

## Agenda

Novi Public Library Board of Trustees--Regular Meeting  
Wednesday, December 21, 2011 at 7:00 p.m. – CANCELLED

### BOARD UPDATES PROVIDED VIA EMAIL

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.....Approval at January Meeting
4. Consent Agenda
5. Correspondence
  - A. Thank you email from Andrea Alexander .....3
  - B. Thank you letter from Novi Oaks Charter Chapter.....4
  - C. Thank you letter from Sweet Dreamz.....6
6. Presentation
7. Public Comment
8. President's Report
  - A. Library Goals 2011-2012..... 10
9. Treasurer's Report
  - A. Library Budget 2011-2012 ..... 19
  - B. Financial Summary of November 30, 2011 by Treasurer, David Margolis.....21
  - C. Library Financials and Walker Fund, November 30, 2011 .....24
  - D. Library cafe revenue report ..... N/A - January Meeting
10. Director's Report.....29
  - A. Public Services and Building Operations reports.....33,34
  - B. Library Usage Statistics – November 2011 .....35
11. Friends of Novi Library Report ..... N/A - January Meeting
12. Historical Commission Report..... N/A - January Meeting
13. Student Representatives Report..... N/A - January Meeting
14. Committee Reports
  - A. Policy Committee (Margolis, Vacant, Kilgore)
  - B. HR Committee (Vacant, Verma, Kilgore)
  - C. Finance Committee (Margolis, Czekaj, Sturing)
  - D. Fundraising Committee (Mena, Sturing, Vacant)
  - E. Strategic Planning Committee (Kilgore, Sturing, Mena)
15. Public Comment
- 16. Matters for Board Action**
  1. Approve the changes to the Meal Policy.....Approval at January Meeting - 38
  2. Adopt the Emergency Closing Policy.....Approval at January Meeting - 38

## 17. Adjourn

### Consent Agenda:

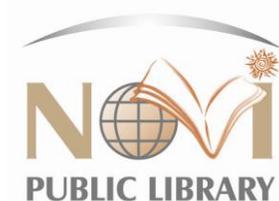
1. Approval of Claims and Warrants L489.....January Meeting - 7
2. Approval of Regular Meeting Minutes – November 16, 2011.....N/A - January Meeting

### Supplemental Information

- TLN Bits & Pieces Report by Jim Pletz, November and December 2011.....39
- TLN Director Report by Jim Pletz, November and December 2011.....41
- Email from Ruth Dukelow, MCLS – MeLCat Update, November 14, 2011.....43
- Novi Celebrates Winning Michigan Library of the Year, Novi Patch, November 14, 2011..44
- Alliance for Innovation E-newsletter, Library Wins Award.....45
- Library Hotline: News Brief – Award Winning Library, November 2011.....47
- A Friendly Gesture, Novi News – November 24, 2011.....48
- State Tax Credits for Donating to Charities Comes to an End, Novi News – Dec. 1, 2011...49
- Business & Administration – November/December.....50
- Library Board Calendar .....N/A – January Meeting

### Future Events:

- Christmas Holiday – LIBRARY CLOSED, December 24<sup>th</sup> – December 26<sup>th</sup>
- Historical Commission Regular Meeting – December - CANCELLED
- New Year Holiday – LIBRARY CLOSED – December 31<sup>st</sup> – January 2<sup>nd</sup>
- 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, January 21<sup>st</sup> 2012 and Saturday, February 4<sup>th</sup>, 2012, Novi Public Library



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

<http://www.novilibrary.org>

**To:** Margi Karp-Opperer

**Subject:** Novi Public Library

I just wanted to tell you what a pleasant experience I had at your library today. A book I had on hold wasn't on the hold shelf, even though I had gotten the email notifying me about its availability. The woman who assisted me at the desk couldn't have been more helpful; she tracked down the book (which was upstairs on a display, I think) and saved the day, all with a smile. I don't know her name, but she had blonde hair and a very cute houndstooth skirt. I'm not sure if I told her how much I appreciated it, so I wanted to be sure to tell someone.

Thanks for all you do!

Sincerely,

Andrea Alexander



# NOVI OAKS CHARTER CHAPTER

AMERICAN BUSINESS WOMEN'S ASSOCIATION  
CHAPTER FOUNDED JANUARY 29, 1990  
NOVI, MICHIGAN

## Auction Chairs:

### Christina Struwe

1748 Beechmont, Keego Harbor, MI 48320  
christina.struwe@huntington.com  
Cell: (586) 306-1826 Work: (248) 269-2035

### Marcia Green

5236 Oak Hill Trail, Commerce Twp., MI 48382  
marcia.green16@gmail.com  
Cell: (248) 330-6315 Work: (248) 848-3580



## ABWA MISSION

To bring together businesswomen of diverse occupations and to provide opportunities for them to help themselves and others grow personally and professionally through leadership, education, networking support and national recognition

November 18, 2011

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

Dear Novi Public Library:

Happy Holidays! We are writing to thank you and to let you know the results of our 7<sup>th</sup> Annual Autumn Brunch With Auction, held on October 22, 2011. Your donation to our auction helped us raise over \$6,200 toward scholarships and education.

The American Business Women's Association (ABWA) is a national non-profit business league that supports and promotes the education and business development of women through networking at local, regional, and national meetings, leadership opportunities, scholarships, grants, and tuition reimbursement programs. The Novi Oaks Charter Chapter of ABWA donates each year to local colleges and to ABWA's national Stephen Bufton Memorial Education Fund.

Elisabeth Deller, the young woman with the long, dark hair in the middle of the back row in the picture on your enclosed certificate, was the 2011 recipient of our \$1,500 Outright Grant. Liz is a junior at Grand Valley State University studying international business, and is the first student member of the Novi Oaks Charter Chapter.

For more information about our chapter, please visit [www.ABWA-NOVI.org](http://www.ABWA-NOVI.org). For more information about ABWA, you may visit [www.abwa.org](http://www.abwa.org) or [www.abwa-emc.org](http://www.abwa-emc.org) (Eastern Michigan Council).

We hope we can count on your continued support with donated items or gift certificates for our 8<sup>th</sup> Annual Autumn Brunch With Auction, to be held in October of 2012 (exact date yet to be determined!).

Our best to you for your continued success in 2012.

Sincerely,

Christina Struwe, Auction Co-Chair

Marcia Green, Auction Co-Chair



The Novi Oaks Charter Chapter of ABWA

*In Gratitude to*

# *Novi Public Library*

*For your support of the 7<sup>th</sup> Annual Autumn Brunch With Auction  
Raising over \$6,200 for Scholarships and Education*

*Christina B. Struwe*

*Christina B. Struwe, Auction Co-Chair*

*Marcia L. Green*

*Marcia L. Green, Auction Co-Chair*

*And the entire ABWA Auction Team*





**Board of Directors**

Sharon Beetham, CPA  
VP, HIROTEC AMERICA

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Identity Marketing &  
Public Relations

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Torrent Services, Inc.

Debra Kuptz, Retired Partner  
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Scott McCurdy, VP  
Fifth Third Bank

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PricewaterhouseCoopers

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Cosmetic & General Dentist

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U of D Jesuit High School

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Partner, Plante & Moran

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William Beaumont Hospital

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Director, Sleep Disorders Center  
University of Michigan

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SE Region, Huntington Bank

Walt Koziol  
CPA

Dr. Monica W. Tracey  
Instructional Technology  
Wayne State University

**Staff**

Nancy Maxwell  
Executive Director

Dana Turk & Louise Derry  
Grant Writers

Diane Dittmar-Seitz  
Program Coordinator

Genevieve Houston  
Community Relations Manager

Susan Orlikowski  
Director of Operations

Ann Raftery  
Director of Sleep Programs

**Founder Emeritus**

Kathleen Donnelly, RN

November 10, 2011

Ms Margi Karp-Opperer, Assistant Director  
Novi Public Library  
45245 W. Ten Mile Rd  
Novi, MI 48375

Dear Margi and Associates:

Children will be warmer and sleep a little better because you have supported the mission of Sweet Dreamzzz, to improve the health, well-being and academic performance of at-risk children by providing sleep education and bedtime essentials.

Sweet Dreamzzz would like to thank you for your generous contribution of Books on October 1, 2011. Sleep is a necessity for good health, mental well-being, and safety. It also helps memory, learning, and logical reasoning. Lack of sleep can lead to mood swings, irritability, behavioral problems, and an inability to concentrate on school work.

We have been able to serve over 31,000 at-risk children to date with the R.E.M. (Rest. Educate. Motivate.) Sleep Program and a sleep kit containing a sleeping bag, nightshirt, socks, toothbrush, toothpaste, Beanie Baby, sleep activity book, crayons, and tote. Thank you from Sweet Dreamzzz, the children we have served, and those we have yet to serve.

Sincerely Yours,

Nancy Maxwell  
Executive Director

*Please retain this letter for your income tax records.*

*Neither goods nor services have been provided to you in exchange for your gift.*

*Tax I.D. number 38-3585813*

P.O. Box 608, Farmington, MI 48335

P: 248-478-3242

[www.SweetDreamzzz.org](http://www.SweetDreamzzz.org)

<b>Warrant 489</b>		<b>December 2011</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
Global Office Solutions		268-000.00-727.000	\$ 680.12
Farkas, Julie	Donor Letters	268-000.00-728.000	\$ 94.06
Postmaster		268-000.00-728.000	\$ 176.00
Anode		268-000.00-734.000	\$ 1,483.00
CDW-G		268-000.00-734.000	\$ 517.08
The Library Network	45179/ann lic 2011-12	268-000.00-734.000	\$ 7,751.76
VidCom Solutions, Inc.		268-000.00-734.000	\$ 164.85
Amazon.com		268-000.00-734.500	\$ 34.93
CDW-G		268-000.00-734.500	\$ 861.80
Cash Register Store		268-000.00-740.000	\$ 182.25
Home Depot		268-000.00-740.000	\$ 6.98
Sam's Club		268-000.00-740.000	\$ 71.48
Sentry Supply		268-000.00-740.000	\$ 546.11
Showcases		268-000.00-740.000	\$ 80.35
Specialty Store Services		268-000.00-740.000	\$ 237.86
Lands' End		268-000.00-741.000	\$ 44.90
Amazon.com		268-000.00-742.000	\$ 325.22
Brighton District Library		268-000.00-742.000	\$ 52.94
Brodart		268-000.00-742.000	\$ 7,010.23
CCH		268-000.00-742.000	\$ 1,255.00
Center Point Large Print		268-000.00-742.000	\$ 257.04
Ebsco		268-000.00-742.000	\$ 3,269.21
Gale		268-000.00-742.000	\$ 1,068.39
Lincoln Park Public Library		268-000.00-742.000	\$ 5.00
Milford Public Library		268-000.00-742.000	\$ 6.99
Redford Township Public Library		268-000.00-742.000	\$ 3.50
Ebsco		268-000.00-743.000	\$ 12,158.65
Midwest Tape		268-000.00-744.000	\$ 2,047.36
Northville District Library		268-000.00-744.000	\$ 20.95
OverDrive		268-000.00-744.000	\$ 1,044.73
The Library Network		268-000.00-744.000	\$ 10,035.16
Diverse Media, Inc.		268-000.00-745.200	\$ 51.42
Midwest Tape		268-000.00-745.200	\$ 2,543.15
Bright House Networks		268-000.00-801.925	\$ 74.74
Providence Occupational Health Partners		268-000.00-804.000	\$ 53.90
American Library Association		268-000.00-809.000	\$ 305.00
Weeks, Phyllis		268-000.00-809.000	\$ 50.00
DuAll Cleaning, Inc.	October 2011/janitorial/main	268-000.00-817.000	\$ 3,635.50
AT&T	10/22-11/21/11	268-000.00-851.000	\$ 142.21
TelNet Worldwide	11/15-12/14/11	268-000.00-851.000	\$ 709.94
Tracfone Wireless, Inc.	1 yr/600 minutes	268-000.00-851.000	\$ 109.59
Verizon Wireless	9/29-10/28/11	268-000.00-851.000	\$ 481.04
The Library Network		268-000.00-855.000	\$ 14,299.81
Alex Delvecchio Ent. LLC		268-000.00-880.000	\$ 25.61
AT&T		268-000.00-880.000	\$ 48.70

<b>Warrant 489</b>		<b>December 2011</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
JanWay Company USA, Inc.	magets 5000/LibYr	268-000.00-880.000	\$ 626.28
Oriental Trading Company, Inc.		268-000.00-880.000	\$ 118.74
Sam's Club		268-000.00-880.000	\$ 228.92
Screen Works	41272-Lib Yr Banner	268-000.00-880.000	\$ 350.00
Druschel, Pauline		268-000.00-880.268	\$ 80.00
Esseltine, Megan		268-000.00-880.268	\$ 160.00
Kolchuk, Kelly		268-000.00-880.268	\$ 50.00
Meyer, Beverly	Lib Yr 11/13/11	268-000.00-880.268	\$ 225.00
Mutch, Kathleen		268-000.00-880.268	\$ 200.00
Plunkard, Thomas		268-000.00-880.268	\$ 375.00
Preston, Jennifer		268-000.00-880.268	\$ 35.67
Upstart		268-000.00-880.268	\$ 85.64
Weeks, Phyllis		268-000.00-880.268	\$ 60.05
Konica Minolta		268-000.00-900.000	\$ 1,094.14
The Library Network		268-000.00-900.000	\$ 134.24
Consumers Energy	10/12-11/9/11	268-000.00-921.000	\$ 771.92
AT&T	11/13-12/12/11	268-000.00-922.000	\$ 36.06
DTE Energy	9/26-10/24/11	268-000.00-922.000	\$ 6,061.02
Cintas		268-000.00-934.000	\$ 519.80
Grainger		268-000.00-934.000	\$ 320.15
Home Depot		268-000.00-934.000	\$ 169.98
Lighting Supply co		268-000.00-934.000	\$ 221.04
NuTree Wall Guards		268-000.00-934.000	\$ 129.96
Orkin		268-000.00-934.000	\$ 50.00
Rochester Hills Contract Glazing		268-000.00-934.000	\$ 1,395.00
Sam's Club		268-000.00-934.000	\$ 46.72
Schindler Elevator Corp.		268-000.00-934.000	\$ 738.00
Sentry Supply		268-000.00-934.000	\$ 87.00
Sherwin-Williams		268-000.00-934.000	\$ 245.02
Touch of Tropics		268-000.00-934.000	\$ 50.00
Speedway		268-000.00-935.000	\$ 97.01
24/7/365 Incorporated	int/ext windows 11-18-11	268-000.00-941.000	\$ 1,130.00
Allied Waste		268-000.00-941.000	\$ 88.15
Home Depot		268-000.00-941.000	\$ 15.80
Speedway		268-000.00-941.000	\$ 15.35
Konica Minolta Premier Finance		268-000.00-942.000	\$ 1,049.96
Corrigan Record Storage		268-000.00-942.100	\$ 15.50
American Library Association		268-000.00-956.000	\$ 76.50
Fred Pryor Seminars		268-000.00-956.000	\$ 199.00
Karp-Opperer, Margi		268-000.00-956.000	\$ 133.20
Liddicoat, Laura		268-000.00-956.000	\$ 135.42
Midwest Collaborative for Library Services		268-000.00-956.000	\$ 340.00
Mulcrone, Mary Ellen		268-000.00-956.000	\$ 219.61
Muskegon Area District Library		268-000.00-956.000	\$ 35.00
Party City		268-000.00-956.000	\$ 17.64

<b>Warrant 489</b>		<b>December 2011</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
Postula, Michael		268-000.00-956.000	\$ 107.67
Radisson Hotel - Kalamazoo		268-000.00-956.000	\$ 3.40
Sam's Club		268-000.00-956.000	\$ 187.23
Stevenson, April		268-000.00-956.000	\$ 132.96
Teagan, Wendy		268-000.00-956.000	\$ 133.76
Weeks, Phyllis		268-000.00-956.000	\$ 85.00
Carrabba's Italian Grill	Garth Stein	269-000.00-742.285	\$ 130.27
Farkas, Julie	Garth Stein book purchases	269-000.00-742.285	\$ 29.98
Metro Cars	Garth Stein r/t transfers	269-000.00-742.285	\$ 164.00
Sheraton Novi	Garth Stein	269-000.00-742.285	\$ 48.00
Petty Cash		268-000.00-000.000	\$ 105.40
<b>TOTAL</b>			<b>\$ 93,385.67</b>

## 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.**

<b>Strategy:</b>	<b>Promote the use of Convenient Services</b> (drive-up window, after-hours lockers, self-service holds, self-checkout).		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Develop list of when to promote which services; work with Laura to develop publications or bookmarks	Support Services; Marketing	Supervisors will develop topics to promote from each area	1/12
Create monthly PSAs with staff promoting services	Support Services; Marketing; IT/Facilities		
<b>Strategy:</b>	<b>Offer surveys to see how Convenient Services work for users, what services are/are not used, why.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Consider a give-away for patrons taking part in surveys	Admin	Public survey underway during Nov. & Dec.	12/11
<b>Strategy:</b>	<b>Set benchmarks to measure success of Convenient Services.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Survey other libraries using automatic sorting technology and self-checkouts re: % of checkout; prepare documentation on services and what other libraries do	Admin		
<b>Strategy:</b>	<b>Determine if/why people from community are not coming to the Library.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
<b>Strategy:</b>	<b>Increase resident usage of Library services.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
<b>Strategy:</b>	<b>Determine appropriate hours and levels of service.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Report on other libraries' hours and services; during budget discussions, consider costs for adding hours	Admin; Board	DSLRT report completed; stats to be provided in Jan.	12/11
Evaluate 4-hour time frame for moving holds to drive-up window; determine if this can be shortened	Support Services; Info Services	Staff discussed and sent recommendations to Administration; changed to 2-hour time frame	10/11; 12/11

<b>Strategy:</b>	<b>Increase usage of services and facility with community partners.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Send brochure of library services to Novi School Admin.	Admin	Will send Welcome brochure to be included in new school packets	1/12
Provide special library cards for Novi schools	Admin; Support Services	Cards provided to Admin.	10/11; completed 10/4/11
Provide special library cards for business community	Admin; Support Services	Will begin in January	1/12
<b>Strategy:</b>	<b>Engage staff in informal patron surveys at service desks.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Develop "did you know..." questions to promote services	Info Services; Support Services		
<b>Strategy:</b>	<b>Improve reporting of statistics for library/building/technology usage.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Report on material usage	Support Services	Report provided to Admin	10/11; completed 8/30/11
Report on NPL website hits	IT/Facilities	Reports to be provided twice/year: Jan. & July	1/12
Report on monthly door counts (library visitors)	IT/Facilities	Reports are provided monthly	10/11

<b>Collections/Services/Programs/Technology</b>			
<b>Goal #2: Provide and maximize technology, programs, services and collections that meet the changing needs of our community.</b>			
<b>Strategy:</b>	<b>Report on types of materials checked out to determine if funds can/should be reallocated.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Report on material usage	Support Services	Report provided to Admin	10/11; completed 8/30/11
<b>Strategy:</b>	<b>Consider collection development and its trend toward multimedia.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Research and report on shift from books to multimedia	Info Services		
<b>Strategy:</b>	<b>Consider implementing different types of technology (l-pad, e-readers) to meet patron needs.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Acquire new equipment	IT/Facilities	Purchased Barnes & Noble nook; Friends donating money to purchase Kindle	10/11

Provide training for staff to be able to use new equipment with patrons	IT/Facilities; Info Services	Info staff has received training on the Nook and converting from VHS to DVD using Edius software	11/11
<b>Strategy:</b>	<b>Determine what patrons want more of.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Report on material usage, including info re: books vs. multimedia	Support Services	Report provided to Admin	10/11; completed 8/30/11
<b>Strategy:</b>	<b>Partner with the community for programming.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Schedule six programs on health topics with St. John Health System/Providence Park	Info Services	Fall programs: Skin Care and Cosmetic Advances, 9/11; Food Labels & Lies, 10/11; Screening for Meaning, 11/11	6/12
Coordinate with the Neighborhood Library Association for the annual Community Read Events	Info Services	Author visit with Garth Stein was the culmination of the Community Read Events	11/11

<b>Staff Development</b>			
<b>Goal #3: Provide a well-trained, appropriately compensated staff who are engaged in the Novi community and within the library profession.</b>			
<b>Strategy:</b>	<b>Investigate what soft perks would be of interest to staff in lieu of monetary compensation.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Survey staff re: desirable soft perks	Admin		11/11
Survey staff re: how to spend \$2,000 from Library of the Year award (for customer service) as a reward for staff	Admin	Staff had opportunity to suggest ways to spend the \$\$, then to narrow down to best options, then to vote on final choice: \$25 to each staff + luncheon	12/11
<b>Strategy:</b>	<b>Engage staff in providing feedback about services and procedures.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Survey staff re: what we can stop	Admin	Asked staff for ideas about what processes, services, etc. could be eliminated to be more efficient and cost effective; suggestions were reviewed by Management and implemented if possible; results of survey provided to staff	11/11

Survey staff re: IT/Facilities in new building	Admin	Asked staff for feedback on these areas; implemented some changes based on observations; reviewing other suggestions for feasibility; results of survey presented to staff	11/11
Provide opportunities for staff to meet with Director	Admin	Director/staff "one-on-ones" held in December	12/11
<b>Strategy:</b>	<b>Determine if our benefit packages are beneficial and relevant.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
HR Committee and Finance Committee to review	Admin; Board	Review in process; adopted 80/20 healthcare payment plan	10/11
<b>Strategy:</b>	<b>Ensure NPL staff is recognized within profession: conferences, workshops, speaking engagements.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
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; WT attended annual meeting of Michigan Users Group for Sirsi Dynix	10/11; 11/11
Maintain staff participation with TLN committees	Admin	WT attends SASUG and Technical Services committees; BR attends TechComm; AS is Chair-elect of Youth Services committee; KK attends Adult Services committee meetings	11/11
<b>Strategy:</b>	<b>Ensure adequate training and development for staff.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Provide training to supervisory and other staff	Admin; Managers	4 Clerk IIs attended "How to Supervise People", a Fred Pryor Seminar; JD attended Black Belt Librarian workshop	9/20/11; 10/11
Provide annual Staff Development Day	Admin	Staff Day on Nov. 18 included workshop on stress in the workplace and breakfast provided by St. John Providence, review of new HR manual, departmental meetings, tour of Clinton Macomb Library	11/11

Financial for Operations			
Goal #4: Balance the needs of the community with fiscal responsibility.			
<b>Strategy:</b>	Create a capital expenditure plan.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Finance Committee to develop	Admin; Board		12/11
<b>Strategy:</b>	Undergo building inventory and future needs assessment.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
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
<b>Strategy:</b>	Undergo technology inventory and future needs assessment.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
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
<b>Strategy:</b>	Implement a three year technology plan.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Revise technology plan	IT/Facilities	In process	1/12
<b>Strategy:</b>	Work with City of Novi Finance Department to forecast future revenues and expenditures.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Receive/review monthly reports and calendars from City regarding various contracts to pursue shared cost savings	Admin; IT/Facilities	Ongoing	10/11
<b>Strategy:</b>	Maintain process of one year budget and two year projection.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Budget process continues yearly	Admin; Board	Ongoing; budget review sessions scheduled: Jan 21 & Feb 4 with approval planned for Feb 18	3/12
<b>Strategy:</b>	Target to break even and meet library budgetary needs without deficit spending.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Budget process continues yearly	Admin; Board	Ongoing	10/11
<b>Strategy:</b>	Consider investment strategy option for long term planning of library reserves.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Finance Committee to review	Admin; Board		

## 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 (Library of the Year)	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:			
Create a calendar of events for fundraising.			
Tactic	Owner	Status	Due Date
	Admin		
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 \$5,000; display case to be ordered	Ongoing; 12/11
Send letter for annual donation drive	Admin	592 letters sent to previous donors reminding them of tax credit opportunity for 2011; \$7,266 donated (to date) in response to letter	12/11
Strategy:			
Execute "Gift for Tomorrow" campaign.			
Tactic	Owner	Status	Due Date
Fundraising Committee to work on this	Admin; board		
Strategy:			
Maintain and promote existing donation opportunities (brick pavers, trees, books, etc.)			
Tactic	Owner	Status	Due Date
Fundraising Committee to work with staff	Admin; Board	Ongoing	

## Board Structure/Development

Goal #6: Ensure that the Library has an engaged and active Library Board that represents the Library in Novi and the larger library community.

<b>Strategy:</b>	Engage Trustees in actively promoting/soliciting for the "Gift for Tomorrow" campaign.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Fundraising Committee to work on this	Admin; Board		
<b>Strategy:</b>	Assign a Trustee to actively participate with Novi Historical Commission.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
<b>Strategy:</b>	Engage Trustees in State Library initiatives.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
<b>Strategy:</b>	Engage Trustees with Friends of Library.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Assign a liaison from Library Board to Friends Board	Board	L. Kilgore to be liaison for 2012	12/11
<b>Strategy:</b>	Engage Trustees in Library programs and services.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Trustees to volunteer as ambassadors at Welcome Desk	Board; Admin	Trustees cover Monday night (7:00-9:00) desk shift on a rotating schedule	12/11

Planning			
<b>Goal #7: Develop a new five-year strategic plan.</b>			
<b>Strategy:</b>	Review long term endowment thinking and plan for investment strategies/guidelines.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Finance Committee to work on this	Admin; Board		
<b>Strategy:</b>	Achieve QSAC (Quality Services Audit Checklist) "essential certification.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Implement changes as needed to meet QSAC requirements and submit request for certification	Admin	MEM working through checklist	3/12
<b>Strategy:</b>	Actively engage in Novi community organizations, boards, and commissions to promote the library.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
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
Connect with other community organizations	Admin; Info Services	MEKO & TMS attended open house at Japanese School; MEKO & MS conducted tours for the English as a Second Language adult students	11/11
<b>Strategy:</b>	Establish strategic planning committee; develop strategic plan for services, resources, materials.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Include Board, staff, community	Admin; Board	Trustees Kilgore, Mena, and Sturing to represent Board; other committee members to be added; meetings will begin in January	1/12
<b>Strategy:</b>	Work towards creating a ten year financial plan (2012-2022).		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Finance Committee to work on this	Admin; Board		
<b>Strategy:</b>	Support efforts of Historical Commission and Friends of the Library; include members in planning.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Work with Historical Commission and Friends Board	Admin; Board	Coasting the Baseline marker dedicated 9/20; Friends series of programs continuing	11/11
<b>Strategy:</b>	Review Public Policy Manual.		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Policy Committee to work on this	Admin; Board		

<b>Strategy:</b>		<b>Review Human Resources Policy Manual.</b>	
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
HR Committee to work on this	Admin; Board	Review/revision completed; policies approved 9/21; <b>new manual presented to staff 11/18</b>	<b>12/11</b>
<b>Strategy:</b>		<b>Review building and grounds security with Novi Police Department.</b>	
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Review building/grounds security with Novi Police	Admin; IT/Facilities	BR met with Det. Boody; also met with Vidcom; <b>received priority recommendations for 3 possible phases from Novi Police; obtained pricing from Vidcom; seeking additional quotes</b>	11/11; <b>12/11</b>

2011-2012 Budget 3/16/2011 (Revised 9/2011)		2009/2010 Audited	2010/2011 Audited (9/2011)	2011/2012 Approved (Revised 9/2011)
<b>Revenues</b>				
<b>Account</b>	<b>Description</b>			
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
<b>Total Revenue</b>		<b>2,985,809.00</b>	<b>2,613,173.00</b>	<b>2,413,450.00</b>
				*incr. account 403 \$22,000.00
		<b>2009/2010 Audited</b>	<b>2010/2011 Audited (9/2011)</b>	<b>2011/2012 Approved</b>
<b>Expenditures</b>				
<b>Account</b>	<b>Description</b>			
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
<b>Total Personnel Services</b>		<b>1,814,084.00</b>	<b>1,854,608.00</b>	<b>1,764,450.00</b>
<b>Supplies</b>				
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	
<b>Materials</b>				
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
<b>Total Supplies &amp; Materials</b>		<b>440,438.00</b>	<b>445,878.00</b>	<b>503,700.00</b>
<b>Services &amp; Charges</b>		<b>2009/2010 Audited</b>	<b>2010/2011 Audited (9/2011)</b>	<b>2011/2012 Approved</b>
<b>Account</b>	<b>Description</b>			
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
<b>Total Services &amp; Charges</b>		<b>324,777.00</b>	<b>395,814.00</b>	<b>415,337.00</b>
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
<b>Total Capital Outlay</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Total Expenditures</b>		<b>2,579,299.00</b>	<b>2,696,300.00</b>	<b>2,683,487.00</b>
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).

**NOVI PUBLIC LIBRARY**  
**Observations regarding Monthly Financials**  
*for the Month of November 2011*

David Margolis, Treasurer

It appears the audit for the fiscal year end 6-30-2011 is complete with no apparent changes from what we saw in last month's Financials (*i.e.* a Net Operating Deficit of (\$83,130) closed into Beginning Fund Balance). For the third month in a row, we've seen another decline in Booked Tax Revenues, this time a decrease of (-\$3,189), along with another reduction in Current Taxes Receivable.

***Financial activity for the month of November :***

**LIBRARY FUND** (Fund #268)

**BALANCE SHEET** (*pg 1 of 5*)

**Cash** was decreased by (-\$184,841) during the month, while **Current Taxes Receivable** were decreased by (-\$5,002).

**TOTAL ASSETS = \$4,037,738** (-\$189,843 or -4.49% lower than last month)

**LIABILITIES** – The only change for the month was in **Accounts Payable**, which was increased by +\$19,904 for a net increase in Liabilities of +9.91% for the month, with an ending balance = **\$220,865**

**FUND BALANCE – NET Revenues and Expenses** (for the current fiscal year) were lowered another (-\$209,747) or (-13.24%), leaving a Ending Fund Balance at 11-30-11 of **\$3,816,873**

**REVENUES AND EXPENDITURES** (*pg 2 and 3 of 5*)

**REVENUES** – Despite the decline in Tax Revenues (*as previously mentioned*), **Total Revenues** for the month of November 2011 increased **+\$4,163** or +0.17%, led by a healthy collection of Library fines. Also of note, there were **NO** gifts or donations credited to the Library Fund during the month.

**EXPENDITURES** – with five months into the current fiscal year, our expectation is that expenditures utilization should be no more than **41.67%** of the budget

**Personal Services** – no unusual occurrences in November (very similar to October); so far Year-to-Date, we’ve used **39.29%** of this category’s budget

**Materials and Supplies** – A few major category items spent in November including #734.000 and #734.500 **Computer Supplies and Computer Equipment (\$9,840 and \$1,069** respectively), as well as #743.000 **Periodicals (\$12,158)** which I assume to be a subscription renewals). There was **nothing** charged however to A/C# 745.300 **Electronic Resources** during the month.. The total of **\$46,463** spent for the month year (in this category) was the largest monthly total since the start of the fiscal and represents a combined five-month usage of **38.54%** of the Budget

**Services and Charges** – for the month we spent **\$32,009** (which is below the monthly average of \$34,611 - with a few line-items higher than normal.), but the cumulative total of **\$164,702** representing **39.66%** of the Budget allocations.

*Some of the items worth citing for the month are:*

#801.925	Public Information	+\$150
#855.000	TLN Automation Svcs	+\$14,300
#880.000	Community Promotion	+1,399
#922.000	Electricity	+36 ( <i>missing an invoice?</i> )
#941.000	Grounds Maintenance	+2,889

**Capital Outlays or Contingencies** – N/A

**TOTAL EXPENDITURES** – for the month of November, we spent **\$213,911** (well below the monthly average of \$224,665) for a year-to-date total of **\$1,052,025**, which is **39.02%** of the Total Budget – continuing the positive trend so far

#### **WALKER FUND** (Fund #269) (*pg 4 of 5*)

**REVENUES** – increased by **+\$14,478** during the month, with \$32 coming from **Investment Interest** (#269-000.000-664.000) and **+\$14,446** from **Donations** (including **\$10,000** graciously donated by the Friends of the Novi Library, **\$2,641** in General Donations (#269-000.00-666.550), and another **\$1,775** from the Crawford’s towards the Display Case)

**EXPENDITURES** – were up a whopping **\$29** in November expended for the **Community Read** program.

**BALANCE SHEET** – as a result of November activity, **Cash** in the Fund went up +\$11,980 or +0.83%, while **Accounts Payable** was decreased by (-\$2,470) and **Unrestricted Current Year Fund Balance** increased +\$14,449 to **\$28,199** for the fiscal year

**TOTAL ASSETS = \$1,468,921**

**TOTAL LIABILITIES = \$30**

**TOTAL FUND BALANCE = \$1,468,891**

**Restricted Fund Balance = \$ 47,430**

**Un-Restricted Fund Balance = \$1,421,461**

**COMBINED LIBRARY INVESTMENTS** *(pg 5 of 5)*

**LIBRARY FUND (#268)**

Current Maturities (less than one year) \$1,942,231

Long-term Maturities \$2,000,000

**TOTAL FUND #268 \$3,942,231**

**WALKER FUND (#269)**

Current Maturities \$ 218,921

Long-term Maturities \$1,250,000

**TOTAL FUND #269 \$1,468,921**

**COMBINED LIBRARY INVESTMENT \$5,411,152**

Total Combined Library Investments are (-\$172,861) or (-3.01%) lower than last month

**CITY OF NOVI - LIBRARY FUND  
BALANCE SHEET - NOVEMBER 30, 2011**

GL Number	Description	Balance
<b>Assets</b>		
268-000.00-003.000	Cash and cash equivalents	\$ 3,942,231
268-000.00-018.000	Cash on hand	500
268-000.00-020.000	Current taxes receivable	95,007
Total Assets		<u>\$ 4,037,738</u>
<b>Liabilities</b>		
268-000.00-202.000	Accounts payable	\$ 64,814
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>220,865</u>
<b>Fund Balance</b>		
268-000.00-390.000	Fund balance	2,441,937
Net of Revenues VS Expenditures - Current Year		<u>1,374,936</u>
Ending Fund Balance		<u>3,816,873</u>
Total Liabilities And Fund Balance		<u>\$ 4,037,738</u>

**CITY OF NOVI - LIBRARY FUND - REVENUE AND EXPENDITURE REPORT  
PERIOD ENDING NOVEMBER 30, 2011**

GL NUMBER	DESCRIPTION	2011-12 AMENDED BUDGET	YTD BALANCE 11/30/2011	AVAILABLE BALANCE	% BDGT USED
Revenues					
PROPERTY TAX REVENUE					
268-000.00-403.000	Property tax revenue	\$ 2,234,000	\$ 2,287,461	\$ (53,461)	102.39
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	25,827	18,273	58.57
268-000.00-658.000	State penal fines	63,500	64,306	(806)	101.27
	FINES AND FORFEITURES	107,600	90,133	17,467	83.77
INTEREST INCOME					
268-000.00-664.000	Interest on investments	14,000	16,310	(2,310)	116.50
OTHER REVENUE					
268-000.00-665.000	Miscellaneous income	9,000	6,703	2,297	74.48
268-000.00-665.100	Copier	2,000	1,079	921	53.94
268-000.00-665.200	Electronic media (previously VHS)	7,500	1,262	6,238	16.83
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	4,665	1,835	71.77
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	35,850	22,565	13,285	62.94
DONATIONS					
268-000.00-665.400	Gifts and donations	2,000	602	1,398	30.09
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>\$ 2,426,960</u>	<u>\$ 269,027</u>	90.02
Expenditures					
PERSONNEL SERVICES					
268-000.00-704.000	Permanent salaries	\$ 870,000	\$ 348,719	\$ 521,281	40.08
268-000.00-705.000	Temporary salaries	539,000	209,822	329,178	38.93
268-000.00-715.000	Social security	108,000	44,105	63,895	40.84
268-000.00-716.000	Insurance	184,000	66,645	117,355	36.22
268-000.00-716.200	HSA - employer contribution	7,200	3,375	3,825	46.88
268-000.00-718.000	Pension	26,000	10,600	15,400	40.77
268-000.00-718.200	Pension - defined contribution	18,000	8,430	9,570	46.83
268-000.00-719.000	Unemployment insurance	10,000	-	10,000	0.00
268-000.00-720.000	Workers compensation	2,250	1,481	769	65.81
	PERSONNEL SERVICES	1,764,450	693,176	1,071,274	39.29

**CITY OF NOVI - LIBRARY FUND - REVENUE AND EXPENDITURE REPORT  
PERIOD ENDING NOVEMBER 30, 2011**

GL NUMBER	DESCRIPTION	2011-12 AMENDED BUDGET	YTD BALANCE 11/30/2011	AVAILABLE BALANCE	% BDGT USED
<b>SUPPLIES</b>					
268-000.00-727.000	Office supplies	25,000	5,352	20,398	18.41
268-000.00-728.000	Postage	2,100	926	424	79.80
268-000.00-734.000	Computer supplies, software & licensing	87,000	16,570	70,430	19.05
268-000.00-734.500	Computer supplies/equipment	15,000	2,809	12,191	18.73
268-000.00-740.000	Operating supplies	24,500	5,591	18,909	22.82
268-000.00-741.000	Uniforms	300	45	255	14.97
268-000.00-742.000	Library books	200,000	81,266	118,734	40.63
268-000.00-743.000	Library periodicals	16,000	12,361	3,639	77.26
268-000.00-744.000	Audio visual materials	52,100	32,007	20,093	61.43
268-000.00-745.200	Electronic media	38,200	14,012	24,188	36.68
268-000.00-745.300	Electronic resources (CD rom materials)	43,500	23,207	20,293	53.35
<b>SUPPLIES</b>		<b>503,700</b>	<b>194,146</b>	<b>309,554</b>	<b>38.54</b>
<b>OTHER SERVICES AND CHARGES</b>					
268-000.00-801.925	Public information (cable, etc)	-	454	(454)	100.00
268-000.00-802.100	Bank services	1,000	732	268	73.20
268-000.00-803.000	Independent audit	900	465	435	51.67
268-000.00-804.000	Medical service	500	377	123	75.46
268-000.00-806.000	Legal fees	2,000	473	1,527	23.65
268-000.00-809.000	Memberships and dues	6,300	3,634	2,666	57.68
268-000.00-816.000	Professional services	5,000	500	4,500	10.00
268-000.00-817.000	Custodial services	45,000	13,892	31,108	30.87
268-000.00-818.000	TLN Central Services	16,000	4,750	11,250	29.69
268-000.00-851.000	Telephone	16,500	5,427	11,073	32.89
268-000.00-855.000	TLN Automation Services	56,900	29,041	27,859	51.04
268-000.00-862.000	Mileage	800	206	594	25.72
268-000.00-880.000	Community promotion	8,000	2,428	5,572	30.35
268-000.00-880.268	Library programming	23,000	7,023	15,977	30.54
268-000.00-900.000	Printing, graphic design and publishing	13,500	11,757	1,743	87.09
268-000.00-910.000	Property & liability insurance	18,000	13,005	4,995	72.25
268-000.00-921.000	Heat	16,000	1,575	14,425	9.84
268-000.00-922.000	Electricity	80,000	29,930	50,070	37.41
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	14,133	26,867	34.47
268-000.00-935.000	Vehicle maintenance	3,000	705	2,295	23.49
268-000.00-941.000	Grounds maintenance	25,000	6,455	18,545	25.82
268-000.00-942.000	Office equipment lease	16,375	5,443	10,932	33.24
268-000.00-942.100	Records storage	62	62	-	100.00
268-000.00-956.000	Conferences and workshops	10,500	11,000	(500)	104.76
<b>OTHER SERVICES AND CHARGES</b>		<b>415,337</b>	<b>164,702</b>	<b>250,635</b>	<b>39.66</b>
<b>CAPITAL OUTLAY</b>					
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
<b>CAPITAL OUTLAY</b>		<b>12,500</b>	<b>-</b>	<b>12,500</b>	<b>0.00</b>
<b>TOTAL Expenditures</b>		<b>\$ 2,695,987</b>	<b>\$ 1,052,025</b>	<b>\$ 1,643,962</b>	<b>39.02</b>
<b>NET OF REVENUES &amp; EXPENDITURES</b>			<b>\$ 1,374,936</b>		

**Notes:**

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 - NOVEMBER 30, 2011**

GL Number	Description	Balance
<b>Assets</b>		
Cash and cash equivalents		
269-000.00-003.000	Cash and cash equivalents	\$ 1,468,921
Total Assets		\$ 1,468,921
<b>Liabilities</b>		
Liabilities - current		
269-000.00-202.000	Accounts payable	\$ 30
<b>Fund Balance</b>		
269-000.00-390.000	Fund balance	1,393,262
269-000.00-390.267	Restricted for Druschel collections	1,280
269-000.00-390.273	Restricted - Friends of Novi Library	4,728
269-000.00-390.275	Restricted for specific collections	25
269-000.00-390.279	Restricted for youth activity room	36,052
269-000.00-390.280	Restricted for parenting-youth&teen serv	5,251
269-000.00-390.282	Restricted-artwork in memory of M Locke	110
269-000.00-390.283	Restricted for Novi Newbies	(131)
269-000.00-390.284	Restricted for Local History Room	115
Net of Revenues VS Expenditures - Current Year		28,199
TOTAL Fund Balance		1,468,891
Total Liabilities And Fund Balance		\$ 1,468,921

**REVENUE AND EXPENDITURE REPORT - PERIOD ENDING NOVEMBER 30, 2011**

GL NUMBER	DESCRIPTION	YTD BALANCE 11/30/11
<b>Revenues</b>		
<b>INTEREST INCOME</b>		
269-000.00-664.000	Interest on investments	\$ 10,564
<b>DONATIONS</b>		
269-000.00-665.271	Donation-general-youth collections	195
269-000.00-665.273	Donation-restricted-Friends Novi Library	10,000
269-000.00-665.274	Donations-brick pavers	125
269-000.00-665.282	Donations-Myrtle Locke-artwork	30
269-000.00-665.283	Donations-Novi 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)	5,000
269-000.00-666.550	Walker Fund - general donations	2,716
DONATIONS		22,341
TOTAL Revenues		32,905
<b>Expenditures</b>		
Dept 000.00		
<b>SUPPLIES</b>		
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	2,542
269-000.00-742.800	Engraving, trees, brick pavers, etc.	1,490
SUPPLIES		4,706
TOTAL Expenditures		4,706
NET OF REVENUES & EXPENDITURES		\$ 28,199

Upon completion of the audit, the prior year revenue and expenditures are closed to fund balance. For the 'Novi Newbies' account, the balance was negative, however through the year-to-date activity the account would be positive.

CITY OF NOVI  
LIBRARY INVESTMENTS  
November 30, 2011

Investment Date	Description	Maturity Date	Interest Rate	Investment Amount
<b>268 Library Fund</b>				
11/30/11	Ambassador Funds		0.06%	\$ 10,681
11/30/11	Chase Bank High Yield Savings		0.27%	\$ 288,528
11/30/11	Citizens Republic NOW Account		0.10%	\$ 55,861
11/30/11	Fifth Third Bank Short Term Investment		0.25%	\$ 65,703
11/30/11	Flagstar Bank Public Funds Liquid Assets		0.25%	\$ 21,459
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
11/30/11	<b>Total 268 Library Fund</b>			<b>\$ 3,942,231</b>
<b>269 Walker Library Fund</b>				
11/30/11	Ambassador Funds		0.06%	\$ 31,140
11/30/11	Fifth Third Bank Short Term Investment		0.25%	\$ 187,781
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
11/30/11	<b>Total 269 Walker Library Fund</b>			<b>\$ 1,468,921</b>
11/30/11	<b>Total Library (268) and Walker (269)</b>			<b>\$ 5,411,152</b>

\*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%

\*\*\*\*\*Government Agency - fixed rate coupon; yield-to-maturity .64%

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

### **Finance Committee**

The Finance Committee met on Saturday, December 17<sup>th</sup> to discuss a number of items. First, the committee had a lengthy discussion about the language to include in a financial policy, which would give future guidance for how future library boards would spend library general funds and what to earmark for future capital expenditures. President Kilgore will work with Library Director, Julie Farkas and committee members to draft a policy and will look to present it to the full board at the January 21<sup>st</sup> budget planning session. The committee took into consideration information presented from the IT and building perspective for planning such future costs for the policy. The committee was made aware of some IT issues that have been ongoing with the current virtual system (more on the staff side than the public) and the Library will continue to reach out to IT professionals to address such issues. Information pertaining to the Library's security system was addressed at the meeting. It was felt that the current security system was working well. However, to address vandalism issues and enhance visibility to high traffic areas not currently under surveillance, the Library Director proposed adding additional cameras to some areas of the Library. Costs for the additional surveillance equipment will be expended from the current donations being received from the year end drive (approximately \$6,000). Two additional quotes need to be obtained before work on this project will proceed. I would expect this work to begin in late January 2012.

### **Voting Precinct at the Novi Library**

The Clerks Department is at the stage where they will send a resolution to Council to designate the Library as a voting Precinct. The change will not become effective until the August 7, 2012 Primary and the November 6, 2012 Presidential Elections. The plan is to transfer Precinct 16 to the Library. They have approximately 2400 registered voters. August turnout will likely be around 25% but the Presidential 2008 election had 57% turnout. That is people coming and going throughout the day. I am pleased that we are making our Library a site as it will bring more people into the Library from the community.

### **What can we STOP**

Attached is a document that was sent out to the Library staff back in July 2011 to get feedback on what practices we could STOP doing in the Library to save money and/or time. The report shows what was proposed by staff and the explanations for how the practice was stopped and if not stopped why. This was a wonderful exercise that was offered to all the staff to gain feedback and as you can see from the results, many practices that either wasted time or money were ceased.

### **Staff In-Service Day**

November 18<sup>th</sup> was spent rejuvenating and catering to our Library staff. The Library was closed to the general public as this gave me and the staff an opportunity to learn new things. We started our day with a full breakfast provided by Providence Park Hospital and a 1 hour presentation on stress management. Then, the staff travelled back to the Library for a review of the newly approved HR Manual, review of the What Can We STOP report and department meetings. Following lunch, all the staff gathered on yellow school buses to travel to the Clinton Macomb Public Library to take a tour and see how another class 6 library (similar in size, demographic and services) compared to our Library. The staff had a wonderful time and this was made possible by the generous support of our Friends of the Novi Library. Many positive comments were reported back to the Administration.

### **Vote for Gift of \$2000**

I engaged the staff in a survey to see how they wanted to spend the \$2000 gift that was awarded to the Novi Library for excellent customer service. The staff voted to each receive \$25.00 in an upcoming paycheck and to put the remaining funds towards a staff luncheon. The funds have not been received by the Michigan Foundation as of yet, but when they do, plans will be made to fulfill their wishes.

### **Signatures Needed by the Library Board**

With the newly approved HR Manual came forms that needed to be completed by staff for accepting various statements and conditions (Ethics, Confidentiality, etc). Those same forms are requested by the Library Board of Trustees to sign. You will be receiving your newly revised Board Manual by the end of December. Please fill out the forms and return them back to Julie or Marcia as soon as possible.

### **Teenage Patron Banned from Library**

It is unfortunate, but I have had to ban a teenage patron from the Library. The teenager's parents were consulted on the behavioral issues that were observed at the Library and received a letter stating the banning until February 22, 2012 as well as the Library's Rules of Conduct. The teenage patron was not using the Library in the manner in which the Library is intended (studying, reading or attending a program). The patron had been evicted on 3 separate occasions leading up to the banning.

Behavior from some of our teenage patrons continues to be an issue. The Library has taken a number of measures to instill the proper communication for how a patron should conduct themselves in the Library (posting Rules of Conduct on both floors of the Library, signage at the top of the 2<sup>nd</sup> floor stairs reminding patrons of the type of behavior accepted, utilizing a building monitor Monday – Thursday, 2-6pm to insure proper use of the Library, discontinuing the food policy on the 2<sup>nd</sup> floor to contain food damage, vandalism and spills, evicting patrons that ignore the Library's Rules of Conduct). It is disappointing that some of the students do not appreciate the Library for what it is intended to be used for.

### **2 Great Events at the Library in December**

The Library hosted 2 puppet shows, crafts, face-painting and characters during the Light Up the Night event in cooperation with the City of Novi on December 2<sup>nd</sup>. Approximately 500 people were in attendance. A huge thank you goes to the Berenguer Family for supporting the puppet shows and the Read A Latte Café for providing free hot chocolate. The Friends of the Novi Library hosted their annual Gala event at the Library on December 9<sup>th</sup>. Close to 100 people were in attendance and all enjoyed the music, good food, spirits and opportunity to connect with their Friends.

### **One on One Meetings with Library Staff**

Annually during the month of December, I provide an opportunity for staff members to meet with me One on One to talk about how they are doing at NPL. The following questions were shared as ice-breakers for our conversation: 1) What would make your job easier? 2) What have been some high points in your job in the last year? 3) If you could take any position in the Library what would it be? 4) Do you have a goal you would like to achieve this year? 5) How do you feel you contribute to the success of our Library team? I always enjoy these meetings as it gives me the opportunity to get to know my staff better and identify ways in which I (or the Library) can improve. Some great ideas have been generated out of these meetings in the past.

STOP?	Why should we STOP?	Outcome
Ordering Freezes	Creates backlogs and shortages	Freezes occurred because of heavy backlogs. We have not experienced any ordering freezes to date for the new year. The support services team has done a wonderful job keeping up with the ordering and processing of materials. We are not anticipating any freezes to date.  There is a concern for stopping the ordering process at the end of the fiscal year, when many titles are in demand- this will be addressed in January 2012.
Blind Ordering (selectors not knowing exactly how much is in their budgets at all times)	Currently selectors never really know what they have left to spend so they wait for reports that are admittedly only estimates. This causes orders to be placed in waves instead of regular flows.	Ordering processes have been improved. Selectors are now receiving a budget update monthly with all statistics.
Unnecessary Printing of emails	It is a waste of paper, ink	As of November 18, 2011 we are requesting staff to not print email correspondence unless it is absolutely necessary.
Michigan Compiled Law	Too expensive, doesn't get much usage, most of Michigan public libraries stop subscribing to it too	The collection has been cancelled. The Library will no longer subscribe. The information is available online for patrons to access.
Earphones for public	We lost too many of them	Earphones in the youth area have been tagged to deter from theft. To date, no earphones have been stolen. Adults are required to buy earbuds.
Consider not printing ""check out this item" on all the hold wrappers. Instead, place signage along the shelves with this information.	It would save copying costs	We have stopped printing the messages on the wrappers. Shelves have been labeled alerting patrons that their holds must be checked out. This practice will be monitored to see if any problems arise.
Providing paper goods in kitchen except for special group occasions	It's a waste of money and resources.	Effective January 1, 2012, the kitchen committee will no longer purchase paper products and cutlery unless it is for a special staff occasion.
I am not asking that you "stop," but that you consider trying to broaden the Circ clerk's position at the Welcome chair.	While our co-workers busily click the computer keys to register new patrons, the Welcome clerk is not even able to answer a ringing phone, or jump over to help a frustrated self-service patron, or register a waiting patron.	The Philosophy of the Welcome still remains that it is staffed primarily by volunteers (currently 37 hours out of 60) to respond to patrons- as they arrive, as they leave and to answer questions. Other tasks being done would make the person at that desk less approachable. The Administration is regularly praised for the greetings that are shared when entering/exiting the building.
Reduce material handling	We will be more efficient and have time to take on more tasks that require attention in support services	
stop printing the room schedule with all the details	A report could be created and saved in evanced that could be viewed on the monitor. This existed and was used at one time at the welcome desk but disappeared possibly with a software update. I could recreate it if requested. If a printed copy is still desired, a more simplified version would be easier to read quickly and use less paper.	An online schedule is now being used at the Welcome and seems to be effective for all (as of October 2011)
stop handwriting the hold sheets in the AST room	It takes more time and handwriting can be difficult to read	Hold sheets are now printed in the AST room (as of November 2011).
stop printing "item needs to be checked out" on the hold sheets, use sign on holds wall instead	save on printing costs and not really needed. Circ staff can educate patrons new to holds, others already know	Implemented; see above
stop letting patrons renew their cards without paying off their fines	It is a privilege to have a library card and shouldn't be abused	This is being considered by the Management Team during policy reviews.
Rented large statues outside	Waste of money, don't even attract a bit of my attention	The artwork outside of the building comes from donated funds (Friends of the Novi Library). No Library general funds have been used.

<p><b>Materials handling</b></p> <p>Items from other libraries that are returned in the lobby are handled too many times. Combined in one bin to move to AST room</p> <p>Checked for completeness if necessary and placed on the sorting machine where most end up in the exception bin</p> <p>The items are then moved from the exception bin to a cart</p> <p>Removed from the cart, checked for completeness again (if unknown), scanned manually at the computer to determine where the item is going</p> <p>It is then placed on the cart for delivery items in the AST room</p> <p>When that cart full, the items are then transferred to a delivery bin.</p> <p>We very often get people who us to discharge their items at the circ desk</p> <p>We will discharge the item and sometimes put it in the bin to go through the process again</p> <p>Sometimes items are discharged and the theft bit turned on but we have to walk all the way to the AST room to find a cart to put it on.</p> <p>Delivery is a many step process also that could use some discussion for improvements. I'm not here in the mornings so don't have much experience in that process.</p> <p>It seems like this system could be improved to reduce the number of times we handle these materials, thereby speeding up the process as well as reducing opportunities for repetitive injuries.</p>		<p>Items are taken with all other returned materials to the AST room for auto. Sorting and handling. To sort them from the return bins in the front would necessitate removing and inspecting each item returned to determine the owning library. The AST does this mechanically. Regardless of where the item is sorted, it must still be handled manually as most are not RFID friendly and all must be labeled for delivery.</p> <p>Materials go to the AST room to be sorted and counted. Staff are not often available at the front workstations to handle items returned at Circulation. Multiple stations where statistics are kept leave a greater margin for statistical errors.</p> <p>Items are removed from delivery bins and sorted according into two groups- holds, that are handled at the front hold workstations, and returns that are taken to the AST for check in and sorting. There is no other way to get the items from the bins to their proper locations for the next tasks.</p>
<p><b>Some ideas for discussion</b></p> <p>Change the signs on the lobby bins to sort to: Materials from other libraries, AV materials, Print materials. The person at the welcome desk* has plenty of time to help patrons with the new sort method. This would allow the **2nd person at the circ desk to work on these items as they come in the holds stations, eliminating the whole AST room handling from the process.</p> <p>Put a delivery bin on a cart in the AST room to fill and then transfer the bin to the delivery area eliminating a step.</p>		<p>The Welcome Desk is not to be assigned additional tasks, as noted previously. **The second person at the Circ Desk should work on holds, in the back, and be available to return to Circ when needed.</p> <p>Delivery bins, when full, will be too heavy to lift and move; there is no space in the AST room for a bin.</p> <p>The cart with donations, behind the Circ Desk, hold the overflow from the lobby bin until they can be moved by Facilities.</p>

Since we ask that all donations be put in the black bin out front, replace the donation cart with a cart of items that are ready to shelve from the circ desk.

#### Drive Up

We can certainly remove the manual bin every evening and allow materials to fall to the floor. This does allow for more damage to books, and A/V materials. If this is the chosen solution, could we obtain some sort of foam piece that would sit in the indentation where the bin now resides to give some cushion to falling items? A piece of plywood, to block the opening underneath the AST would also be helpful because many items slide under the machine. Not pleasant to be crawling under the AST first thing in the morning!

Issues with an emergency number-

We use a padded mat on the floor as well as a partition to block items from bouncing under the AST equipment. (as of August 2011).

Many of the complaints that we receive are not verifiable- how often would we come in to find that the problem corrected itself or that there is no problem? The purpose of having the manual drop is to give an alternative if the AST is not available. I would not be in favor of an emergency number being posted.

### **Public Services – Margi Karp-Opperer**

This month marks the continuation of our great partnership with St. John Providence Health System. The “A BETTER YOU” Series offered a program on “Screening for Meaning” which provided very valuable information. It was the third in our series of 6 and they will resume on January 26, 2012 with a program entitled: “Getting Fit and Healthy in the New Year.” A wonderful evening is planned beginning with a yoga class, free yoga mats and then a discussion on the latest facts on how to stay healthy.

Mei Shih (Adult Services Librarian and Collection Specialist for the International Collection) and I attended the Japanese School of Detroit’s Open House this month. It was great reconnecting with our Japanese community and reinforcing how much we want to be available to them for any assistance we can provide.

Mary Storch (Adult Services Librarian) and I conducted two tours for the English as a Second Language students that attend our Novi School District classes. Besides the tour and introducing the Novi Library to these patrons, we provided them with information and handouts that were specifically geared to their needs.

The Novi Library hosted the Neighborhood Library Association’s second annual Community Read program with author, Garth Stein. More than 200 individuals attended a delightful evening where Mr. Stein shared wonderful stories revolving around his New York Times bestseller, The Art of Racing in the Rain. As patrons left the program one could hear raves about the presentation, and anticipation for the third annual Community Read in 2012.

The Adult Services’ Dept has added an additional computer class to their monthly line-up. This month we taught Word Basics and Excel Basics to a full computer lab of patrons. We continued to make available the regularly scheduled programs of: 4 book discussion groups, 2 Tech Times, 2 Internet for Seniors, 2 E-Mail for Seniors, 3 Novi Writers’ Groups, 4 English Conversation Groups, 4 ESL Book Discussions, 4 Oakland Livingston Human Services Agency’s Help for Families, and 4 Knit2gether Knitting Circles.

In addition to the numerous adult programs, November was filled with story times for babies, tots, and three and four year olds. The youth department held 33 of these programs as well as Kiddie Crafts, Starlight Story Time, Snack Tales, Family Game Night, Kiddie Karaoke, Warm Up for Winter Craft, a Movie Break and a special “Can We Talk about Books” to students in grades 1 and 2. Partnering with Early On Oakland, a division of Oakland County Schools, “More than One Language? Let’s Talk,” was presented. It offered an overview of normal bilingual language acquisition, identifying developmental milestones and gave parents specific strategies to help their children become better communicators.

“Tis the Season for a Great Holiday Story” was the adult featured collection on the 2<sup>nd</sup> floor and the 1<sup>st</sup> floor highlighted “Discover the Dr. in You” resources. We spotlighted the database Powerspeak Languages by Gale Cengage Learning for all our visitors.

### **Building Operations Report – Mary Ellen Mulcrone**

The staff development day was held on Friday, November 18. Support Services staff did an amazing job getting the backlog of books back dated, discharged, and re-shelved from having the Library closed that day. Some other things were accomplished in conjunction with having the Library closed. Windows were washed inside and out. Many walls that needed touching up were freshly painted with low VOC paint, keeping the fumes down.

A number of other repair and maintenance issues—some routine and others not—have been handled, including boiler inspections, fire extinguisher inspections, fireplace inspection and servicing for the season, van turn signal replacement and van lift repair, baseboards cleaned, drains cleared, electrical outlets repaired, charging station parking spaces repainted, game on Novi Special display repaired, etc. Work was also completed on the air compressor line from the receiving area into the AST (sorting) room so that the equipment and room can now be cleaned of debris with compressed air. Recognitions and citations from the opening of the building and the State Librarian's Award of Excellence are now displayed in the hallway near the Administration Office.

The 2011-2012 contract for snow removal is in place. We have worked with Northwest Lawn for several years, and they continue to be the low bidder for the service.

Our Technology Assistant, Dominic Doot, prepared information and has been training the Information Services staff on how to transfer VHS to DVD with our Creation Station, so that the staff can more easily assist patrons with this.

Our Library Monitor, John D'Amico, attended an informative session for "The Black Belt Librarian" with Warren Graham, a nationally known security expert.

Support Services staff are busy working with lists to re-link materials in anticipation of some early 2012 TLN catalog changes that will allow more reciprocal borrowing throughout the system. This is in accordance with new policies implemented by the Shared Automation System Users Group.

We have been able to reduce the amount of time required to move holds and requested items for pick-up at the drive-up window from four down to two hours, thanks to collaboration between the Support Services and Information Services teams.

Outreach services are being improved with the use of new plastic bins to hold materials for homebound patrons and at some of the nursing facilities.

We continue to investigate issues with cold temperatures in the lobby area. We have changed settings on the automatic doors to keep them from being open any longer than necessary, and we are working with Michigan Environmental Controls to insure that all systems are working properly.

**Support Services Statistics 2011-2012**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>Cards Issued</b>	468	461	395	390	315								<b>2,029</b>
<b>Items checked out</b>	73,419	79,848	63,313	63,393	62,518								<b>342,491</b>
<b>Items borrowed</b>	4,330	4,529	4,111	3,681	3,528								<b>20,179</b>
<b>Items loaned</b>	4,726	5,797	4,843	4,588	4,677								<b>24,631</b>

**Support Services  
Statistics**

**November, 2011**

		<b>2011</b>	<b>2010</b>
<b>No. of lib. cards issued</b>		315	447
<b>Total no. of checkouts</b>		62,518	59,712
<b>No. of items borrowed</b>	TLN	3,528	3,566
	MeL	<u>100</u>	<u>136</u>
		3,628	3,702
<b>No. of items loaned</b>	TLN	4,526	4,619
	MeL	<u>151</u>	<u>212</u>
		4,677	4,831

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	62,518	57.02%	35,646	9,119	6,990	4,039	8,548	5,170	1,780
December									
January									
February									
March									
April									
May									
June									
FYTD	342,491	59.07%	202,312	52,443	42,111	26,302	46,173	24,353	10,930

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	30,550	1,053	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
<b>FYTD Total</b>	<b>371,274</b>	<b>1,119</b>	<b>3,033</b>	<b>FYTD Total</b>	<b>160,613</b>	<b>1,146</b>	<b>3,072</b>
* Revised							

Approval for policy changes

The first policy is a slight revision of the meal policy that we adopted in September. The change is differentiating between the Full time and Part time employees and how a lunch break is given. Full time employees are required to take a ½ hour unpaid lunch. Part time employees have the option to take a ½ hour unpaid lunch. The reason for the option for part time staff is give them a little more flexibility with their schedule. See new language below:

### **Meal Policy**

***Full-time employees working 37.5 – 40 hours per week are required to take a ½ hour (30 minutes) unpaid lunch. Part-time employees working fewer than 29.5 hours per week have the option to take a ½ hour (30 minutes) unpaid lunch. Employees are required to work with their Supervisor to accommodate their lunch.***

***The NPL does not have a formal break policy. Staff needing a break should work out the timing with their Supervisor and co-workers so that service positions are continuously covered.***

***Neither meals nor other breaks can be used at the beginning or end of the work period to shorten the work day.***

***Staff leaving the Library premises during a meal period is not eligible for Worker's Compensation if they are injured while off the premises.***

***The NPL does not permit "comp time".***

***Effective January 18, 2012***

The second policy is a new policy that pertains to how the Library will handle emergency closings and staff compensation.

### **Emergency Closing**

***Staff scheduled to work on a day that has been designated as an emergency closing due to severe weather, building issues or "acts of God" will be paid for the hours the staff is scheduled to work. This is based on up to three consecutive days of such a closure. Benefit time that was scheduled prior to the closing will be documented accordingly.***

***Effective January 18, 2011***

## **Bits and Pieces by Jim Pletz, TLN Director**

Vol. 2, Number 11  
NOVEMBER 2011

### **THE WORLD OF ELECTRONIC SURVEYS AND ELECTIONS**

It seems like I'm always asked to vote for this or respond to another survey about something of importance to someone via electronic response. I miss the good old days when surveys were conducted by telephone and elections completed on paper ballots. That said, guess we at TLN are also part of this new age of voting and survey taking. As a member of the Michigan Cooperative Directors Association, I participated in the design and final drafting of a statewide survey of public library directors. Our goal is a simple one. We seek honest, independent value views of what library cooperative services mean to the public library directors of Michigan. To date, we have received 216 complete responses and 16 partial, giving us a response total of 232. I hope our TLN library directors have taken time to complete the survey. The deadline for submission, to WJ Schroer, is November 17, 2011. The results will help us draft a response to how to "downsize" the number of cooperatives and develop a base standard for each cooperative to meet in the current decade.

Electronic, or paper ballots, are still accepted for the two proposed alterations to the TLN Plan of Service. Proposal 001 defines Reciprocal Borrowing, Contract Library Service and Non-Resident Borrowing status as "Encouraged" for use by TLN members and is contained in language of a new Appendix A. No member library is bound or obligated to follow the guidelines, just encouraged to do such if approved by the membership. Proposal 002 alters the number of seats and term of office for the Steering Committee. It has become increasingly difficult to secure library directors willing to serve a three year term when, at most, they've only been off the committee for two years. By limiting the number of seats on the Steering Committee and reducing meeting frequency to 8 times per year, the current Steering Committee hopes to invigorate the focus and goals to make it an exciting assignment. The new 2010 census data will be utilized for the weighted membership wide vote.

### **TLN LEGACY AND CONTINUING EDUCATION PROGRAMS**

Members who attended the TLN November membership meeting expressed interest in what a Legacy program would consist of. Our hope is two-fold. First, we hope to empower the next generation of library leaders with the wisdom gained by our current generation of library leaders. Second, we intend to match interested new directors with TLN "coach mentors" to assist them with the adjustments required to serve and thrive in their new positions. A call for volunteers will be released in December, with matching starting early in 2012. The Steering Committee seeks your input for continuing education topics and target audience. For submittal, send your ideas to Bill Harmer at [bharmer@chelseadistrictlibrary.org](mailto:bharmer@chelseadistrictlibrary.org). We will develop a full range of CE opportunities for Calendar Year 2012.

# Bits and Pieces by Jim Pletz, TLN Director

Vol. 2, Number 12  
DECEMBER 2011

## MAP TO CLOSE WITH A BANG

The final season for the Museum Adventure Pass (MAP) promises to be very special. The focus, building skills and bridging the summer gap, will demonstrate the value of summer programs for children and their families. The final Michigan season for MAP will commence on Memorial Day weekend and conclude Labor Day weekend. MAP will join the virtual world of ticketing, utilizing an upgraded MAP website for access to participating MAP partner venues and/or event specials. Two previous MAP partners, The Henry Ford and Motown Museum, are returning as partners in the final year. Thanks to the outreach efforts by our partner, the Cultural Alliance of Southeast Michigan, the following eight new partners have joined as MAP partners:

Arts League of Michigan  
Huron Valley Council for the Arts  
Michigan Philharmonic  
Purple Rose Theater  
Stagecrafters at the Baldwin Theater  
Tipping Point Theater  
University of Michigan Detroit Center  
University of Michigan Museum of Art

We also are pleased to salute the continued participation of the following MAP partners:

Anton Art Center  
Arab American National Museum  
The Art Experience  
Arts & Scraps  
Birmingham Bloomfield Art Center  
Detroit Children's Museum  
Charles H. Wright Museum of African-American History  
Detroit Artist's Market  
Dossin Great Lakes Museum  
Edsel and Eleanor Ford House  
Grosse Pointe Historical Society  
Holocaust Memorial Center  
Howell Conference and Nature Center  
Michigan Youth Theater  
Museum of Contemporary Art Detroit  
Monroe County Historical Museum  
Pewabic Pottery  
The Scarab Club  
Shalom Street

## **DIRECTORS REPORT by Jim Pletz – TLN Director**

**NOVEMBER 2011**

### **Personal Property Tax – Potential Devastating Impact**

Libraries, served by TLN, stand to lose an *estimated* minimum of **\$8,803,984** in support if the legislature approves action eliminating the Personal Property Tax. The 1.2 billion dollar savings for the business community will exacerbate the funding crisis for already strapped units of government. The Michigan Library Association has partnered with a unique coalition of associations representing their interests in “Replacing” not “Erasing” the revenue loss in the current action. No one is voicing support for the Personal Property Tax (PPT), just major concern with what actions must be taken to replace the lost revenue. A sampling of this *estimated* PPT revenue loss for TLN libraries includes:

Oakland County (**\$4,575,255**): Southfield (\$918,364); West Bloomfield (\$510,257); Bloomfield Township (\$497,440); Farmington (\$427,000); Novi (\$244,631); Waterford Township (\$224,519); Royal Oak (\$202,907); Rochester Hills (\$200,000); Birmingham Baldwin (\$187,838); Commerce Township (\$176,561); Orion Township (\$152,819); Wixom (\$129,246); Auburn Hills (\$125,511); Madison Heights (\$116,390); Pontiac (\$109,691); Independence Township (\$105,105); Highland Township (\$94,669); to a low loss of (\$14,075) for Franklin and (\$8,701) for Royal Oak Township.

Wayne County (**\$2,305,674**): Livonia (\$489,171); Grosse Pointe (\$345,966); Plymouth (\$319,812); Canton (\$291,670); Westland (\$174,869); Redford (\$171,736); Wayne County Public (\$165,760); Dearborn Heights (\$127,601); Northville (\$85,559); Wyandotte Bacon (\$70,798); Hamtramck (\$41,977); to a low of (\$20,755) for Flat Rock.

Washtenaw County (**\$841,353**): Ypsilanti (\$285,377); Saline (\$208,515); Chelsea (\$119,298); Dexter (\$81,460); Salem – South Lyon (\$74,058); Northfield Township (\$41,680); to the low of (\$30,965) for Manchester.

Saint Clair County (**\$571,047**)

Livingston County (**\$510,655**): Hartland Cromaine (\$156,814); Brighton (\$134,445); Howell (\$127,006); Hamburg Township (\$41,752); Pinckney (\$29,763) to the low of (\$20,875) for Fowlerville.

Without the generous support of Michigan Library Association volunteers and staff, finding and compiling this list of potential *estimated* revenue loss for TLN member libraries would never have been done. MLA *estimates* a net statewide loss of **\$31,750,498** for Michigan libraries in PPT revenue. While the new MLA dues structure places a higher burden on larger libraries for institutional membership, this potential extreme loss in state revenue should give libraries of all sizes reason to invest in our one unified voice of outrage – the Michigan Library Association. For more information on how to support the MLA efforts, go to [www.mla.lib.mi.us/advocacy](http://www.mla.lib.mi.us/advocacy)

## **DIRECTORS REPORT, by Jim Pletz – TLN Director**

**DECEMBER 2011**

### **Personal Property Tax – Potential Devastating Impact – UPDATED FIGURES**

The Michigan Library Association has updated the advocacy web site link with new figures for estimated revenue losses to Michigan Libraries. As reported in November, as estimated, the loss for Michigan Libraries declines from \$31,750,498 to a new lost revenue figure estimated at \$30,490,080. Library directors have been encouraged to check with their local taxing authorities and inform MLA if the estimated amount of revenue loss is accurate for their library. A quick review of current reported revenue loss, compared with November data reported shows two TLN libraries with increased lost revenue (Salem – South Lyon and Ypsilanti) and nine libraries with decreased lost revenue (Southfield, Bloomfield Township, Novi, Royal Oak, Highland Township, Plymouth, Redford, Northville and Hartland Cromaine).

### **Proposal 001 and Proposal 002 Election Results**

The proposed revisions in the *TLN Plan of Service* were submitted to the membership by electronic ballots in November. Proposal 001, a revision in the definition of Reciprocal Borrowing, requiring 1314 votes to pass or fail, **PASSED** with 1483 yes; 164 no and 90 abstain. Proposal 002, the provision changing the number of seats, assignment of seats, term of service and meeting frequency for the Steering Committee, was **approved** by a unanimous vote of those casting their vote. A little over 59% of eligible votes were cast. Class V libraries had the highest level of participation with 13 of 19 libraries casting votes; Class VI had 11 of 17 libraries participate; Class IV was close with 12 of 22 libraries voting; and Class I, II & III libraries showing a participation of only 4 of 10 eligible libraries. The revised language, as approved by the membership vote, will be included in a new *TLN Plan of Service* which will be presented at the December 15, 2011 TLN Board of Directors meeting for final authorization. After that, the new Plan of Service is forwarded to the Library of Michigan for final review and official filing as part of the TLN Library of Michigan corporate file.

For the second year in a row, MeLCat requests have exceeded one million! On December 6, MeLCat statistics showed 1,016,147 requests and 913,303 fills (for a fill rate of almost 90%). Congratulations to the hard-working staff at all MeLCat libraries!

"It's clear that Michigan residents find great value in the MeLCat service as the use of the service continues to grow every year," said Debbi Schaubman, MCLS Shared Systems Manager. "The traditional boundaries of geography and library type fall by the wayside as requests are made and filled."

With three weeks to go in 2011, perhaps this year MeLCat will surpass one million fills as well. Keep those requests coming!

The MeL project is made possible by grant funds from the U.S. Institute of Museum and Library Services administered by the State of Michigan through the Library of Michigan.

<http://mcls.org/blog/?p=1976>

\*\*\*\*\*

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## Novi Celebrates Winning Michigan Library of the Year

Residents and library-goers gathered Sunday to congratulate Novi for winning the 2011 State Librarian's Excellence Award.

By [Rebecca Jaskot](#) [Email the author](#) 6:00am

[0 Comments](#)



Related Topics: [Julie Farkas](#), [Mike Kowall](#), [Novi Public Library](#), and [State Librarian's Excellence Award](#)

What do you like most about the library? [Tell us in the comments.](#)

A crowd gathered at the [Novi Public Library](#) Sunday afternoon to celebrate the library winning Michigan's top honor this year: the 2011 State Librarian's Excellence Award.

The award, plus a trophy and \$2,000, was [granted to the library](#) at the end of October for its superior customer service.

Library Director Julie Farkas spoke at the event Sunday, thanking all the people who have supported and used the library. She also said she is proud of her staff for achieving this recognition.

"It says a lot about the women and men that drive to work every day and come in this building and promise me that they will truly provide exceptional service and make this their job a very important part of their day and an important part of their life," she said. "They truly deserve this honor and I am so pleased to be working with them on a regular basis."

The new library was constructed last year, but Mayor David Landry said that it took more than just a new building to win Library of the Year.

"A year ago we showed the world we could build a first-class facility. But so what? Money can build a first-class facility. It's what you do with the facility that counts. We didn't just construct a building, we constructed a library, and that means you're there to provide services to people," Landry said.

State Senator Mike Kowall presented the library with a special tribute signed by Gov. Rick Snyder, Oakland County Commissioner Kathy Crawford and himself to formally congratulate the library.

The library also had a new banner made that will tell guests it won Library of the Year. But Novi Library Board President Larry Kilgore said this achievement was not earned in just one year. He said the work that went into the new building began six to seven years ago when the board started planning a bond resolution for the community.

"Since then our work has continued and will continue," he said.

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The following is today's featured GovNews article on the Alliance's homepage, [www.transformgov.org](http://www.transformgov.org)

## Today's GovNews



### Novi, MI Public Library Wins the 2011 State Librarian's Award for Exceptional, Innovative Service

State Librarian Nancy Robertson announced today, that the Novi Public Library is the recipient of the 2011 State Librarian's Excellence Award for superior customer service. The Library of Michigan Foundation annually gives this prestigious honor, which includes a trophy and \$2,000 in privately-raised funds used to enhance library service, to one Michigan library. Robertson presented the award during the Michigan Library Association annual conference in Kalamazoo.

The State Librarian's Excellence Award is sponsored by the Roger and June Mendel Fund of the Library of Michigan Foundation. Gifts from Martin L. Gibbs and Carole Sorenson and from Elaine M. Logan supported the citations of excellence.

"Each year, Michigan's libraries have persevered and continue to serve their patrons and their communities with vigor and with vision, even with dwindling funding and staffing reductions," Robertson said. "The 2011 award nominations demonstrate that this year is no exception. Michigan's libraries of all types focus on what their unique communities need and, in continuing to meet those evolving needs, are essential to the fabric of Michigan's

communities and success."

Julie Farkas, Director of Novi Public Library said, "It is both an honor and privilege to receive the State Librarian's Excellence Award. Our library works hard every day to be a destination place and information gateway for its community. Being honored with this award validates that the services, resources and programs we are providing is making a positive impact on our great community."

Larry Kilgore, Novi Library Board President said, "The Library of the Year Award is very exciting for the Novi community! This award is the result of a combination of great leadership over the past eight years on the part of City Council, the Library Board and the Library Administration, plus an ongoing commitment to service excellence by everyone at the Library."

Robertson acknowledged that the selection process for the awards is always extremely difficult because all of the nominated libraries are worthy of recognition. As always, she explained, it is illuminating and inspiring to see what so many excellent libraries are doing to serve their users and their communities. Novi Public Library is a Class 6 library – the largest of the six size classes for public libraries. With input from community focus groups in mind, they recently built a new state of the art facility that has gained national attention. Its programming and services are built upon the self-perception as "A Gem in Our Community – providing the resources and programs to support the educational, cultural, informational and recreational needs of our diverse community."

While they have made enhancements to their facilities and services, including green initiatives, this library focuses on cost-effectiveness in all areas. They have maintained their fund balance in these tough financial times. They engaged in fund-raising campaigns for many aspects of their physical improvements, and they raised an additional \$10,000 for the library's youth collections during an auction

event. The self-service components they've added save personnel costs and create efficiencies that have allowed a shift of employees to different tasks that could not have otherwise been addressed. The Novi Public Library has a 24-hour turnaround for patron comments and concerns. They listen to their community members with an impressive result: In 2008 a National Citizen Survey was compiled for the City of Novi and the library received a rating of 84% for its perception of the public library services by the city's residents. When the survey was repeated in 2010, a positive perception of the library was recorded by 94% of the residents.

Criteria for the State Librarian's Excellence Award are:

- demonstrating that the library provides superior service to its customers and community in a cost-effective manner, with a can-do attitude and by always delivering on promises; and,
- demonstrating the library's commitment to high standards of customer service through staff dealings with customers and the service community.

The Library of Michigan Foundation was established in 1985 to raise funds to support special programs, services and collections of the Library of Michigan. For more information, visit

[www.Libraryofmichiganfoundation.org](http://www.Libraryofmichiganfoundation.org)

The Library of Michigan – Michigan's official state library agency for more than 175 years – is part of the Michigan Department of Education. To learn more, visit [www.michigan.gov/libraryofmichigan](http://www.michigan.gov/libraryofmichigan)

## Florida Lib Offers Ebooks at Airport

Travelers at the Fort Lauderdale-Hollywood International Airport can now download free ebooks from the Broward County Library while they wait to claim their luggage.

The partnership between the library and the airport began during the summer but only recently has begun to attract notice. The airport all together has 36 LCD screens that are reserved for advertisements or public service announcements.

Twelve screens near the baggage claim now also display a QR code that the traveler can scan with a QR code reader app on their smartphone or electronic reading device to access over 34,000

public domain titles via the library's OverDrive platform. No library card is required and the titles never expire.

"The library did all the heavy lifting and we just provided them the venue," said Greg Meyer, the airport's public information officer. "The airport's position is that it's one more customer convenience that we can provide to make the experience better. We have free Wi-Fi and when something comes along like this, where there's only positive impact for the passengers, why not," he said.

Meyer said the only caveat was that the airport had to make sure that the service would not take money away from airport concessions.

"We had to be careful not to compete with vendors selling hard bound books," he said. "The library ensured

us that it was older books that would not compete with more current titles being sold," he said.

Catherine McElrath, the library's publications specialist manager, approached Meyer about the project.

"Working with the airport was a real pleasure. They were really open to the idea," McElrath said. "It's a wonderful way to bring library services to people everywhere," she said.

There is no charge for displaying the QR code since the airport regards it as a public service announcement.

Stephen Grubb, the library's e-services manager, said the program is averaging about 20 to 30 downloads a month, but he is expecting that number will grow as people learn about the program.

"People think about books when they think of the library, but they haven't really made the connection between the library and ebooks yet. This raises their awareness," he said.

He also said using the QR codes was a quick and easy way to get people to the library's website and also to appeal to a younger demographic who may not be using the library.

The library is planning to expand the program at the airport and also is working with Broward County Transit to display the QR codes at bus stations and also possibly at Port Everglades, which serves all of south Florida.

"These ebooks are things people could go out and find elsewhere, but what libraries do best is bring information to people, like answering a reference question," Grubb said. "That's what we do best and this program is an example of that," he said.

The library is making a concentrated effort to highlight all its e-services in a program called BCL.WOW, or a library without walls, which will include a mobile app that is scheduled to become available in December.

"We want to broaden the perception of library service," Grubb said.

### News in Brief



**Novi Public Library (NPL)**, MI, has won the **Library of Michigan Foundation's** State Librarian's 2011 Excellence Award for customer service, which comes with a prize of \$2000 in privately raised funds. NPL was acknowledged for its new building (featured in *Library Journal's* Fall 2010 *Library By Design*) and successful fundraising campaigns.

**Springfield-Greene County Library District**, MO, in partnership with the **National Park Service** and **Wilson's Creek National Battlefield**, has launched an online Civil War Virtual Museum at [civilwarvirtualmuseum.org](http://civilwarvirtualmuseum.org). The collection includes document scans, photographs, and artifacts that relates to events west of the Mississippi.

**Anne Arundel County Public Library (AACPL)**, Annapolis MD, now offers an assortment of 205 ebook readers for checkout among its 15 branches, including Kindles and Nooks. The AACPL Foundation contributed \$50,000 toward their purchase.

**Long Beach Public Library**, CA, has received a one-time infusion of \$550,000

from the sale of oil from city-owned land. Some \$300,000 will be used for programming and the remainder will be used to upgrade technology, including Wi-Fi.

**Tehama County Library**, Red Bluff, CA, is the recipient of \$9800 worth of materials from a nearby **Borders** bookseller, which agreed to donate the material after the bookstore closed. The items included wood and steel shelving units, display racks, computer carrels, and printers.

**The Hawaii State Public Library System (HSPLS)** is offering all public library users free access to the HSPLS HI Tech Academy, which offers online training in a full range of Microsoft products, from Microsoft Office to Certified Professional.

**Yale University** has received an anonymous \$20 million gift to fund a restoration of the Sterling Memorial Library's atrium. The project, to be completed by 2015, will include the consolidation of service desks and the addition of interactive kiosks and allow for more exhibit space.

Send News Briefs to [LJHotline@mediasourceinc.com](mailto:LJHotline@mediasourceinc.com)

# A 'Friend'ly gesture

## Volunteer group donates \$30,000 to Novi library

**By Nathan Mueller**  
Staff Writer

It's a good thing to have friends. At least that is what Novi Public Library Director Julie Farkas has to be thinking after the Friends of the Novi Public Library donated a \$30,000 check to the library last week.

It was the largest one-time gift the volunteer organization has ever given, and is a by-product of the library's success since opening the new building. The group also donated \$15,000 to the library earlier this year.

"It's just a really good feeling to be able to do this," said Friends President Pat Brunett. "And what is surprising is it's earned almost a dollar

*"It's just a really good feeling to be able to do this."*

**PAT BRUNETT**  
Friends of the Library president

at a time." What Brunett means by that is that the majority of the money raised by the Friends is through book sales at the Book Nook inside the library. Most books cost about \$1, with some priced at 50 cents and others a little bit higher.

Farkas said the donation is "huge" and will help the library in many ways. "We are delighted," she said. "This is a wonderful gift."

The \$30,000 donation was split up into three

\$10,000 increments. One part will be used for library wish list items, another for items outside the budget that Farkas feels are needed and the last part for the library to purchase, such as technology or items the Friends want to purchase, funding for a program. "It's really nice to have that flexibility," Farkas said.

The Friends group is made up of over 500 members, and Brunett said they are always looking for more. Membership is \$10 for an individual at \$15 for a family regardless of size.

For more information, visit [www.novilibrary.org](http://www.novilibrary.org).

[nmueller@gannett.com](mailto:nmueller@gannett.com)  
(248) 437-2011, ext. 255



(From left) Novi Public Library Board President Larry Kilgore, Friends of the Novi Public Library member Jim McLean and library director Julie Farkas stand with the \$30,000 check donated to the library by the volunteer Friends group.

# ...ces U.S. House ... 11th District



McCotter also is facing a challenge within his own party from candidates such as state Sen. Mike Kowall, R-White Lake and Kerry Bentivolio of Milford.

Taj, in his sixth year as Oakwood's chief of medicine, has said he has shown he can work in a bipartisan approach as the only Democrat on the seven-member Canton Township Board of Trustees. He also serves on the Canton Community Foundation's board of directors and has been involved in Wayne County Senior Alliance.

Taj made his announcement in the same week McCotter issued a statement bemoaning the national and state unemployment rate and criticizing President Barack Obama's handling of the economy.

Taj has rolled out his campaign website, www.tajforcongress.com. He was born and raised in India and moved to Michigan in 1982 with wife Sofia. They have a son, Asad.

dclcm@hometownlife.com  
(313) 222-2238

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# State tax credits for donating to charities coming to an end

## Library encouraging people to donate before year ends

By Nathan Mueller  
Staff Writer

People who give to a charity expecting to receive state tax credits for their donation have just over a month left to take advantage of that incentive.

Starting Jan. 1, all state income tax credits for charitable donations will be eliminated thanks to the tax reform bill signed into law in May. The state legislature hopes the reform will help them work to repair its struggling budget.

That means receiving money back at tax time for contributions to food banks, state universities, community foundations,

libraries and more will be gone.

Laura Liddicoat, communications specialist at the Novi Public Library, said they are in the process of sending out reminders to community members to make their donations now so they don't miss out on the tax credit.

And while the incentive to donate is diminished slightly by the new law, she doesn't expect people to stop donating.

"We get a lot of people who donate time, money, books and a lot of different things and I don't think that will change," she said. "I just feel bad because they will now be losing that credit."

Most people will notice the change when filing their taxes in 2013, and it does not affect federal tax credits for donations.

The elimination takes effect Jan. 1, meaning most people will notice when filing their taxes in

2013.

The library receives a variety of donations, with individuals getting up to \$100 back and joint filers up to \$200. Businesses that file the Michigan Business Tax may reduce their tax liability by \$5,000 or 10 percent of business tax liability.

Liddicoat said fundraising was something the library never had done before this year, but is something that will have to continue as funding is becoming more scarce.

"It's become increasingly more important," she said.

Two fundraising opportunities coming up for the library are Scrapbook for a Cause on Jan. 28 and Book It! on April 27. For more information about these programs or donating to the library, call (248) 349-0720 or visit www.novilibrary.org.

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# Board & Administrator

FOR BOARD MEMBERS

November 2011 Vol. 28, No. 3

Editor: Jeff Stratton

## To govern effectively, understand the executive director's challenges

Rick Moyers' first point during his Daring to Lead 2011 presentation at the BoardSource Leadership Forum in Atlanta was that the number one thing an executive director must be concerned with in her job is the board itself.

"For boards, understanding the executive's challenges can help the board govern more effectively," said Moyers, vice president, Programs and Communications, at the Eugene and Agnes E. Meyer Foundation.

Based on data from the Daring to Lead 2011 survey, in which 3,000 executive directors from across the country representing small- and mid-sized organizations responded, Moyers identified this key finding: Even though slowed down by the recession, executive director turnover rates remain high and many current executives anticipate leaving their current position.

- 67 percent of executive directors said they are likely to leave their current position within the next five years.
- 7 percent have already given notice.
- One in six leaders is 60-plus years old.

Despite this news, boards are not busy planning for executive succession, Moyers said. Only 17 percent have a documented succession plan in place, he said.

"Boards are underprepared," Moyers said.

There is also a board disengagement problem at many nonprofits across the country, Moyers said. He pointed to a statistic from Daring to Lead 2011 in which 45 percent of nonprofit executives said they had not received an evaluation from their board in the past year.

"If the board is not engaged enough in the organization to do a review of the executive director, how will they figure out what they want in their next leader if the current one leaves?" Moyers said.

If your board is looking for executive director evaluation resources, contact me at [jeff\\_stratton@msn.com](mailto:jeff_stratton@msn.com). I have evaluation forms, evaluation policies, and evaluation procedures that I am happy to share.

For information, [www.daringtolead.org](http://www.daringtolead.org); [www.boardsource.org](http://www.boardsource.org). ■

## Board & Administrator wins national award

When your organization invests in a subscription to *Board & Administrator*, the board should know that it is reading a national award-winning publication on board governance.

At the 2011 American Society of Business Publication Editors competition, *B&A* earned the National Gold Award for General Publication Excellence. ■

## Minimize stakeholder pressure

Because a board member occupies such a prominent position, your organization's stakeholders will often call your attention to problems that are management issues and therefore should be directed to the executive director for resolution.

The trick for board members when facing a stakeholder request is to be responsive to their need without trying to perform day-to-day management activities. So what should a board member do?

No matter how much pressure a stakeholder applies, the proper board response is to notify the executive director and stay out of it. This should be stated in written board policy.

Use the Action Inquiry/Request Form below to route stakeholder issues through the chain of command. ■

### Action Inquiry/Request Form

**Directions:** When stakeholders bring their concerns about management issues to you, complete the following request form and forward it to the executive director. The executive director will then route the request on to the appropriate department for action.

When the concern has been addressed, the form will be completed and copied to all board members.

#### Board Member Concern

To:

From:

Date:

(Describe stakeholder's issue here)

#### Department Response

Assessment of constituent concern:

Action Taken:

#### Executive Director's Wrap-Up

Reference to policy/regulation at issue:

Report on specific action taken:

## How do boards use executive committees?

Nonprofit boards use the executive committee in a variety of ways, from no committee at all to an executive committee that handles all of the board's business.

No executive committee? It's somewhat surprising when a board doesn't have an executive committee, because it's a great way to handle routine board business so that the full board doesn't have to spend time on it. And it can be easier to recruit "big name" board members and people with money for your board when they know they will spend their time on major issues, not routine business.

An executive committee, however, may not make sense for a smaller board. The following list gives examples of how boards typically use executive committees:

- **An emergency-only executive committee.**

This type of executive committee meets only when there is pressing business facing the organization, and it would be difficult to obtain a quorum.

- **An executive committee that meets regularly.** Often, the full board and the board's executive committee will meet monthly. The executive committee will handle more mundane business for the full board, freeing it up for major tasks like planning and funding issues.

- **An executive committee that conducts all regular business.** In rare cases, the full board may meet only once per year. Or, the full board may only meet quarterly. The executive committee handles routine business in the interim.

**Tip:** The full board should understand how much power executive committees have. The executive committee only has as much power as the full board grants them. Like all board committees, the executive committee derives its authority from the full board and is accountable to the full board. The full board must always know what the executive committee is doing, because it is liable for the committee's actions. Do not abdicate the full board's authority to an executive committee. ■

# Board & Administrator

FOR BOARD MEMBERS

December 2011 Vol. 28, No. 4

Editor: Jeff Stratton

## Hold on tight in this new economy

The financial picture for nonprofits will not get any better any time soon.

That's the message Jeff Faux, founding president and distinguished fellow, the Economic Policy Institute, delivered about the prospects for the nation's economy and its impact on nonprofits at the opening plenary for the 17th annual BoardSource Leadership Forum in Atlanta.

Faux's key message: Denial is not a strategy for nonprofit boards when it comes to charting a course for the organization's future. Boards must prepare to act and lead.

Here's is Faux's take on what nonprofit boards face going forward:

- **Expect slow growth for the next few years.** Regarding the coming U.S. presidential election, it will not matter to the economy which party wins. "Four years from now we won't be back to where we were pre-crash," Faux said. The Economic Policy Institute estimates it will take 15 years to get employment numbers back to a

healthy level, he said. "It's best to pay attention," Faux said. "Under the best scenario, it's going to be tough times and more state and federal cuts." These cuts will affect organizations from education to the arts to food banks, he said

- **Take a proactive stance.** "Denial is not a strategy," Faux said. "The country will need nonprofits now more than ever." State and federal governments will expect nonprofit organizations to take up the slack as the cutbacks continue and for them to do so with fewer resources. "You can expect fierce competition for resources and for foundations to field more proposals than they can possibly hope to fund," Faux said.

- **Work at changing the national and community priorities.** "We need to think about the future in a different way," Faux said. "Start a conversation about what kind of country do we want."

For information, [www.boardsource.org](http://www.boardsource.org); [www.epi.org](http://www.epi.org). ■

## Time management tip: Set committee meeting dates

At each committee meeting, the committee chair should conclude the meeting by setting a date for the next one.

This not only helps board members with their personal time management planning but gives the

administrator a set deadline for getting committee support work accomplished before the committee next meets. The executive can parcel out his time and assign staff work to support the committee in its efforts between meetings. ■

## Board member's request exceeds his authority

**Question:** "Our executive director and the chair of our personnel committee are arguing because the chair wants to see the personnel file of one of the organization's program directors. The chair says that as chair of the personnel committee he has the right to review the program director's past performance appraisals. The executive director won't release the personnel file. Who is correct here?"

**Answer:** Questions like these are why I don't believe personnel committees do nonprofit organizations much good. All it takes is one board member on a personnel committee who doesn't understand his role and the committee can become a micromanager of staff issues that belong to the administrator.

Your executive director is correct in not releasing the employee's personnel file to the board member. A single board member walking into the office has no more authority to request an employee's private personnel records than Joe

Public does marching in off the street. Unless the full board grants the board member authority to take action on behalf of the board in a duly called board meeting, no board member has the authority to give orders to the executive director.

**Note:** The job description for a board personnel committee should not include evaluating employee performance. That is a management responsibility and belongs to your executive director. Proper responsibilities for a board personnel committee can include:

- An annual review of the organization's personnel policies
- Organizing the executive director's evaluation
- Recommending the hiring of the nonprofit's executive
- Maintaining familiarity with any laws and policies that regulate conditions of employment, and plans for their implementation
- Serving as the executive's resource on personnel issues ■

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## During difficult times, take pride in your organization's work

The nature and depth of the political and economic factors creating financial hardship for nonprofits indicate a societal shift is taking place, said Linda C. Crompton, president and CEO of BoardSource during the opening plenary of the 17th annual BoardSource Leadership Forum in Atlanta.

"Take pride in the work you do," Crompton said. "You won't survive if you lose your enthusiasm

and passion for your cause. The reward comes from the work itself and knowing how crucial it is to so many people."

Board members should take notice. "The impact will be profound for those we serve and for the leadership of nonprofit organizations," Crompton said.

For information, [www.boardsource.org](http://www.boardsource.org). ■

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## Meeting tip for the board chairperson

One goal for the board's chair should be to ensure the board's meetings do not waste anyone's time. That's because board volunteers are busy people with busy lives outside the boardroom. They don't deserve meetings that don't accomplish anything.

When you meet with the executive director to set the agenda, try this strategy: Starting with the

last item of the agenda, set a time frame for discussing and completing the item and then back out from that point to assign a time limit to each agenda item until you reach the time the meeting begins.

When board members want to talk themselves (and their colleagues) to death, you'll have a handy reminder to keep the meeting moving along. ■