E. Thank you email from K. Balai..... 20
6. Presentation
 - A. Pat Brunett, President – Friends of the Novi Public Library
7. Public Comment
8. President's Report
 - A. Library Goals 2011-2012..... 21
9. Treasurer's Report
 - A. Library Budget 2011-2012 25
 - B. Library Financials and Walker Fund, October 31, 2011 28
 - C. Library cafe revenue report..... N/A
10. Director's Report..... 33
 - A. Public Services and Building Operations reports..... 34
 - B. Library Usage Statistics – October 2011 35
11. Friends of Novi Library Report N/A
12. Historical Commission Report..... N/A
13. Student Representatives Report..... 38
14. Committee Reports
 - A. Policy Committee (Margolis, Vacant, Kilgore)
 - B. HR Committee (Vacant, Verma, Kilgore)
 1. Health care update – Special meeting held
 - C. Finance Committee (Margolis, Czekaj, Sturing)
 1. Work Session – Saturday, December 18, 2011 (1-5pm)
 - D. Fundraising Committee (Mena, Sturing, Vacant)
 - E. Strategic Planning Committee (TBD)
 - F. Friends of the Novi Library Board liaison (Vacant)

15. Public Comment

16. Matters for Board Action

- A. Consideration for the December Board meeting to be moved to the 2nd Wednesday (December 14, 2011) due to its proximity to the holiday or cancel meeting and resume meetings on Wednesday, January 18, 2012.

17. Adjourn

Consent Agenda:

- 1. Approval of Claims and Warrants L488.....3
- 2. Approval of Regular Meeting Minutes – October 19, 20115
- 3. Approval of Special Meeting Minutes – November 1, 2011 13

Supplemental Information

- TLN Director Report by Jim Pletz, October 2011.....40
- TLN Bits & Pieces Report by Jim Pletz, October 2011.....41
- Novi News Article: ExpressSOS online services unveiled at Novi Library – October 27, 201142
- Detroit News Article: Library earns state award; 2K for customer service – October 28, 201143
- Novi News Article: Library earns state's top honor – November 3, 2011.....44
- Business & Administration 45
- Library Board Calendar47

Future Events:

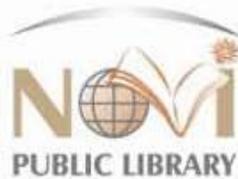
- All Staff In-Service – LIBRARY CLOSED, November 18, 2011
- Thanksgiving Holiday – LIBRARY CLOSED, November 24, 2011
- Light up the Night – December 2nd (6-9pm), City of Novi Campus and Library
- Friends Annual Gala – December 9th (6:00-9:00pm), Novi Public Library
- Friends of the Novi Public Library Regular Meeting – December 14th (CANCELLED)
- Novi Public Library Board of Trustees Regular Meeting – December 21, 2011 at 7:00pm, City of Novi
- Christmas Holiday – LIBRARY CLOSED, December 24th – December 26th
- Historical Commission Regular Meeting – December
- New Year Holiday – LIBRARY CLOSED – December 31st – January 2nd
- City of Novi Appreciation Dinner – January 6, 2012 (7:00pm – 10:00pm), Sheraton of Novi
- City Council Goal Setting Session – January 7, 2012 (10:00am – 2:00pm), President Kilgore will attend
- Martin Luther King Observance – LIBRARY CLOSED, January 16, 2012
- City of Novi Homeowner's Breakfast – January 21, 2012 (9:00am – 11:00am), City of Novi
- Library Board Budget Sessions – Saturday, February 11, 2012 and Saturday, March 3, 2012, Novi Public Library



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

Warrant 488		November 2011	
Payable to	Invoice #	Account number	Account total
Global Office Solutions		268-000.00-727.000	\$ 1,272.63
Xpedx	donor letter	268-000.00-727.000	\$ 55.98
Farkas, Julie	4 rolls stamps	268-000.00-728.000	\$ 176.00
CDW-G		268-000.00-734.500	\$ 1,740.16
Discount Paper Products, Inc.		268-000.00-740.000	\$ 406.30
Hanover Technical Sales, Inc.		268-000.00-740.000	\$ 285.69
Library Design Associates, Inc.		268-000.00-740.000	\$ 565.32
Sentry Supply		268-000.00-740.000	\$ 730.11
Showcases		268-000.00-740.000	\$ 23.10
Amazon.com		268-000.00-742.000	\$ 300.27
Audio Craft Publishing, Inc.		268-000.00-742.000	\$ 19.93
Brodart		268-000.00-742.000	\$ 12,600.91
Center Point Large Print		268-000.00-742.000	\$ 213.30
Gale		268-000.00-742.000	\$ 923.66
Multicultural Books & Videos		268-000.00-742.000	\$ 432.55
Thomson West		268-000.00-742.000	\$ 576.00
Tsai Fong Books, Inc.		268-000.00-742.000	\$ 395.16
Teddy, James	10/31-11/26/11 DFP/News	268-000.00-743.000	\$ 40.00
Midwest Tape		268-000.00-744.000	\$ 2,008.67
Trenton Veterans Memorial Library		268-000.00-744.000	\$ 18.99
Amazon. Com		268-000.00-745.200	\$ 189.29
Diverse Media		268-000.00-745.200	\$ 41.22
Madison Heights Public Library		268-000.00-745.200	\$ 9.99
Midwest Tape		268-000.00-745.200	\$ 3,631.53
ProQuest		268-000.00-745.300	\$ 1,575.00
Providence Occupational Health Partners	Doot	268-000.00-804.000	\$ 53.90
Foster Swift	591222/Policy review	268-000.00-806.000	\$ 304.00
American Library Association	Farkas 1 yr mem	268-000.00-809.000	\$ 235.00
Novi Rotary	Farkas	268-000.00-809.000	\$ 154.00
DuAll Cleaning, Inc.		268-000.00-817.000	\$ 3,560.75
The Library Network	45107/delivery	268-000.00-818.000	\$ 4,750.00
TelNet Worldwide		268-000.00-851.000	\$ 1,418.84
Verizon Wireless		268-000.00-851.000	\$ 457.70
The Library Network		268-000.00-855.000	\$ 903.99
Farkas, Julie		268-000.00-862.000	\$ 24.16
AT&T		268-000.00-880.000	\$ 48.50
Amazon. Com		268-000.00-880.268	\$ 65.39
Carpenter, Suzanne	youth program	268-000.00-880.268	\$ 27.51
Konica Minolta		268-000.00-900.000	\$ 923.39
Max Printing and Copy		268-000.00-900.000	\$ 374.50
Consumers Energy	9/11-10/11/11	268-000.00-921.000	\$ 494.23
AT&T		268-000.00-922.000	\$ 36.08
DTE Energy	8/24-9/25/11	268-000.00-922.000	\$ 7,982.84
City of Novi	6/16-9/20/11	268-000.00-923.000	\$ 1,235.02
Allied Waste		268-000.00-934.000	\$ 76.39

Warrant 488		November 2011	
Payable to	Invoice #	Account number	Account total
Cintas		268-000.00-934.000	\$ 664.85
Conney Safety		268-000.00-934.000	\$ 69.93
DuAll Cleaning, Inc.		268-000.00-934.000	\$ 2,345.00
Home Depot		268-000.00-934.000	\$ 148.29
Orkin	69096712/October	268-000.00-934.000	\$ 50.00
TechLogic Corp.		268-000.00-934.000	\$ 1,140.84
Touch of Tropics		268-000.00-934.000	\$ 100.00
Speedway		268-000.00-935.000	\$ 70.00
Brien's Services, Inc.		268-000.00-941.000	\$ 937.15
Konica Minolta Premier Finance		268-000.00-942.000	\$ 569.71
Corrigan Record Storage		268-000.00-942.100	\$ 15.50
D'Amico, John		268-000.00-956.000	\$ 209.20
Farkas, Julie	mileage/Sep 8-Oct6	268-000.00-956.000	\$ 405.52
Kettering University		268-000.00-956.000	\$ 15.00
Michigan Library Association		268-000.00-956.000	\$ 98.00
Mulcrone, Mary Ellen	conferences mileage	268-000.00-956.000	\$ 69.71
Philadelphia Marriott	PLA Conf 3/12-17/12 JF/KK/SC	268-000.00-956.000	\$ 2,534.40
Public Library Association	Farkas/3/12-18/12	268-000.00-956.000	\$ 645.00
Rutkowski, Barbara		268-000.00-956.000	\$ 26.64
US Airways	Farkas/Kolchuk/Carpenter PLA	268-000.00-956.000	\$ 1,420.20
Petty Cash (Office Supplies)		268-000.00-727.000	\$ 82.53
Library Design Associates, Inc.	Locke signage 11-291-01	269-000.00-742.282	\$ 104.40
Terra Communicates Book Marketing	bal Comm Read 11-10-11	269-000.00-742.285	\$ 2,500.00
TOTAL			\$ 65,579.82



**CITY OF NOVI LIBRARY BOARD
MINUTES, REGULAR MEETING
October 19, 2011**

DRAFT

1. Call to Order and Roll Call

Library Board

Larry Kilgore, President
Laura Casey, Vice President
Mark Sturing, Secretary
Willy Mena, Board Member
Ramesh Verma, Board Member

Absent and Excused

David Margolis, Treasurer
Larry Czekaj, Board Member (7:14 p.m. arrival)

Student Representatives

Nishant Kakar
Torry Yu

Library Staff

Julie Farkas, Director
Marcia Dominick, Administrative Assistant

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

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Approval and Overview of Agenda

A request to add the Historical Commission report to the agenda was presented.

A motion was made to approve the October 19, 2011 Regular Board agenda as amended.

1st – Laura Casey
2nd – Ramesh Verma

The motion was passed unanimously.

4. Consent Agenda

A motion was made to approve the October 19, 2011 Consent Agenda as presented.

1st – Willy Mena
2nd – Mark Sturing

The motion was passed unanimously.

5. Correspondence

There was no correspondence received.

6. Presentation

There was no presentation provided.

7. Public Comment

There was no public comment.

8. President's Report

A. Library Goals 2011-2012

The Library Goals for 2011-2012 have been developed. Highlights of the Goals are:

- Evaluate the 4-hour time frame for moving holds to the drive-up window. It was determined to keep this timeframe and reevaluate it again in 6 months.
- Provide special library cards for Novi Schools.
 - Julie Farkas, Margi Karp-Opperer and Kelly Kolchuk met with Middle School administration media specialists and provided 5 cards to each building for accessing the library's resources and databases.
- Material Usage report was provided to Julie Farkas to be included in the Annual Report.
- Four Support Services supervisors attended a training session on "How to Supervise People".

The Library's Annual Report is being finalized and when completed, will be presented to City Council.

A survey will be available at the end of November or early December to patrons, both in the Library and on the website, asking for feedback on how the Library is doing. With the completion of the Library survey in-house, a giveaway is being considered, i.e. magnet.

Regarding Goal#7 - Planning: Develop a new five-year strategic plan; Julie has asked the Board to create a committee for Strategic Planning.

9. Treasurer's Report

A. Library Budget 2011-2012

The Budget Report was submitted by Trustee David Margolis, Treasurer, and was presented by Trustee Larry Kilgore, President, in the absence of Trustee Margolis.

The 2011-2012 Budget dated March 16, 2011 and revised September 20, 2011, is included in the Library Board packet.

B. Library Financials and Walker Fund, September 30, 2011

The Balance Sheet for period ending September 30, 2011 indicates a Total Liabilities and Fund Balance of \$4,422,242.

The Library's Net of Revenues and Expenditures for the period ending September 30, 2011 shows a balance of \$1,785,126.

The Postage line item percentage is high due to the mailing of donor letters, fundraising postcards, etc. Ways of reducing this cost are being considered.

The Walker Fund Balance Sheet for the period ending September 30, 2011 shows the Total Liabilities and Fund Balance of \$1,448,235, and a Net of Revenues and Expenditures of \$6,130.

The Library's Investment Sheet for the period ending September 30, 2011 shows the Total Investment amount for the 268 Library Fund at \$4,304,527.

The Library's Investment Sheet for the period ending September 30, 2011 shows the Total Investment amount for the 269 Walker Library Fund at \$1,448,235.

The Library's Investment Sheet for the period ending September 30, 2011 shows the Total Investment amount for the Total Library (268) and Total Walker (269) at \$5,752,762.

C. Library Café Revenue Report

There was no report provided.

10. Director's Report

- The Finance Committee met on Saturday, October 1, to discuss the City's Fund Balance policy. A Financial Policy for the Board is being considered.
- The Human Resources Committee met on Thursday, October 6, to discuss the various healthcare options being offered by the City. Tia Gronlund-Fox, HR director at the City was present and provided information. It is being brought to the October Board meeting for consideration of adoption. Open enrollment is November 21-December 2, 2011. Currently, the Board is considering offering the 80/20 plan which the City has adopted for their staff.
- The Fundraising Committee has met to discuss the Book It! Fundraising event to be held on Friday, April 27, 2012. This year's theme is Hollywood Nights. Donations collected at the event will assist in funding the DVD, Blu-Ray, CD, etc. collections.
- A new partnership has been created with the Chamber Music Society of Detroit. The Chamber will perform at the Library starting in February 2012 for the next three months and will then perform at Novi High School in May. The Chamber will perform again starting in the fall on the same type schedule – one Sunday a month for three months at the Library, and the fourth at the High School. A contract has been created for the series to run through 2014. PNC Bank will sponsor the events, but are looking to have additional sponsors.
- Julie Farkas and Library Board President, Larry Kilgore met with Novi News writer Nathan Mueller to discuss a news article for letting residents know what the Library has to offer and for ways of reaching non-library users.
- A new website was created by the State of Michigan offering residents a no-wait Secretary of State online service. Secretary of State, Ruth Johnson, held a press conference at the Library with television and news reporters in attendance. Julie Farkas was asked to speak regarding the Library's Internet resources.
- Julie Farkas made a presentation to the Novi Rotary regarding the Library's accomplishments for 2010-2012.
- The Library was presented with the ICMA Voice of the People award for the best improvement in services by the Library. Larry Kilgore accepted the award at a recent City Council meeting.

A. Public Service Report – Submitted by Margi Karp-Opperer

Report provided on page 32 of the October 19, 2011 Library Board packet.

B. Building Operations Report – Submitted by Mary Ellen Mulcrone

Report provided on page 33 of the October 19, 2011 Library Board packet.

C. Library Usage Statistics-September 2011

The September statistics are located on pages 34-36 in the Board packet.

- 395 Library cards issued
- 63,313 items checked out
- Number of items borrowed from TLN – 3,975
- Number of items borrowed from MEL – 136
- Number of items loaned through TLN – 4,609
- Number of items loaned through MEL – 234
- 57.57% of all items checked out were done on self check stations
- Daily average of people using the Library was 1,076

11. Friends of Novi Library Report

- The Library provided the Friends with their Wish List for 2011-2012 totaling \$30,000, which they approved.
- The Friends are planning on hosting a Friendraiser next summer on the Patio of the Library.
- The Friends will be holding a Special Book Sale on Saturday, November 19 at the Library in the Friends Book Nook.
- The Friends 2011 Gala will be held at the Library from 6:30- 9 p.m. for their Friends membership. Invitations will be going out soon.

12. Historical Commission Report

- A recap of the Coasting the Baseline dedication was provided along with pictures taken at the event.
- The Commission discussed improving the Library's Local History room with more historical photos and documents.
- Fall for Novi was held Saturday, September 24 where a new display of Novi History was displayed.
- The Historical Commission is holding a Local History Room Speaker Series. The first of the series was presented by Kathy Mutch on the importance of Grand River to the Novi community. It was so well attended, the presentation was moved to a larger room. The next in the series will be held on Thursday, November 10 and will be on one of Novi's early pioneering families, the Bassetts.

13. Student Representatives Report

- The first teen newsletter was sent out in September with the next going out in November. The newsletter was sent to students at the Novi and Walled Lake Western High Schools.
- A PowerPoint program was presented to both high schools highlighting the services provided by the Library for teens.
- TAB (Teen Advisory Board) flyers were created and distributed promoting the group. Information is also available on YouTube and on Facebook.

- On September 23, the TAB hosted a crowd of over 40 teens at their meeting.
- There are many more teens attending programs held at the Library.
- Service volunteers are reading to elementary students on Saturdays and in the evenings.
- The Library is hosting a mid-term review again this year, but no refreshments will be provided.
- A teen writing contest will begin in January 2012.
- The teens have been informed of the new Library rules for the second floor.
- On October 21, there will be a Fall Fun Party held at the Library.
- On September 23, the Library held a tween Pizza Taste-Off, which was a big success.

14. Committee Reports

A. Policy Committee (Margolis, Casey, Kilgore)

There was no report provided.

B. HR Committee (Casey, Verma, Kilgore)

1. Health Care Update

The Human Resources Committee met on October 6, 2011 to discuss the different options available to the Library employees. The meeting was attended by David Margolis, Larry Kilgore, Laura Casey, Julie Farkas, Director, and was directed by Tia Gronlund-Fox, Human Resources Director, City of Novi. Various options were provided with costs associated with each plan based on the legislation that was adopted by the governor in September, 2011.

The governor signed in to legislation three options:

- 80/20 cost sharing with the employee contribution at 20%
- Hard cap that limits the amount the employer pays
- Opt-out option

A memo dated October 19, 2011 was presented to the Library Board regarding the Employee Health Care Costs.

The Library Board had asked Ms. Gronlund-Fox to investigate the cost of providing health care independently, but found it too costly. Other options were investigated.

The City has adopted the 80/20 Health Care Plan for its employees. If the Library follows the City's plan, there will be an approximate \$5,000 savings for the Library.

The three healthcare plans that are offered to Library employees are:

- Blue Cross/Blue Shield Community Blue 4 PPO
- Health Alliance Plan HMO
- Priority Health HMO

Each plan has increased their plans by 6-8%.

A majority of the Board would like to stay consistent with what the City is offering their employees.

A motion was made to move that this Board adopt a health plan for the library employees that offers the same three plans that is offered by the City of Novi that basically is known as an 80/20 health care plan.

1st – Mark Sturing
2nd – Laura Casey

Discussion:

Board members were not confident with voting due to not being provided enough financial and additional information regarding the plans in advance.

Laura Casey rescinded her vote.

A special meeting will be held on Tuesday, November 1, 2011 to further discuss the Health Care Plans offered by the City. Tia Gronlund-Fox has offered to attend the meeting to answer Board questions.

A motion was made to table the vote on Health Care until the November 1, 2011 meeting.

1st – Willy Mena
2nd – Laura Casey

Roll call vote:

Laura Casey – yes
Larry Czekaj – yes
Larry Kilgore – no
Willy Mena – yes
Mark Sturing – no
Ramesh Verma – yes

The motion passed with a 4 yes -2 no margin.

C. Finance Committee (Margolis, Czekaj, Sturing)

No report was provided.

D. Fundraising Committee (Mena, Sturing, Casey)

No report was provided.

15. Public Comment

There was no public comment.

16. Matters for Board Action

A motion was made to table the vote on Health Care.

Roll call vote:

Laura Casey – yes
Larry Czekaj – yes
Larry Kilgore – no
Willy Mena – yes
Mark Sturing – no
Ramesh Verma – yes

The motion passed with a 4 yes -2 no margin.

17. Adjourn

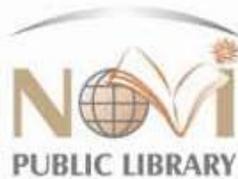
A motion was made to adjourn the meeting at 8:03 p.m.

1st – Mark Sturing
2nd – Laura Casey

The motion was passed unanimously.

Mark Sturing, Secretary

Date



**CITY OF NOVI LIBRARY BOARD
MINUTES, SPECIAL MEETING
November 1, 2011**

DRAFT

1. Call to Order and Roll Call

Library Board

Larry Kilgore, President
Mark Sturing, Secretary
David Margolis, Treasurer
Willy Mena, Board Member
Ramesh Verma, Board Member

Absent and Excused

Laura Casey, Vice President (7:04 p.m. arrival)
Larry Czekaj, Board Member

Library Staff

Julie Farkas, Director
Marcia Dominick, Administrative Assistant

The meeting was held at the Novi Public Library, Board Room, 45255 W. Ten Mile Road, Novi, Michigan 48375 and was called to order by Larry Kilgore, President, at 7:00 p.m.

2. Human Resources – Healthcare 2012

One item is on the agenda to consider - a motion that was put on the table for a special meeting at the October 19, 2011 Regular Library Board meeting. The motion on the table is as follows:

A motion was made to move that this Board adopt a health plan for the Library employees that offers the same three plans that is offered by the City of Novi that basically is known as the 80/20 Health Care Plan.

1st – Mark Sturing
2nd – Laura Casey

A motion was made to consider removing the prior motion from the table for consideration.

1st – Willy Mena
2nd – Ramesh Verma

The motion was passed unanimously.

A motion is on the table to consider adoption of the 80/20 Health Care option.

The health care costs on the table are for the calendar year 2012 and will affect two fiscal years.

There are three (3) options being proposed:

- Community Blue 4 PPO
- Health Alliance Plan HMO
- Priority Health HMO

A member commented that the City negotiated for the mentioned healthcare options and it would not be beneficial for the Library to go out on their own and get their own healthcare insurance. The group is too small to get any type of break on the healthcare plans. It is beneficial for the eligible Library staff to continue to be added with the City's plans.

The roll of the Library Board is to create a valued proposition on the benefits that we are providing, but to only look at the economic side of things, then we could look at self-funding, but the Board isn't prepared for this option.

The City wanted to keep a Blue Cross/Blue Shield plan for those staff who are comfortable with this insurance, so we are providing Community Blue 4, which is at a higher deductible.

There is an increase in the costs for the insurance carriers:

- Community Blue increased by 6%
- Health Alliance Plan increased by 8%
- Priority Health increased by 8%

The Library Board is in favor of following the City's adoption of the healthcare plans with the 80/20 plan.

The Board is aware of the increased workload of the staff and that this will be a negative impact on their paychecks.

A motion was made to consider the adoption of the 80/20 Health Care option.

The motion was passed unanimously.

Julie informed the Board that the Novi Public Library's Annual Report is located on the Library's website and is in print form at the Information Desks at the Library. Julie will present it to City Council at their November 14, 2011 Council meeting.

The 2011 State Librarian's Excellence Award for superior customer service was awarded to the Novi Public Library. The award came with a monetary portion in the amount of \$2,000.

A motion was made to provide a portion of the award be earmarked for the staff for apparel or something else.

1st – David Margolis

2nd – Ramesh Verma

Julie will take a poll of the staff to see what they would like.

A friendly amendment to the motion was made to provide the entire amount to the staff.

1st – Ramesh Verma

2nd – Laura M. Casey

The motion was passed unanimously.

Donations are still being received for the display cabinet from the Crawford event.

3. Adjourn

A motion was made to adjourn the meeting at 7:27 p.m.

1st – Willy Mena

2nd – Mark Sturing

The motion was passed unanimously.

Mark Sturing, Secretary

Date

Novi Community School District

David Ascher
Principal

Novi Woods
25195 Taft Road
Novi, MI 48374
(248) 449-1230
Fax: (248) 449-1239

dascher@novi.k12.mi.us



October 24, 2011

Dear Julie and the entire NPL staff,

Thank you! Thank you for the wonderful
breakfast last week. More importantly,
thank you for such a strong relationship with
our schools. Us working together only
makes our community better!

David
Ascher.



Julie & Miss Masugi!

Just a note of thanks
for the wonderful
breakfast that you
treated us to. It
is so important to
pause and celebrate
the partnership that
continues to grow! We
appreciate your
generosity and thoughtfulness.

All our best,

Den Nichols & Terry Kramer
@parkview



STATE OF MICHIGAN
RUTH JOHNSON, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

October 27, 2011

Ms. Julie Farkas
Library Director
Novi Public Library
45255 W. Ten Mile Road
Novi, MI 48375

Dear Ms. Farkas,

Thank you so much for hosting the public announcement of ExpressSOS.com at the Novi Public Library and for kicking-off the press conference with such a warm welcome. As home to numerous public computer stations, your library was truly the perfect backdrop for unveiling Michigan's expanded offering of online Secretary of State services.

For the residents of Michigan, this announcement heralds a new era of online services. What better place to host it than a library where the public can freely access online services, such as ExpressSOS.com.

Thank you, again, for providing the perfect venue for this press conference. Please express to your staff my sincere gratitude for all that they did to make this day a success.

With gratitude,

A handwritten signature in cursive script that reads 'Ruth Johnson'.

Ruth Johnson
Secretary of State

Laura Marie Casey
23606 N. Rockledge
Novi, MI 48375

10 November, 2011

Mayor David B. Landry
City of Novi
45175 West Ten Mile Road
Novi, MI 48375

Dear Mayor Landry,

Effective as of the date of this letter, I am resigning my position as a Trustee of the Novi Public Library Board. Due to my recent election to Novi City Council, I can no longer fulfill the duties required of a Trustee. It has been my pleasure to serve as a Library Board Trustee for the last six years.

Sincerely,

A handwritten signature in blue ink that reads "Laura Marie Casey". The signature is written in a cursive style.

Laura Marie Casey

Cc: Maryanne Cornelius
Clay Pearson
Julie Farkas
Larry Kilgore

Received: November 13, 2011

Subject: Garth Stein

Thank you for hosting the author --Garth Stein. It was a great evening!
He was an interesting speaker adding his personal touches.

It is a wonderful program.....having authors come to the area libraries.
Hope you will continue having "The Author Speaks" program.

Thanks,
K. Balai

NOVI PUBLIC LIBRARY – 2011/2012 GOALS

Marketing/Relationship Building/Outreach

Goal #1: 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:	Improve reporting of statistics for library/building/technology usage.		
Tactic	Owner	Status	Due Date
Report on monthly door counts (library visitors)	IT/Facilities	Reports are provided monthly	10/11

Collections/Services/Programs/Technology

Goal #2: Provide and maximize technology, programs services and collections that meet the changing needs of our community.

Strategy:	Consider implementing different types of technology (I-pad, e-readers) to meet patron needs.		
Tactic	Owner	Status	Due Date
Acquire new equipment	IT/Facilities	Purchased Barnes & Noble nook; Friends donating money to purchase Kindle ; received donated Sony e-reader	10/11; 11/11

Staff Development

Goal #3: Provide a well-trained, appropriately compensated staff who are engaged in the Novi community and within the library profession.

Strategy:	Ensure NPL staff is recognized within profession: conferences, workshops, speaking engagements.		
Tactic	Owner	Status	Due Date
Provide opportunities for participation with MLA and other organizations	Admin	7 staff attended annual MLA conference; Director is chair for 2012 MLA conference; PW attended annual MAME conference; WT & MEM attended MeLCat Users Day	10/11; 11/11
Maintain staff participation with TLN committees	Admin	WT attends SASUG and Technical Services committees; BR attends TechComm	

Financial for Operations			
Goal #4: Balance the needs of the community with fiscal responsibility.			
Strategy:		Undergo building inventory and future needs assessment.	
Tactic	Owner	Status	Due Date
Take inventories of building infrastructure, furniture, and miscellaneous items such as Library van	IT/Facilities	Infrastructure inventory completed 11/11; furniture in public spaces due 2/12; furniture in staff spaces and miscellaneous due 5/12	11/11
Strategy:		Undergo technology inventory and future needs assessment.	
Tactic	Owner	Status	Due Date
Take inventory of technology in public spaces	IT/Facilities	Inventory completed 11/11	11/11
Take inventory of technology in staff spaces	IT/Facilities	Inventory due 1/12	1/12

Fundraising			
Goal #5: Create fundraising opportunities for our community to continue to grow the library's collections, services, and programs.			
Strategy:		Pursue grant opportunities.	
Tactic	Owner	Status	Due Date
Metro Detroit Book & Author Society award	Admin; Info Services	KB applied for Business Collection resources	10/11
2011 State Librarian's Excellence Award	Admin	JF applied for award 9/11; WE WON!! Received trophy and \$2,000 for superior customer service	10/11
Strategy:		Plan at least one significant fundraising event a year for operational purposes/offset general fund.	
Tactic	Owner	Status	Due Date
Book It! annual event	Admin	Committee of staff and volunteers working on 2012 event: Hollywood Nights, 10/11	4/12

Strategy:	Actively recognize sponsors/partners for fundraising initiatives.		
Tactic	Owner	Status	Due Date
Seek opportunities for internal and external programs with a fundraising or donation element	Admin	Staff raised \$590 through Macy's Shop for a Cause program in July/August; donation of 8 presentation easels by school board member Dennis O'Connor; Crawford party fundraising for historical display case raised approx. \$3,500	Ongoing

Planning			
Goal #7: Develop a new five-year strategic plan.			
Strategy:	Achieve QSAC (Quality Services Audit Checklist) "essential certification.		
Tactic	Owner	Status	Due Date
Implement changes as needed to meet QSAC requirements and submit request for certification	Admin	MEM working through checklist	3/12
Strategy:	Actively engage in Novi community organizations, boards, and commissions to promote the library.		
Tactic	Owner	Status	Due Date
Provide library tour for all school teachers/staff	Admin; Info Services	Library staff presented to approx 500 school staff on 8/30	8/11
Promote library to School Board in October and May	Admin	MEKO presented at October school board meeting	10/11
Strategy:	Support efforts of Historical Commission and Friends of the Library; include members in planning.		
Tactic	Owner	Status	Due Date
Work with Historical Commission and Friends Board	Admin; Board	Coasting the Baseline marker dedicated 9/20; Friends series of programs continuing	11/11
Strategy:	Review Human Resources Policy Manual.		
Tactic	Owner	Status	Due Date
HR Committee to work on this	Admin; Board	Review/revision completed; policies approved 9/21	11/11
Strategy:	Review building and grounds security with Novi Police Department.		
Tactic	Owner	Status	Due Date
Review building/grounds security with Novi Police	Admin; IT/Facilities	BR met with Det. Boody; also met with Vidcom	11/11

2011-2012 Budget 3/16/2011 (Revised 9/2011)				
		2009/2010 Audited	2010/2011 Audited (9/2011)	2011/2012 Approved (Revised 9/2011)
Revenues				
Account	Description			
403.000	Property Tax Revenue	2,674,686.00	2,358,422.00	2,234,000.00
567.000	State Aid	26,148.00	25,466.00	20,000.00
657.000	Library book fines	36,417.00	54,889.00	44,100.00
658.000	State penal fines	70,103.00	66,908.00	63,500.00
664.000	Interest on Investments	7,069.00	31,724.00	14,000.00
665.000	Miscellaneous income	19,791.00	13,823.00	9,000.00
665.100	Copier	2,234.00	2,463.00	2,000.00
665.200	Electronic media	5,389.00	5,035.00	7,500.00
665.266	SRP T-shirt sales		145.00	
665.267	Library Program - Book It		12,664.00	
665.290	Library Fundraising Revenue		835.00	
665.300	Meeting Room	4,450.00	11,770.00	6,500.00
665.400	Gifts and donations	846.00	16,283.00	2,000.00
665.404	Novi Township Assessment	7,693.00	6,822.00	6,350.00
665.500	Book rental	23.00	0.00	0.00
665.650	Library Café	N/A	5,924.00	4,500.00
665.800	Miscellaneous Paper Revenue	36.00	0.00	0.00
666.000	Other revenue - grants	0.00	0.00	0.00
676.269	Transfer from Walker Fund	130,924.00		0.00
Total Revenue		2,985,809.00	2,613,173.00	2,413,450.00
				*incr. account 403 \$22,000.00
		2009/2010 Audited	2010/2011 Audited (9/2011)	2011/2012 Approved
Expenditures				
Account	Description			
704.000	Permanent Salaries	972,331.00	860,006.00	870,000.00
705.000	Temporary Salaries	494,002.00	520,388.00	539,000.00
709.100	Sick Bank Payout	12,634.00	0.00	0.00
715.000	Social Security	111,523.00	103,577.00	108,000.00
716.000	Insurance	173,270.00	154,169.00	184,000.00
716.200	HSA		3,750.00	7,200.00
718.000	Pension DB	45,098.00	30,828.00	26,000.00
718.050	Pension - add'l DB		150,000.00	0.00
718.200	Pension - Defined Contribution		16,561.00	18,000.00
719.000	Unemployment Ins	2,448.00	13,338.00	10,000.00
720.000	Workers' Comp	2,778.00	1,991.00	2,250.00
Total Personnel Services		1,814,084.00	1,854,608.00	1,764,450.00
Supplies				
726.400	Cash over/short		0.00	
727.000	Office supplies	37,651.00	15,791.00	25,000.00

728.000	Postage	4,588.00	1,150.00	2,100.00
734.000	Computer software & licensing	37,528.00	66,059.00	87,000.00
734.500	Computer supplies equip	25,515.00	9,544.00	15,000.00
740.000	Operating supplies	15,515.00	23,204.00	24,500.00
741.000	Uniforms	0.00	521.00	300.00
740.200	Desks, chairs, cabinets, etc.		4,163.00	
Materials				
742.000	Books	182,109.00	180,593.00	200,000.00
742.666	Books - Misc. Grants	1,939.00	0.00	0.00
743.000	Periodicals	14,525.00	12,764.00	16,000.00
744.000	Audiovisual materials	34,399.00	47,671.00	52,100.00
745.200	Electronic media	29,450.00	42,991.00	38,200.00
745.300	Online Resources	57,219.00	41,427.00	43,500.00
Total Supplies & Materials				
		440,438.00	445,878.00	503,700.00
Services & Charges				
		2009/2010 Audited	2010/2011 Audited (9/2011)	2011/2012 Approved
Account	Description			
801.925	Public Information (cable)		0.00	
802.000	Data processing		0.00	
802.100	Bank Services	1,100.00	2,047.00	1000.00
803.000	Independent Audit	810.00	670.00	900.00
804.000	Medical Service	376.00	1,205.00	500.00
806.000	Legal Expenses	3,677.00	5,489.00	2,000.00
809.000	Memberships & Dues	5,432.00	4,483.00	6,300.00
816.000	Professional services	7,155.00	3,970.00	5,000.00
817.000	Custodial Services	20,520.00	33,000.00	45,000.00
818.000	TLN Central Services	3,500.00	3,000.00	16,000.00
851.000	Telephone	11,016.00	14,764.00	16,500.00
855.000	TLN Automation Services	47,855.00	53,556.00	56,900.00
862.000	Mileage	596.00	619.00	800.00
880.000	Community Promotion	20,381.00	9,047.00	8,000.00
880.267	Library Programming - Book It		2,405.00	
880.268	Programming	10,501.00	13,246.00	23,000.00
900.000	Design, Printing, Publishing	34,094.00	28,750.00	13,500.00
910.000	Property & Liability Insurance	5,423.00	18,000.00	18,000.00
921.000	Heat	9,417.00	15,190.00	16,000.00
922.000	Electricity	78,809.00	87,181.00	80,000.00
923.000	Water and Sewer	3,113.00	6,119.00	10,000.00
932.000	Office Equipment Maint.	0.00	0.00	0.00
934.000	Building Maint.	17,074.00	39,184.00	41,000.00
935.000	Vehicle Maint.	5,041.00	1,753.00	3,000.00
941.000	Grounds Maint.	11,874.00	30,011.00	25,000.00
942.100	Records storage	93.00	62.00	62.00
942.000	Office Equipment Lease	9,893.00	13,356.00	16,375.00
956.000	Conferences & Workshops	17,027.00	8,707.00	10,500.00
Total Services & Charges				
		324,777.00	395,814.00	415,337.00
Total Capital Outlay				
		0.00	0.00	0.00
976.000	Building Improvements	0.00	0.00	0.00
990.000	Furniture	0.00	0.00	0.00
962.000	Contingency		0.00	0.00

Total Expenditures		2,579,299.00	2,696,300.00	2,683,487.00
680.00	Fund Balance Change	409,509	-83,127.00	-270,037.00
City of Novi reports -83,130.00 for Fund Balance Change for 2010/2011 (audited 9/2011).				

**CITY OF NOVI - LIBRARY FUND
BALANCE SHEET - OCTOBER 31, 2011**

GL Number	Description	Balance
Assets		
268-000.00-003.000	Cash and cash equivalents	\$ 4,127,072
268-000.00-018.000	Cash on hand	500
268-000.00-020.000	Current taxes receivable	100,009
Total Assets		<u>\$ 4,227,581</u>
Liabilities		
268-000.00-202.000	Accounts payable	\$ 44,910
268-000.00-232.000	Employees pension payable	2,120
268-000.00-259.702	Accrued liabilities-tax	152,431
268-000.00-276.400	Deposit for Cafe	1,500
Total Liabilities		<u>200,961</u>
Fund Balance		
268-000.00-390.000	Fund balance	2,525,067
Net of Revenues VS Expenditures - 2010-2011 - (Unaudited)		(83,130)
Net of Revenues VS Expenditures - Current Year		1,584,683
Ending Fund Balance		<u>4,026,620</u>
Total Liabilities And Fund Balance		<u>\$ 4,227,581</u>

**CITY OF NOVI - LIBRARY FUND - REVENUE AND EXPENDITURE REPORT
PERIOD ENDING OCTOBER 31, 2011**

GL NUMBER	DESCRIPTION	2011-12 AMENDED BUDGET	YTD BALANCE 10/31/2011	AVAILABLE BALANCE	% BDGT USED
Revenues					
PROPERTY TAX REVENUE					
268-000.00-403.000	Property tax revenue	\$ 2,234,000	2,290,650	\$ (56,650)	102.86
STATE SOURCES					
268-000.00-567.000	State aid	20,000	9,889	10,111	49.45
FINES AND FORFEITURES					
268-000.00-657.000	Library book fines	44,100	20,607	23,493	46.73
268-000.00-658.000	State penal fines	63,500	64,306	(806)	101.27
	FINES AND FORFEITURES	<u>107,600</u>	<u>84,913</u>	<u>22,687</u>	<u>78.92</u>
INTEREST INCOME					
268-000.00-664.000	Interest on investments	14,000	16,249	(2,249)	116.06
OTHER REVENUE					
268-000.00-665.000	Miscellaneous income	9,000	5,475	3,525	60.83
268-000.00-665.100	Copier	2,000	977	1,023	48.85
268-000.00-665.200	Electronic media	7,500	1,082	6,418	14.43
268-000.00-665.266	Summer reading t-shirt sales	-	130	(130)	100.00
268-000.00-665.290	Library fund raising revenue	-	590	(590)	100.00
268-000.00-665.300	Meeting room	6,500	4,105	2,395	63.15
268-000.00-665.404	Novi Township assessment	6,350	6,128	222	96.50
268-000.00-665.650	Library Cafe	4,500	2,008	2,492	44.62
	OTHER REVENUE	<u>35,850</u>	<u>20,495</u>	<u>15,355</u>	<u>57.17</u>
DONATIONS					
268-000.00-665.400	Gifts and donations	2,000.00	602	1,398	30.08
APPROPRIATION OF FUND BALANCE					
268-000.00-680.000	Appropriation of fund balance	282,537	-	282,537	0.00
	TOTAL Revenues	<u>\$ 2,695,987</u>	<u>\$ 2,422,797</u>	<u>\$ 273,190</u>	<u>89.87</u>
Expenditures					
PERSONAL SERVICES					
268-000.00-704.000	Permanent salaries	\$ 870,000	282,923	587,077	32.52
268-000.00-705.000	Temporary salaries	539,000	165,176	373,824	30.64
268-000.00-715.000	Social security	108,000	35,832	72,168	33.18
268-000.00-716.000	Insurance	184,000	54,527	129,473	29.63
268-000.00-716.200	HSA - employer contribution	7,200	2,700	4,500	37.50
268-000.00-718.000	Pension	26,000	8,480	17,520	32.62
268-000.00-718.200	Pension - defined contribution	18,000	6,897	11,103	38.32
268-000.00-719.000	Unemployment insurance	10,000	-	10,000	0.00
268-000.00-720.000	Workers compensation	2,250	1,203	1,047	53.46
	PERSONAL SERVICES	<u>1,764,450</u>	<u>557,737</u>	<u>1,206,713</u>	<u>31.61</u>

**CITY OF NOVI - LIBRARY FUND - REVENUE AND EXPENDITURE REPORT
PERIOD ENDING OCTOBER 31, 2011**

GL NUMBER	DESCRIPTION	2011-12 AMENDED BUDGET	YTD BALANCE 10/31/2011	AVAILABLE BALANCE	% BDGT USED
SUPPLIES					
268-000.00-727.000	Office supplies	25,000	3,922	21,078	15.69
268-000.00-728.000	Postage	2,100	1,406	694	66.94
268-000.00-734.000	Computer supplies, software & licensing	87,000	6,730	80,270	7.74
268-000.00-734.500	Computer supplies/equipment	15,000	1,740	13,260	11.60
268-000.00-740.000	Operating supplies	24,500	4,648	19,852	18.97
268-000.00-741.000	Uniforms	300	45	255	14.97
268-000.00-742.000	Library books	200,000	65,870	134,130	32.94
268-000.00-743.000	Library periodicals	16,000	203	15,797	1.27
268-000.00-744.000	Audio visual materials	52,100	27,883	24,217	53.52
268-000.00-745.200	Electronic media	38,200	12,029	26,171	31.49
268-000.00-745.300	Electronic resources (CD rom materials)	43,500	23,207	20,293	53.35
SUPPLIES		503,700	147,684	356,016	29.32
OTHER SERVICES AND CHARGES					
268-000.00-801.925	Public information (cable, etc)	-	304	(304)	100.00
268-000.00-802.100	Bank services	1,000	607	393	60.67
268-000.00-803.000	Independent audit	900	465	435	51.67
268-000.00-804.000	Medical service	500	323	177	64.68
268-000.00-806.000	Legal fees	2,000	473	1,527	23.65
268-000.00-809.000	Memberships and dues	6,300	3,449	2,851	54.75
268-000.00-816.000	Professional services	5,000	500	4,500	10.00
268-000.00-817.000	Custodial services	45,000	10,257	34,743	22.79
268-000.00-818.000	TLN Central Services	16,000	4,750	11,250	29.69
268-000.00-851.000	Telephone	16,500	4,986	11,514	30.22
268-000.00-855.000	TLN Automation Services	56,900	14,741	42,159	25.91
268-000.00-862.000	Mileage	800	206	594	25.72
268-000.00-880.000	Community promotion	8,000	1,029	6,971	12.87
268-000.00-880.268	Library programming	23,000	6,308	16,692	27.43
268-000.00-900.000	Printing, graphic design and publishing	13,500	10,663	2,837	78.98
268-000.00-910.000	Property & liability insurance	18,000	13,005	4,995	72.25
268-000.00-921.000	Heat	16,000	803	15,197	5.02
268-000.00-922.000	Electricity	80,000	29,894	50,106	37.37
268-000.00-923.000	Water and sewer	10,000	1,235	8,765	12.35
268-000.00-934.000	Building maintenance	41,000	10,182	30,818	24.83
268-000.00-935.000	Vehicle maintenance	3,000	547	2,453	18.25
268-000.00-941.000	Grounds maintenance	25,000	3,566	21,434	14.26
268-000.00-942.000	Office equipment lease	16,375	4,587	11,788	28.01
268-000.00-942.100	Records storage	62	31	31	50.00
268-000.00-956.000	Conferences and workshops	10,500	9,782	718	93.16
OTHER SERVICES AND CHARGES		415,337	132,694	282,643	31.95
CAPITAL OUTLAY					
268-000.00-976.000	Building Improvements	7,500	-	7,500	0.00
268-000.00-990.000	Furniture	5,000	-	5,000	0.00
CAPITAL OUTLAY		12,500	-	12,500	0.00
TOTAL Expenditures		\$ 2,695,987	\$ 838,114	\$ 1,857,873	31.09
NET OF REVENUES & EXPENDITURES			\$ 1,584,683		

Note:

Electronic resources - (268-000.00-745.300) Majority of expenditures occur (Midwest Collaborative for Library, The Library Network and Brainfuse) within the first six months of the fiscal year.

Memberships and dues (268-000.00-809.000) - July incurs costs to the Michigan Library Association.

Property and Liability Insurance (268-000.00-910.000) - is total annual premium paid in July for the fiscal year.

Property tax revenue recorded at 100%, billed on July 1, 2011

Printing, graphic design and publishing includes the Sept - Dec 2011 Share of Engage publication.

**CITY OF NOVI - WALKER FUND
BALANCE SHEET - OCTOBER 31, 2011**

GL Number	Description	Balance
Assets		
Cash and cash equivalents		
269-000.00-003.000	Cash and cash equivalents	\$ 1,456,941
Total Assets		<u>\$ 1,456,941</u>
Liabilities		
269-000.00-202.000	Accounts payable	\$ 2,500
Fund Balance		
269-000.00-390.000	Fund balance	1,371,885
269-000.00-390.273	Restricted - Friends of Novi Library	1,588
269-000.00-390.275	Restricted for specific collections	25
269-000.00-390.279	Restricted for youth activity room	25,000
269-000.00-390.280	Restricted for parenting-youth&teen services	5,498
Net of Revenues VS Expenditures - 2010-2011 - (Unaudited)		36,695
Net of Revenues VS Expenditures - Current Year		<u>13,750</u>
TOTAL Fund Balance		<u>1,454,441</u>
Total Liabilities And Fund Balance		<u>\$ 1,456,941</u>

REVENUE AND EXPENDITURE REPORT - PERIOD ENDING OCTOBER 31, 2011

GL NUMBER	DESCRIPTION	YTD BALANCE 10/31/11
Revenues		
INTEREST INCOME		
269-000.00-664.000	Interest on investments	\$ 10,532
DONATIONS		
269-000.00-665.271	Donation-general-youth collections	195
269-000.00-665.273	Donation-restricted-Friends Novi Library	-
269-000.00-665.274	Donations-brick pavers	125
269-000.00-665.283	Donations-Novis Newbies	750
269-000.00-665.285	Donations - Community Read	3,200
269-000.00-665.286	Donations - Light Up the Night	325
269-000.00-665.401	Donations - Crawford (display case)	3,225
269-000.00-666.550	Walker fund general donations	<u>75</u>
DONATIONS		<u>7,895</u>
TOTAL Revenues		<u>18,427</u>
Expenditures		
SUPPLIES		
269-000.00-742.273	Friends of the Novi Library expenditures	31
269-000.00-742.282	Artwork in memory of M Locke	104
269-000.00-742.283	Novi Newbies expenditures	538
269-000.00-742.285	Community Read expenditures	2,513
269-000.00-742.800	Engraving, trees, brick pavers, etc.	<u>1,490</u>
SUPPLIES		<u>4,677</u>
TOTAL Expenditures		<u>4,677</u>
NET OF REVENUES & EXPENDITURES		<u>\$ 13,750</u>

CITY OF NOVI
LIBRARY INVESTMENTS
October 31, 2011

Investment Date	Description	Maturity Date	Interest Rate	Investment Amount
268 Library Fund				
09/30/11	Ambassador Funds		0.10%	\$ 10,680
09/30/11	Chase Bank High Yield Savings		0.31%	\$ 488,486
09/30/11	Citizens Republic NOW Account		0.10%	\$ 55,856
09/30/11	Fifth Third Bank Short Term Investment		0.25%	\$ 50,596
09/30/11	Flagstar Bank Public Funds Liquid Assets		0.25%	\$ 21,454
10/03/11	Commercial Paper (UBS Financial Services) UBS Finance **	06/29/12	0.53%	\$ 500,000
10/03/11	Commercial Paper (Morgan Stanley/SB) Prudential PLC *****	04/03/12	0.61%	\$ 1,000,000
10/11/11	Government Agency (UBS Financial Services) FFCB*****	07/11/14	0.64%	\$ 1,000,000
10/19/11	State of Michigan Bonds (UBS Financial Services) *	12/01/18	2.85%	\$ 1,000,000
	Total 268 Library Fund			\$ 4,127,072
269 Walker Library Fund				
09/30/11	Ambassador Funds		0.10%	\$ 31,139
09/30/11	Fifth Third Bank Short Term Investment		0.25%	\$ 175,802
09/16/11	Government Agency (Huntington Investment) FHLMC***	09/16/16	1.45%	\$ 500,000
09/30/11	Government Agency (Morgan Stanley/Smith Barney) FNMA****	09/29/14	1.02%	\$ 300,000
10/19/11	State of Michigan Bonds (UBS Financial Services) *	12/01/18	2.85%	\$ 450,000
	Total 269 Walker Library Fund			\$ 1,456,941
	Total Library (268) and Walker (269)			\$ 5,584,013

*State of Michigan General Obligation Bonds (purchased at discount); yield-to-maturity 2.90%

**Commercial Paper - UBS Financial (rated A1-P1 Standard & Poors/Moody's) yield-to-maturity .53%

***Step instrument - yield-to-maturity 1.45%; 1% coupon to 09/13

****Step instrument - yield-to-maturity 1.02%; 0.5% coupon to 9/12

*****Commercial Paper - Prudential PLC (rated A1-P1 Standard & Poors/Moody's) yield-to-maturity .61%

Director's Report – Julie Farkas

Community Reads – The Art of Racing in the Rain by Garth Stein

The past 12 weeks (August 11, 2011 – November 8, 2011) have been packed with Library programs and book discussions pertaining to the book *The Art of Racing in the Rain* by Garth Stein. I am happy to report that the 5 partnering libraries (Novi, Northville, Salem-South Lyon, Lyon and Wixom) have presented another successful community read program to its communities. The book was read by 1,086 patrons (that is over 300 readers from last year). The final events, held on Thursday, November 10th were a huge success. The Novi High School had 250 students available for Garth's presentation in the morning and the Novi Library welcomed 200 guests for the evening event. Books were sold and signed and many waited in line to personally meet Garth. As patrons left the building, they were commenting on how wonderful the program was. The program was generously supported by the 5 libraries' Friends organizations – which without them the program would not have been possible. In addition, thank yous were extended to the Novi Shearton, Bethany Bratney from the Novi High School and Barnes & Noble of Northville. The Community Reads committee will meet in early winter 2012 to begin its conversations for the 2012 book.

HR Committee

The HR Committee met and approved to adopt the 80/20 health care guidelines passed by Governor Snyder. The full-time Library staff will be offered 3 health care options (Community Blue – BCBS, HAP and Priority Health). See the minutes from the November 1, 2011 special meeting included in this packet. Staff received health care costs and will be given the opportunity to meet with City of Novi HR Director, Tia Gronlund-Fox, to discuss options and have questions answered on Monday, November 21, 2011. Open enrollment is from November 21 – December 2, 2011.

Library of the Year – Award of Excellence for Exceptional Customer and Innovative Services

On October 27, 2011, the Novi Library received the highest honor for library services from the Library of Michigan. Nancy Robertson, State Librarian, and Carolyn Sparks, Library of Michigan Foundation President, presented the award to Library Board members and staff at a luncheon during the Michigan Library Association conference. The Library received a beautifully engraved glass book and a gift of \$2,000. Many media outlets were contacted to share the Novi Library's award. A banner was purchased to share with the Novi community and to use during special events. In addition, a reception was planned for Sunday, November 13, 2011. Many members of the community were invited to take part as Library Director, Julie Farkas, spoke about the award being a wonderful testament to the work the library staff does for its great community. Additional speakers included: Mayor David Landry, Senator Mike Kowall and Library Board President, Larry Kilgore. A tribute was presented to the Library by Senator Kowall. The event was well attended and enjoyed by all.

Staff In-Service (November 18, 2011)

The Library staff will be getting out of the Library on Friday, November 18th to enjoy its annual In-Service day. The day will begin with a breakfast and presentation by Providence Park Hospital focusing on workplace health. The staff will then come back to the Library for a review of the changes to the HR Manual and to take part in department meetings. Following lunch, the staff will board 2 buses and travel to the Clinton-Macomb Public Library for a tour of the facility. The purpose of the tour is to share with the staff the ideas and surroundings of another class VI library and see how Novi can continue to improve and learn from another library institution. Transportation costs for the staff In-Service day were generously supported by the Friends of the Novi Public Library.

Light Up the Night (December 2, 2011)

The Library will be partnering again this year with the City of Novi to present the annual Light Up the Night event. The Library will be hosting a craft area for young people, face painting, 2 magic shows and free refreshments. Sponsors for the Library festivities are: The Berenguer Family, the Read A Latte Café, and TAB (Teen Advisory Board) for their generous volunteers.

Building Operations Report – Mary Ellen Mulcrone

A complete set of Scout and Leader manuals for Girl Scouts of America have been donated to the Library. These are being processed and cataloged to add to the Youth Reference collection.

ESL and Literacy audiovisual books in bags were reprocessed and recataloged as books with discs. The discs are now in cases and rubber banded to the books. This makes shelving easier and more orderly.

Service at the drive-up window is increasing as the weather cools.

As a cost saving measure, we now use packaging tape instead of book tape for sending out MeLCat materials. Another cost saving measure is that we no longer print the "must be checked out" message on each hold wrapper for self service; instead only the patron name prints on the wrapper, and hold shelves are labeled in red, saying "These Items MUST Be Checked Out".

Wendy and Mary Ellen attended the annual MeLCat Users Day in Lansing. MeLCat now has 422 member libraries sharing resources throughout the state. Last year there were over 1,000,000 requests to borrow materials placed through MeLCat, and that million mark will be reached even sooner this year.

A large window in the second floor storage room had been cracked. The glass has now been replaced. The pine trees on the north side of our parking lot that did not make it through the hot summer have been replaced.

Inventories for building infrastructure and technology in public spaces were completed. Inventories of additional areas will be completed over the next several months.

Support Services Statistics 2011-2012

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Cards Issued	468	461	395	390									1,714
Items checked out	73,419	79,848	63,313	63,393									279,973
Items borrowed	4,330	4,529	4,111	3,681									16,651
Items loaned	4,726	5,797	4,843	4,588									19,954

**Support Services
Statistics**

October, 2011

2011 2010

No. of lib. cards issued		390	488
Total no. of checkouts		63,393	60,983
No. of items borrowed	TLN	3,612	3,453
	MeL	<u>69</u>	<u>0</u>
		3,681	3,453
No. of items loaned	TLN	4,463	4,137
	MeL	<u>125</u>	<u>163</u>
		4,588	4,300

2010-2011 Fiscal Year Self-Check Totals

	Total Circulation	Self-check % of Total	Total Self-checks	Self-Check #1	Self-Check #2	Self-Check #3	Youth	Adult North	Adult South
July	67,135	62.47%	41,939	11,521	9,144	6,170	11,627	1,372	2,105
August	73,797	58.57%	43,226	11,663	9,755	6,416	11,869	1,213	2,310
September	59,171	54.11%	32,017	*3,464	10,713	6,314	9,229	777	1,520
**October	60,983	53.89%	32,863	10,239	8,111	3,159	9,254	604	1,496
November	59,712	48.98%	29,244	9,396	8,305	2,887	6,679	487	1,490
December	55,584	54.32%	30,194	7,092	7,184	4,624	9,184	667	1,443
January	62,057	45.63%	28,315	9,446	7,896	4,748	9,427	639	1,586
February	58,197	53.99%	31,418	8,844	7,393	4,764	8,331	741	1,345
March	68,913	55.70%	38,387	11,271	8,972	6,071	9,908	616	1,549
April	62,646	55.07%	34,497	10,393	8,041	4,948	8,825	641	1,649
May	61,299	51.66%	31,670	10,383	7,723	4,624	7,099	586	1,255
June	69,527	56.64%	39,382	11,277	9,838	6,220	9,109	1,043	1,895
FYTD	759,021	54.43%	413,152	111,525	103,075	60,945	110,541	9,386	19,643

* (3,464)-Self-Check #1 was not operational for 14 days due to electrical equipment malfunction. ** Began debit/credit service 10/05/2010.

Self-Check Totals 2011-12 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 North
July	73,419	62.81%	46,117	12,081	10,643	7,580	11,256	2,410	2,147
August	79,848	60.86%	48,592	11,736	10,318	6,634	10,461	6,412	3,031
September	63,313	57.57%	36,449	9,878	7,536	4,156	7,910	5,055	1,914
October	63,393	56.01%	35,508	9,629	6,624	3,893	7,998	5,306	2,058
November									
December									
January									
February									
March									
April									
May									
June									
FYTD	279,973	59.53%	166,666	43,324	35,121	22,263	37,625	19,183	9,150

2010-2011 Fiscal Year				2011-2012 Fiscal Year			
	Monthly Total	Daily Average	Total Open Hours		Monthly Total	Daily Average	Total Open Hours
July	36,372	1,399	246	July	34,449	1,325	239
August	35,497	1,365	254	August	34,388	1,274	265
September	32,651	1,209	248	September	30,118	1,076	251
October	35,368	1,141	266	October	31,108	1,003	270
November	33,516	1,197	248	November		0	248
December	29,117	1,078	252	December		0	244
January	25,484	879	252	January		0	259
February	21,508	827	226	February		0	259
*March	32,284	1,041	281	March		0	273
*April	28,077	1,003	251	April		0	252
May	28,472	1,017	255	May		0	266
June	32,928	1,266	254	June		0	246
FYTD Total	371,274	1,119	3,033	FYTD Total	130,063	1,169	3,072
* Revised							

Novi Public Library
November 2011 Student Representatives' Report
Prepared by: Nishant Kakar and Torry Yu

Banned Books Week

The Novi Public Library celebrated Banned Book Week in late September to October. The goal of Banned Book Week is to draw attention across the country about the censorship problem by promoting a handful of the banned books. We displayed the books in the Teen Stop and also held a contest where we asked our tweens and teens to write about a Banned Book that they had read and why they thought it had been banned. We were able to award a Banned Book Week tote bag to one lucky entrant.

TAB Meeting Recap

At the last Teen Advisory Board (TAB) meeting held on October 21, we had fewer members in attendance, probably because it was homecoming weekend at both Novi and Walled Lake Western High Schools. Despite our low turnout, we still had a good discussion.

One of the main discussion topics was in response to our Teen Interest Survey. As you may recall, one of the questions addressed the type of programming our teens were interested in and the top responses were "Entertainment" and "College/Job Planning." In relation to entertainment, teens noted that any social event with a movie, video game, or music would be what they classify entertainment. As for college and job planning, teens discussed that if we offered these courses, the best time of year would be in the fall, where seniors are beginning the college registration process. Our teens noted that this would be helpful because of less guidance from counselors at the school. We will be addressing this matter again at our next meeting with hopefully, a larger member.

Teens also had a chance to sign up for volunteer opportunities. Many teens signed up to help with the Friends' Fantastic Fall Book Sale, the Breaking Dawn program, and at the Library on Light Up the Night.

After the meeting, our tweens and teens were welcomed to our Fall Fun Party. Participants had a chance to make some crafts and sweet treats.

Our next meeting is on December 2nd, and the fun activity after is our Winter Craffiness program, in preparation for our Light Up the Night in Novi event.

Student Representative Goals – UPDATE

We have successfully distributed our November-December eNewsletter to Novi and Walled Lake Western High Schools. A copy has been sent to parents at both schools in conjunction with their regular newsletter message. The next issue will go out before the holiday break. Torry also wrote an article in "What Up Western," Western's student newspaper, to showcase some of the resources that are offered at the Library. This article was published in the October 31st issue. A copy of the article can be found on the next page. Also, we are still working on getting the proper procedures to work out sending PowerPoint slides to the schools.

Changes in the Teen Stop

Since the opening of the new building, there has been an increase of new materials aimed at tweens and teens. With that, the teen services department is currently working on a project that involves relocating the YA Non-Fiction and Biographies to be shelved with the adults in hopes of freeing more space for YA Fiction materials and our ever growing graphic novel collection. While these materials are being shelved in the adult collection, they will still be marked with a "YA" sticker for better identification. The next step includes weeding out the current YA Fiction materials.

Technology wise, our PlayStation system is finally back-up and fully operating as normal. And throughout the journey of our Detroit Tigers this season, we were able to broadcast their games in the Teen Stop television.

Visit the Michigan Library of the Year

By: Torry Yu

In these hard economic times, it is often very difficult to find things that are actually “free.” However, many can get access to the internet, books, video games, music, movies, and much more for not even a dime. All you need is a library card.

For some teens, spending time at a library does not seem very cool—or it may be thought of as bringing down their “street credentials”. However, getting access to a library may be one of the best investments a teen can make throughout the course of his or her life.

Libraries across the country are making an effort to get more “young people” through the doors.

That is the reason many libraries’ main goal is to try and connect what their users, and non-users, use in their everyday lives and implement them there as if they never left their home.

The Novi Public Library recently opened a new facility in June 2010. This new facility is now two-floors. It houses 104 public computer stations throughout the building; a drive-up window for material pick-up and returns; nine group study rooms; a full-service café; a teen area equipped with teen novels, magazines, and two video game terminals; and much more. The library has also received the 2011 Michigan’s Best Library award in October for the programs and resources made available to the general public.

To take advantage of what the library has to offer, residents do not even have to enter the building. There is a “virtual library” which allows eBooks to be checked out for eReaders. In July 2011, the Novi Library unveiled a new music download program. This program, called *Freegal*,

allows patrons with a Novi library card to download three songs per week at no charge.

Of course studying is big at the library. There are even several databases available for patrons to use at home if they have a library card. Youth and teens would most likely enjoy HelpNow!, which is a program with an interactive tutor for homework help and reviewing concepts. Here, teens can also take advantage of a Writing Lab. This program allows students to submit their essay to be edited by a certified professional and receive the essay back in 24 hours with edits.

Anyone can come to the library and take advantage of the computers and materials as long as they have a library card from their home library.

For more information about the Novi Library, feel free to visit the library at 45255 West Ten Mile Road in Novi, or go to www.novilibrary.org.

Credit: City of Novi



"The Librarian" sculpture greets visitors as they drive into the Library parking lot.

DIRECTOR'S REPORT – by Jim Pletz, TLN Director

OCTOBER 2011

Statewide Focus – Local Impact

The continued viability of cooperative library services in Michigan is once again being debated. The Michigan Cooperative Directors Association is undertaking a positive and impartial review of statewide cooperative services, commissioning an independent survey conducted by William J. Schroer of Battle Creek. The main goal of the survey is, “to provide objective, scientifically valid evidence of the contribution Library Co-ops make to the small and vulnerable public libraries they serve around the state.” I served as one of three cooperative directors on the committee to draft survey areas and review potential questions with Mr. Schroer. The survey will be released this fall and initial results will be reviewed before the close of this year.

Following the model established by Governor Snyder, a dashboard of cooperative library services is under development and will be presented in a meeting with Carol Wolenberg, Deputy State Superintendent of Education, on October 19. I have been asked to represent cooperative library services at the meeting along with Jim Seidl of the Woodlands Library Cooperative. Gretchen Couraud, Michigan Library Association Executive Director, has arranged the meeting which will also be attended by Nancy Robertson, Library of Michigan Director, and several current and past Presidents of MLA. The major issue will be the funding future for the Michigan ELibrary (MelCat and Mel Databases) and cooperative library services. We will push for more inclusive support of these services, utilized by students of all ages, through an annual budget allocation from the K-12 Education line item and/or the post secondary budgets of community colleges and state supported universities.

As Chairman of the Michigan Library Association Director's Summit Work Group I have heard the cry for the development and regionalization of professional development work shops for library staff. The Library of Michigan and Michigan Library Association (MLA) have done a commendable job of filling this void, but, it's not enough. I just recently completed the Advanced Director's Workshop, presented by the Library of Michigan, which featured Christine Hage, Rochester Hills Public Library Director. This mandated class is offered once a year at the Library of Michigan in Lansing. At the MLA Director's Summit spring session, futurist Steve Abram challenged the veteran audience to come up with solutions for actively engaging the next generation of library leaders. The value of regional, cooperative initiated continuing education workshops is underscored by the comments of a TLN library director who exclaimed, “that's why I became a librarian,” after attending the reader advisory workshop conducted by Duncan Smith. My priorities for TLN program development for fiscal year 2012 are:

- Design and implement a **LEGACY PROGRAM** which matches experienced directors as mentors to the next generation of TLN leaders
- Design, implement and maintain a geographically distributed semi-annual series of continuing education and professional development workshops

Bits and Pieces by Jim Pletz – TLN Director

Vol. 2, Number 10

OCTOBER 2011

FY 2011 ENDS WITH NUMEROUS DIRECTOR CHANGES

As we enter a new fiscal year, our previous fiscal year produced numerous changes at the director level as follows:

Addison Township Public Library - **Jaema Berman** named as Director
Auburn Hills Public Library - **Stephanie McCoy** leaves Pontiac to become Director
Commerce Township Community Library – **Connie Jo Ozinga** joins as Director
Ferndale Public Library – **Kate Pohjola** leaves Lapeer County to become Director
Garden City Public Library – **Lisa Hausman** leaves Inkster to become Director
Inkster – **James Lenze** leaves Garden City to become Director of Leanna Hicks Library
Oak Park Public Library – **Beth Tompkins** named Interim Director
Pontiac Public Library – **Mike Lamb** replaces Stephanie McCoy as Director
Redford Township District Library – **Lisa Hoenig** leaves Wixom to become Director
Romulus Public Library – **Patricia Braden** joins staff as new Director
Southgate Veterans Memorial Library – **Joyce Farkas** retained as City Library Director
Faust Public Library of Westland – **Sheila Collins** appointed Director
Wixom Public Library – **Cindy Mack** named Director replacing departing Lisa Hoenig

Join us at the TLN Membership meeting on November 4 to welcome our new directors and those who have switched libraries in the past year.

Annual Library of Michigan Report

The annual state aid report for the Library of Michigan can be completed, starting this month, with a submittal deadline of January 31, 2012. REMEMBER – first report in is FIRST in line for state aid payment. If you haven't filed the population for your service area, using the 2010 census report, with TLN, please remember to **send your figure to Jim Pletz**. Sheryl Mase from the Library of Michigan suggests the following web sites for assistance:

www.michigan.gov/census
www.michigan.gov/census2010
www.sabinsdata.org

TLN needs your census figure, including contract service areas, to complete new voting levels and numbers for the cooperative. Potential changes in the TLN Plan of Service for Fiscal Year 2012 require TLN to maintain an accurate and up to date population figure for each member library. This will permit an accurate weighted vote for issues which require a cooperative wide vote.

ExpressSOS online services unveiled at Novi Library

Michigan residents can now access the online, no-wait Secretary of State through a new tool available at ExpressSOS.com, said Michigan Secretary of State Ruth Johnson.

"By expanding online, we are able to transform the way we serve our customers," Johnson said. "This news means more convenience for our clients while alleviating lines at our branch offices so that our employees can provide even better service."

Thousands more Michigan residents will now be able to complete many transactions online that previously required visiting a branch office, including:

- Renew or replace standard state driver's licenses and ID cards
- Change their address when they move
- Order multiple copies of vehicle registrations and titles

"The success of this effort can be largely attributed to the extremely strong partnership between departments," said Michigan

Chief Information Officer David Behen, whose team at the Michigan Department of Technology, Management and Budget delivered the tool. "Secretary Johnson set very clear business goals, allowing us to develop a tool to meet the need, and I thank her and the entire SOS team for being great partners and strong supporters of technology."

Under Johnson's leadership, the department accelerated the rollout of this tool after sending "secret shoppers" into branch offices earlier this year. Long waits emerged as a consistent theme.

Every year, more than 10 million people visit their local Secretary of State office, Johnson explained. Of the 9 million license plate/tab renewals processed last year, 6.5 million were processed in the branch offices, she added.

"We saw people waiting in line for an hour just to submit an address change," Johnson said. "For that one service alone, nearly 700,000 peo-

ple come into our branch offices every year and take a number. With ExpressSOS.com, most of them will be able to complete such transactions from their own homes, from their community library, or anywhere else that has an Internet connection. It's a citizen-centric solution."

Beyond the current services available on ExpressSOS.com, more online transactions are in the works. For example, residents with an enhanced license or ID card will be able to renew it or request a duplicate card online after heightened security measures associated with these documents are completed. Additionally, the Secretary of State plans a major upgrade involving computer software in branch offices, allowing staff to respond more effectively and rapidly to customers who choose to visit an office.

To date, over 100,000 online transactions have already been processed successfully during an early test launch of the ExpressSOS site. To encourage broader use



Secretary of State Ruth Johnson and David Behen, chief information officer for the state of Michigan, announced ExpressSOS.com, which offers Secretary of State customers expanded and improved online services, at the Novi Public Library last week. The new online services include renewing driver's licenses and state ID cards and ordering replacement titles and vehicle registrations, as well as improved online vehicle license plate and watercraft registration renewals.

and awareness, the Secretary of State rolled out a low-cost campaign with billboards, radio spots and, of course, online advertisements. The message: "ExpressSOS: The online, no-wait Secretary of State."

IN BRIEF

RIVERVIEW

Riverview High ev to investigate bomb

Police and Riverview School officials are looking for whoever made a bomb threat Thursday at the Downriver school. The 980 students were evacuated about 9 a.m. after the threat was found scrawled in black marker on a stall in a second-floor boys' bathroom. Police would not say what the message said. Students returned about 11:30 a.m. after it was checked by a bomb-sniffing dog.

FERNDALE

Mother of teen accused in theft charged with cover-up

A Royal Oak Township woman has been charged with trying to cover up her teenage son's alleged involvement in a home invasion. Monique Martin, 36, was charged Wednesday with attempted larceny by false pretenses, a misdemeanor. The case involves the theft of a computer monitor Oct. 21 from a home in the 1300 block of Pearson. After her teenage son was arrested on suspicion of the break-in, Martin insisted the monitor belonged to her, said her son had permission to have it and demanded its return, according to authorities. She was jailed in lieu of \$1,000 cash surety bond and has a Nov. 10 preliminary exam in Ferndale District Court.

NOVI

Library earns state award, \$2K for customer service

Novi Public Library received the 2011 State Librarian's Excellence Award for its superior customer service, officials said Thursday. The award, which includes a trophy and \$2,000 in privately raised money to enhance library service, is given annually to one library in the state by the Library of Michigan Foundation. Novi Public Library built a state-of-the-art facility last year and has maintained its fund balance.

CLINTON TOWNSHIP

Police investigate crash

Welfare appeals h

hearings to be held before end of December after hundreds object to losing assistance

BY KAREN BOUFFARD
Detroit News Lansing Bureau

Lansing — The state Department of Human Services received 866 appeals as of Thursday from families who claim their cash assistance shouldn't be discontinued.

The families are among 11,162 slated to be cut from welfare rolls Nov. 1 because they exceeded a 48-month lifetime limit on

welfare signed into law by Gov. Rick Snyder in September.

The families were originally scheduled to lose their benefits Oct. 1, but a federal judge ruled the department had not given the families proper notification or information on how to appeal. A letter written to the judge's specifications was sent to clients Oct. 12.

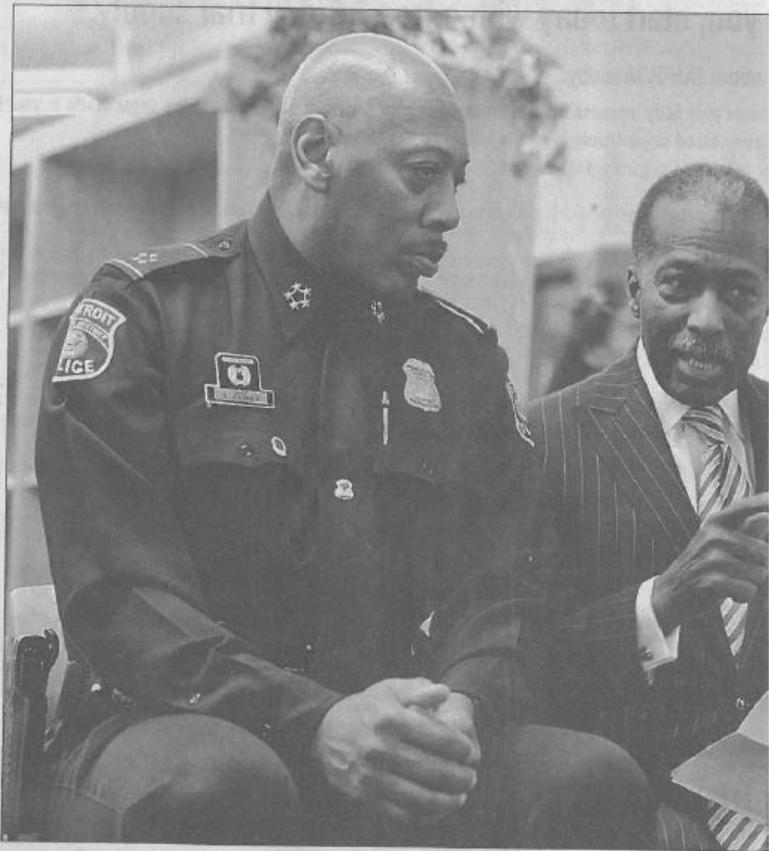
DHS spokeswoman Colleen

Rosso said all of the hearings will be held by the end of December. She said the department is required to hold a hearing within 90 days of an appeal.

"We have four appeals pending before the law judges who have to give us another hearing to hear these cases," Rosso said. "It's not moving fast enough to institute a rocket case is where we bring the judges to hear the shorter period of time to give these people some relief."

People who sent appeals within 10 days

SPREADING A MESSAGE TO STUDENTS



DPS Police Chief Roderick Grimes and Emergency Manager Roy Rosen sit at a table during a press conference at Luther King High School on Thursday to launch the MORSE Code Contest, which challenges students to think about the dangers of driving.

Library earns state's top honor

By Nathan Mueller
Staff Writer

Julie Farkas was at the airport waiting to board an airplane two weeks ago when her phone rang.

She didn't recognize the number so she didn't answer it, but when she listened to the voice mail from the Library of Michigan Foundation she could not wait to call back.

And the news she received — that the Novi Public Library won the 2011 State Librarian's Excellence Award for superior customer service — had her overcome with emotion.

"I was speechless," she said. "There are so many wonderful libraries out there doing great work in their communities, so we were surprised we won."

Farkas said her first thought was that she couldn't wait to tell the library board and staff, despite having to keep the news relatively quiet because the award presentation didn't take place until last Wednesday.

Novi was one of 15 libraries to apply for the award, earning a trophy and \$2,000 for the top honor.

While Farkas was at a loss for words, board president Larry Kilgore said he wasn't too surprised by the award.

"I knew what a great job Julie and her team had done," he said. "But it was still thrilling to hear it."

Farkas also gave credit to the community for supporting the vision for a new library



(From left) Novi Public Library Assistant Director Mary Ellen Mulcrone, Library Board Trustee Mark Sturing, Board President Larry Kilgore and Assistant Director Margi Karp-Opperer were on hand to accept the 2011 State Librarian's Excellence Award last Thursday in Kalamazoo.



Members of the Novi Public Library, as well as board members and city manager Clay Pearson, accepted the 2011 State Librarian's Excellence Award for superior customer service. This is the top honor a library in the state can receive from the Library of Michigan Foundation.

that helped make this possible.

"We have done some amazing things in the past year and this building gave us this opportunity," she said.

Kilgore said what stood out to him is that they were able to get the library open on

time and under budget, while also facing decreasing revenues.

"The new library really enables us to step forward," he said.

Farkas said the award is "great for the community," and invites them to attend a reception at 2 p.m. on Nov.

13. The event will feature entertainment, tributes from local leaders and cake.

"It's a pretty nice bragging right," Farkas said. "And we are going to take advantage of it."

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Board & Administrator

FOR BOARD MEMBERS

October 2011 Vol. 28, No. 2

Editor: Jeff Stratton

Board majority puts end to micromanagement

Question: "Our board has a member who wants to 'help' hire staff members. She's very passionate and knowledgeable about our mission and therefore wants input into who we hire to deliver our services. At meetings, she will bog down the pace while she grills our executive director about staffing issues like filling an open position and treatments for patients. What can be done about this?"

Answer: Ask yourself whether or not this board member's issue is even on the meeting agenda. If it is, that's a big problem that the board needs to fix. Hiring is the administrator's responsibility — period — and so is delivery of care to the organization's patients.

If your board meetings are interrupted to bring up a topic that isn't on your meeting agenda, take this action: Whenever an individual member takes

a meeting discussion in a direction that is not the intent of the board, use Robert's Rules to bring the conversation back on topic. Do this by "Calling the question." The chair can interrupt the speaker and ask for a motion to continue the discussion on her issue.

If the majority wants to hear more from the board member, it can vote to do so. If the majority wants to move on, that's a clear signal to the individual member that the board isn't willing to spend time on her pet topic.

In the situation described above, the board has a clear choice: Allow the domineering board member to filibuster the meeting with her micromanagement of the administrator, or get your meeting back on track so board members can get real board work done and get home on time. ■

Statement on Board Member Authority

The Board is responsible for adopting all major policies which affect the operation of the XYZ nonprofit organization. As an individual, a Board member has no legal authority to bind the Board since such authority belongs to the Board as a whole. It is the duty of the CEO to serve as the Board's executive officer and its professional adviser.

No Board member individually will speak for, or in the name of, the full Board. Individual Board members or groups of Board members should make no out-of-meeting commitments unless directed to do so on behalf of the Board.

All actions of the Board shall be taken only in

official Board meetings called, and conducted according to the Board's policies and bylaws.

In terms of listening to its constituents, Board members individually or collectively recognize and welcome their responsibilities for hearing comments and suggestions from the organization's stakeholders.

Board members individually will refer compliments, suggestions, and constructive criticism about operational matters directly to the CEO for appropriate consideration and action. Comments affecting policy will be routed through regular channels to the Board meeting agenda for consideration by the Board as a whole. ■

Emphasize mission and vision to focus board on “big picture”

Boards need to spend quality time “visioning” for the organization and they need to develop or modify their own mission statement. These big-picture areas — where the board can put its stamp on the organization — should be different from the one the board approves for the organization.

The key to developing a good board mission statement is to think aspirationally. The following example from the Rescued Hearts Animal Shelter in Ormond Beach, Fla., gives an example of a board mission statement that is focused on the

future and the board’s challenges:

“Rescued Hearts Animal Shelter is a unique organization that currently works without a facility. We encourage responsible pet ownership and kindness to all creatures through education, training and spay/neuter. Our goal is to acquire a state-of-the-art facility where we can offer a variety of services to meet the needs of animals. We will partner with other organizations to ensure both public and animal safety. We will work toward an end to the pet over-population tragedy and animal cruelty.” ■

Pay attention to what matters to create a policy-making board

A policy-focused board lets its executive director handle management issues. By doing so, the board can work on policy-oriented issues that are key to the nonprofit’s future. Here are some tips your board can use to stay focused on policy issues:

1. Require progress updates on the organization’s strategic plan. Ask your administrator to regularly report on her progress towards the board’s goals.

2. Avoid the trivial at board meetings. Let your administrator pay the bills, and back that commitment up by using a consent agenda at meetings to garner board approval for expenditures. Review them before meetings so that approving the consent agenda becomes a formality. Rather than counting pennies at board meetings, concentrate on variances from budget and the explanation for any variance.

3. Keep complaint forms by your phone. It’s the nature of the board member’s job that staff, relatives of those you serve and other stakeholders will contact you when they have an issue. Don’t let such calls sidetrack you from the board’s role. Thank the person for their call, note their complaint on a complaint form, assure them that it will be looked into, and then direct the complaint to the executive director so that he can direct it to the appropriate staff member for resolution.

4. Think macro, not micro. The classic example of micro-thinking is a board that wants all new employees to come from the local community. That’s called micromanaging. The board’s position on hiring should be to let the administrator hire the best-qualified candidates for open positions.

5. Assess the board’s performance on bottom-line governance issues, such as: the executive director’s performance, ensuring adequate resources are available to keep the doors open, strategic planning, advocacy, and compliance with state and federal laws.

Tip: Use the Statement on Board Authority at the bottom of the front page to keep the board focused on policy and avoid problems like the one described in the page 1 story, *Board majority puts end to micromanagement*. ■

Practice before you speak

When a big issue hits your organization and the press and stakeholders have questions, review as a board and administrator team what the organization’s message will be.

Discuss the points the board wants to make. Practice your delivery. Consider assigning public speaking duties to your executive director and board members who are most comfortable discussing the issue. ■



Library Board Calendar

2011

November 18 Library Staff In-Service, Library Closed
 November 23 Holiday – Thanksgiving Eve, Library Closes at 5 p.m.
 November 24 Holiday – Thanksgiving, Library Closed

December 21 Library Board Regular Meeting
December 21 Library Director – Mid-year Review
 December 24 Holiday – Christmas Eve, Library Closed
 December 25 Holiday – Christmas, Library Closed
 December 26 Holiday – Christmas, (observed), Library Closed
 December 31 Holiday – New Year’s Eve, Library Closed

2012

January 1 Holiday – New Year’s Day, Library Closed
 January 2 Holiday – New Year’s Observance, Library Closed
 January 16 Holiday – Martin Luther King, Jr. Day, Library Closed
January 18 Library Board Regular Meeting

February – March Budget Study Sessions, typically a Saturday morning, TBD
February 15 Library Board Regular Meeting

March Budget – approved to be provided in April to Council, TBD
March 21 Library Board Regular Meeting

April 6 Holiday – Good Friday, Library Closed
 April 8 Holiday – Easter, Library Closed
 April 8-14 National Library Week
April 18 Library Board Regular Meeting
 April 27 Book It! Fundraising Event, Novi Public Library

May 13 Holiday – Mother’s Day, Library Closed
May 16 Library Board Regular Meeting
 May 28 Holiday – Memorial Day, Library Closed

June 20 Library Board Regular Meeting

July 4 Holiday – Independence Day, Library Closed
July 18 Library Board Regular Meeting

August 15 Library Board Regular Meeting

September 3 Holiday – Labor Day, Library Closed
September 19 Library Board Regular Meeting

October 17 Library Board Regular Meeting

Friends Board Meeting meets the second Wednesday of the month, 7 p.m.
 Historical Commission meets the fourth Wednesday of the month, 6:30 p.m.