



**CITY OF NOVI LIBRARY BOARD
MINUTES, REGULAR MEETING
January 22, 2014**

1. Call to Order and Roll Call

Library Board

Mark Sturing, President
Willy Mena, Vice President
David Margolis, Board Member
Craig Messerknecht, Board Member
Ramesh Verma, Board Member

Absent and Excused

Larry Czekaj, Treasurer
Scott Teasdale, Secretary

Student Representatives

Absent and Excused

Ziyang Huang
Jessica Mathew

Library Staff

Julie Farkas, Director
Marcia Dominick, Administrative Assistant

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

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Approval and Overview of Agenda

A motion was made to approve the January 22, 2014 Agenda as presented.

1st – Willy Mena

2nd – David Margolis

The motion passed unanimously.

Julie Farkas indicated that the Library Goals Document 2013-14 was available and distributed at the meeting.

4. Consent Agenda

A motion was made to approve the January 22, 2014 Consent Agenda as presented.

1st – Willy Mena

2nd – David Margolis

The motion was passed unanimously.

5. Correspondence

Trustee Sturing received a letter from Cathy Russ, Director of the Troy Public Library, regarding Novi Public Library Director, Julie Farkas, which he read. Letter is provided below.

"Dear Mr. Sturing and Novi Public Library Board of Trustees,

Earlier this year, a few of my staff members attended a TLN (The Library Network) workshop on Customer Service, presented by Julie Farkas, and came back with rave reviews. Based on the many comments on the theme, "you should get her to put on a workshop for us," I contacted Julie and asked her if she would consider it. As you may expect, Julie responded positively, enthusiastically, and professionally.

Julie and her associate, Marilyn Suttle, presented the workshop "Customer Service Basics," to the staff of the Troy Public Library on Friday, December 6. I am still receiving feedback from staff about how much they enjoyed the presentation, and how much they learned from it.

One aspect that set Julie's presentation apart is that she approaches the topic from a very relatable perspective. Julie understands public libraries – the people who use them and the people who work in them, and she helped my staff to see how they can work better together with each other, and also with the Library's patrons, in order to ensure even better customer service.

Julie also shared with the staff some of the challenges her staff faced when the new Library was opened, and how she and her staff managed those challenges. It is so helpful for staff to hear from someone who understands what it is like "on the front lines," and if you will pardon another cliché, someone who "walks the walk" as well as "talking the talk."

In her conversations with me about my goals for the workshop, Julie was focused, organized, and asked great questions, which helped me understand what I wanted to achieve from this process. Julie's presentation was dynamic, upbeat, engaging and professional – just like she is! This in-service day provided the staff with exactly the motivation and information that I'd been hoping for, and the positive effects continue to this day. I can see the effect on the service my staff provides to our Troy community.

Julie is a true professional, sharing her time and talents for the improvement of all. I appreciate her efforts on behalf of the Troy Library very much."

Sincerely,
Cathy Russ
Library Director

Trustee Sturing requested that the letter be placed in Julie's personal file.

6. Presentation

There was no presentation provided.

7. Public Comment

There was no public comment.

8. President's Report

A. Goals Document 2013-2014

The 2013-2014 Goals documents were distributed at the Library Board meeting. Highlights include:

- Technology survey was completed and the results are being analyzed and will be brought to the February 1, 2014 Budget Study Session.
- Volunteers are being contacted to join an International Language Committee to provide recommendations for collections and programming.
- A ping pong table has been included in the Teen Space.
- Patrons may now opt to receive hold pick-up notices via text messaging.
- Online patron registration for a library card is now available. Allows for two holds, but still must come in to verify residency.

Trustee Mena inquired about the Teen Space and what adjustments have been made:

- Student ID is required to enter or must be able to show online identification with photo.
- An interim Building Monitor has been hired as a contract service provider until a person can be hired. We are in the process of interviewing and should have someone in place soon.

The Library Trustees welcomed new Trustee Craig Messerknecht to the Board of Trustees.

9. Treasurer's Report

A. Library Budget 2013-2014

The 2013-2014 Budget dated March 20, 2013 is included in the January 22, 2014 Library Board Packet on pages 12-13.

B. Library Financials and Walker Fund – December 31, 2013

The Financials and Walker Fund Reports ending December 31, 2013 were distributed at the January 22, 2014 Library Board Meeting.

In the absence of Treasurer, Larry Czekaj, Trustee Margolis presented the Financial reports. Trustee Margolis thanked the City of Novi Finance Department for their continued service they provide the Library in providing the financial reports. The Library Board continues to oversee its financials.

Trustee Margolis stated that the financial information that is provided changes meeting to meeting. It's difficult to track our progress when the reports change month to month. He stated that there was \$38,000 in expenses that were not disclosed.

Library Financials – 268 account.

The fund balance declined in the month of December by \$194,000; \$156,000 was the cumulative expenditures over revenues. The Novi Public Library still has a fund balance credibly invested.

If we (Library Board) administer the budget properly, then we won't exceed the deficit surplus that has been authorized. It was emphasized that the Library Board goes through a diligent budget process, and the Board members do a competent job and take their fiduciary responsibility seriously.

Highlights include:

Revenues:

- Largest portion came from investment earnings of \$14,612
- Gifts and donations - \$1,550

\$23,000 in revenue was received for the month of December 2013.

Expenditures:

- Personal Services - \$145,000 = 7.6%
- Supplies - \$23,000 = 4.1% (lowest month spent this year)
- Services and Charges - \$11,000 = 1.5%
 - This category was offset by a The Library Network credit of \$6,300 (e-rate refund).

Just under \$180,000 or 6% of the budget was expensed for the month of December.

For the month of December, we had a deficit of \$156,000, which is one of the lowest monthly deficits this budget year.

On a combined year-to-date basis, our revenue stands at \$2,447,000 versus the budget of \$2,493,000, so we are at 98% of budget. Our expenditures for the six months put us at a \$1,366,000 or 46% of revenues putting the Library at \$120,000 ahead of the six months spent. When you compare the two that leaves a residual equity balance of \$1,081,000 for the last six months.

Walker Fund - 269

- There was \$12,247 in Interest on Investments
- No was no unrealized gain or loss on investments
- There were only \$832 in expenditures

The Walker Fund went up \$11,440 in the month of December 2013.

The accounts payable in the Walker Fund shows an expenditure of \$2,100, but it doesn't show what it was spent on. The funds were paid for the Community Read program and to pay for author events held in the fall.

The Quarterly Investment Report dated December 31, 2013 was provided to the Library Board. Trustee Margolis stated that the document is a little misleading as you look at the market change from September 30 to December 31 it looks like we lost \$630,000 in investments, when in fact that was the normal amount spent of the Library fund operating in the months of October, November and December. In the true unrealized gains and losses, we're down about \$22,000 through December 31, 2013, but we still have \$4,800,000 in combined Library and Walker Fund accounts.

Trustee Margolis asked that funds refunded be placed and shown as additional revenue instead of putting it back in the budget accounts.

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

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

10. Director's Report

A. City Council Agenda/Goal Setting – January 11, 2014

A detailed report from Director, Julie Farkas, is provided on pages 15-18 of the January 22, 2014 Library Board Packet.

Highlights of the report are:

- President Mark Sturing and Director Julie Farkas attended the City of Novi's Goal Setting Session held on January 11, 2014. The Library received many accolades from Mayor Gatt and City Council. During the session, the Teen Space was discussed, but didn't reach the immediate action status. The City put out a Teen Survey that will be shared with Julie Farkas.
- The State of the City address was held on January 16, 2014 and was attended by Trustees Sturing, Verma, Messerknecht and some of the Administration staff.

- The Book It! Fundraiser will launch on Friday, January 24, 2014. The design of the booklets was completed by Bryan Pruett, an intern from the Art Institute of Novi, created in-house and at no charge to the Library. The Friends donated funds to off-set the cost of the printing of the booklets. Instead of the annual Book It! Event, it was decided to try the Book It! Booklets. Booklets are sold at the Library and some of the businesses highlighted in the booklet.
- The annual State Aid report was finalized and submitted.
- The first Library Budget Session will be held at the Library on Saturday, February 1, 2014 starting at 8 a.m.
- Julie joined the Youth Assistance Board. Meetings will be held the first Tuesday of each month.
- Staff anniversaries:
 - Betty Lang – 25 years
 - Margi Karp-Opperer – 20 years
 - Christina Pilarz – 5 years
 - Jennifer Preston – 5 years
 - Samuel Gillman – 5 years

Trustee Sturing requested if Julie could provide the Budget documents prior to the February 1st Budget Study Session.

Trustee Margolis stated that the framework is already there so only the changes need to be provided. Julie informed the Board that she anticipates there will be building changes next year and the following year that will impact the budget.

The next Budget Study Session is scheduled for Saturday, March 1, 2014.

11. Additional Reports

A. Public Services Report

The Public Services Report is provided on pages 19-20 of the January 22, 2014 Library Board Packet.

B. Building Operations Report

The Building Operations Report is provided on page 20 of the January 22, 2014 Library Board Packet.

Highlights include:

“A huge thank you goes to Barb Rutkowski, Head of IT/Facilities, for responding so quickly to a sprinkler break on Friday, January 10, 2014 at 12:00 a.m. The break was due to frigid temperatures and was located in the vestibule (main door area) of the library. The City response team is also to be thanked for their very speedy response to have shut the suppression system off within minutes. Minimal issues occurred from the incident: sprinkler head replacement, electrical issue with security gate, drying out of afterhours lockers and drying out of carpets. I (Mary Ellen Mulcrone) am happy to report all issues were resolved and service to patrons on Friday 1/11 was not compromised.”

Serv-Pro was contacted to investigate if there was water damage in the walls and the ceiling area near the sprinkler, but they discovered only a small area near the light fixture was affected. It was determined that it would dry with the heat from the light fixture. No blowers were used to dry the vestibule. That morning, a couple of the Trustees stopped in to see what had transpired, but all was operational.

A patron contacted the Director and also a Trustee commenting on the cold conditions at the entrance area to the Library, especially the Welcome and Support Services desks. With the exceptionally cold days this winter and the operations of the doors, the entrance is very cold. The staff has been provided space heaters behind the desks. The administration is investigating a solution to the problem. The Trustees requested that this topic be placed on the Budget Study agenda for February 1, 2014 as a capital expenditure.

C. Library Usage Statistics –December 2013

The December statistics are located on pages 21-28 of the January 22, 2014 Library Board Packet.

Highlights include:

- 263 Library cards issued
- 56,774 items checked out
- Number of items borrowed from TLN – 3,525
- Numbers of items borrowed from MEL – 91
- Number of items loaned through TLN – 3,897
- Number of items loaned through MEL – 72
- 56.90% of all items checked out were completed on self –checkout stations
- Total circulation - 56,774
- Daily average people using the Library was 1,000
- Early Literacy workstation usage 657
- Daily average Computer Logins- 1,302
- Technology Sessions - 11 with 12 participants
- Check-outs Freegal-1,240; Overdrive - 3,730; Zinio- 723
- Charging Station Usage - 0
- Meeting Room Rentals - 21

12. Friends of Novi Library Report

A. Meeting Minutes – January 8, 2014, DRAFT

The Friends of Novi Library January 8, 2014 Draft minutes are included in the January 22, 2014 Library Board Packet on pages 29-30.

The Friends cancelled their February 2014 meeting.

Each of the Friends Board stated that they would sell five (5) Book It! Fundraising books.

Other Library Fundraising opportunities at the Library are:

- Scrapbooking for a Cause – February 8, 2014 @ the Library
- Tiger Baseball Game Day Volunteers – Concession workers

13. Student Representatives' Report

The Student Representative's Report is provided on page 31 of the January 22, 2014 Library Board Packet. Highlights of the report include:

- Programs:
 - Teen Advisory Board (TAB) Meeting held on December 13, 2013 with 12 in attendance.
 - Winter Craftiness program – 15 in attendance
 - Teen assistance to Library staff – 7 who assisted
- Upcoming Programs:
 - Mix It Up Munchies and a Movie – January 24 @ 2 p.m.
 - Teen Advisory Board (TAB) Meeting – January 31 @ 3:30 p.m.
 - Chinese New Year Cooking! – January 31 @ 4:30 p.m.
- Teen Space saw 536 students in over 15 sessions for the month averaging 35 teens per session. At one of the sessions, the teens held a Madden Video Game Tournament on the Xbox 360 – 15 participants competed.

14. Historical Commission Report – December 4, 2013 Meeting Minutes, DRAFT

The December 4, 2013 Historical Commission Report is located on pages 32-33 of the January 22, 2014 Library Board Packet. The Historical Commission is working on some upcoming speaker programs and on an Oral History Project.

15. Committee Reports

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

There was no report provided.

B. HR Committee (Kilgore, Verma – chair)

There was no report provided.

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

There was no report provided.

D. Fundraising Committee (Sturing, Mena – chair)

There was no report provided.

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

There was no report provided.

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

There was no report provided.

16. Public Comment

There was no public comment.

17. Matters for Board Action

There were no Matters for Board Action.

18. Adjourn

A motion was made to adjourn the meeting at 8:04 p.m.

1st – Willy Mena

2nd – Ramesh Verma

The motion was passed unanimously.



March 19, 2014

Mark Sturing, President

Date