

**CITY OF NOVI LIBRARY BOARD
MINUTES, POLICY & GOAL/RETREAT MEETING
MAY 15, 2010**

1. Call to Order and Roll Call

Library Board

Larry Kilgore, President
Laura M. Casey, Vice President
Mark Sturing, Treasurer
Willy Mena, Secretary
David Margolis, Board Member
Ramesh Verma, Board Member (10:51 a.m. departure)

Absent and Excused

Larry Czekaj, Board Member (8:11 a.m. arrival) (10:51 a.m. departure)

Library Staff

Julie Farkas, Director
Mary Ellen Mulcrone, Assistant Director
Marcia Dominick, Administrative Assistant
Diana Gertsen, Office Assistant

Absent and Excused

Margi Karp-Opperer, Assistant Director

The meeting was held at the Novi Civic Center, Council Chambers, 45175 W. Ten Mile Road, Novi, Michigan 48375, and was called to order by Larry Kilgore, President at 8:10 a.m.

2. Public Comment

There was no public comment.

3. Policies – continuation from May 1, 2010 Special Library Board Meeting

PUBLIC POLICIES

• **Policy P7: Computer Use Policy**

- 1. General Statement – no changes.
- 2. Staff Assistance will read as follows: Staff may assist patrons in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist patrons at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application.
- 3. Children and the Internet: Section vi, will read: Librarians will respond to reports of patrons viewing, printing and/or downloading matter that is considered harmful to minors by:

1. Advising the patron that a report or complaint has been received.
 2. Verifying age of the patron.
 3. Informing the patron that this matter cannot be accessed by them at the Library.
 4. Informing patron that failure to comply with this policy will result in a loss of library privileges.
- 4. Choosing and Evaluating Sources will read as follows: (a) Novi Public Library does not filter access to the internet to adults. Choosing access points is the responsibility of the user. However, if it is reported to administration that a patron is accessing material that is patently offensive to community standards (e.g., pornography), administration may require that patron to discontinue such access or the patron may be denied use of the computers or asked to leave the Library.
 - The lettering changes of paragraphs will be completed.
 - 4. (f) Internet computers may only be used for legal purposes. Examples of unacceptable use include, but are not limited to, the following: viewing of matter that is harmful to minors as defined by section 4 of 1978 PA 33, MCL 722.674 by individuals under 18 years of age, harassment of other users; libeling or slandering other users; destruction or damage to equipment, software, or data belonging to the Library or other users; disruption or unauthorized monitoring of electronic communications; unauthorized copying of copyright-protected material. Violations may result in loss of access.

The addition of Section 6, Library Laptop Computers was added at the end of the Computer Use Policy, which was originally Policy P15.

- Section 6, Library Laptop Computers, will read as follows: The Library has a limited number of filtered laptop computers that are available for use by Patrons who have a valid library card in the TLN Network. Laptops are available on a first come first served basis and must be used in accordance with the Computer Use Policy. As security for the return of the laptop, patrons must leave their valid driver's license or other State ID with the Library.

Laptops may only be used inside the Library building and on the patio. Laptops may not be used in the restrooms.

Section 7, Violations of Computer, Electronic Equipment and Internet Use Policy has been renamed to: Violations of Computer Use Policy.

A motion was made to approve Policy P7: Computer Use Policy, as amended, effective May 15, 2010.

1st – Mark Sturing
2nd – Willy Mena

The motion was passed unanimously.

- **Policy P8: Rules of Conduct**
 - The following changes were presented:

1. Item #4 will read: Patrons are expected to speak in a conversational tone of voice appropriate for the area in which they are speaking.
2. Item #9 will read: Patrons shall not damage, mar or deface Library materials or damage Library furnishings, walls, machines, or other library property.
3. Item #11 will read: Skate boarding, rollerblading, roller skating and the use of similar rolling footwear is not permitted at the Library.
4. Item #12 will read: Patrons shall not bring pets or animals into the Library building other than service animals. Animals may not be left unattended on Library grounds.
5. Item #19 will read: Patrons are responsible for picking up after themselves and properly discarding their trash.
6. Item #21 will read: The Café seating area is reserved for Café customers.
7. Item #30 reads: Climbing on tables, shelving, or other library furnishings is prohibited.

A motion was made to approve Policy P8: Rules of Conduct, as amended, effective May 15, 2010.

1st – David Margolis
2nd – Laura M. Casey

The motion was passed unanimously.

- **Policy P9: Smoking On/In Library Property**
 - Item #1 was eliminated.
 - Item #2 will now be numbered Item #1 and will read: Smoking is strictly prohibited inside the Library building and on the patio.
 - The remainder of the Items will be renumbered.

A motion was made to approve Policy P9: Smoking On/In Library Property, as amended, effective May 15, 2010.

1st – Laura M. Casey
2nd – Larry Czekaj

The motion was passed unanimously.

- **Policy P10: Unattended Child(ren)**
 - Item F. will now read: Unattended youth must be picked up at least 10 minutes before closing time. If a child has not been picked up at closing time, staff will contact the Novi Police Department Non-Emergency number to request assistance.
 - Letter H has been moved to the Code of Conduct section.

A motion was made to approve Policy P10: Unattended Child (ren), as amended, effective May 15, 2010.

1st – Laura M. Casey
2nd – Larry Czekaj

The motion was passed unanimously.

- **Policy P11: Volunteers**

- Item K. has been added and will read: Volunteers will adhere to the dress code that applies to Library employees (See Novi Public Library Employee Manual, Rules of Conduct, Dress Code).

A motion was made to approve Policy P11: Volunteers, as amended, effective May 15, 2010.

1st – Larry Czekaj
2nd – Mark Sturing

The motion was passed unanimously.

- **Policy P12: Dress Code Policy (Volunteers)**

This policy has been eliminated and was addressed in Policy P11: Volunteers, Item K.

- **Policy P13: Nondiscrimination**

- This will now be Policy P12: Nondiscrimination.
- Policy will now read: It is the policy of the Novi Public Library not to discriminate on the basis of race, color, religion, national origin, sex, age, disability, height, weight or sexual orientation in the operation of the Library, in its employment policies, and other Library administered programs.

A motion was made to approve Policy P12: Nondiscrimination, as amended, effective May 15, 2010.

1st – Laura M. Casey
2nd – David Margolis

The motion was passed unanimously.

- **Policy P13: Alcohol**

- A call of the Board to determine their vote on this issue was addressed with three (3) voting in favor, three (3) voting against, and one (1) undecided. After much discussion, there were no changes to the proposed Policy as it mirrors the City's Alcohol Policy.

A motion was made to approve Policy P13: Alcohol, as presented, effective May 15, 2010.

A roll call vote was called:

Laura M. Casey – abstained
Larry Czekaj – yes
Larry Kilgore – yes
David Margolis – yes
Willy Mena – yes
Mark Sturing – yes
Ramesh Verma – yes

The motion passed with a six (6) yes, and one (1) abstain.

- **Policy P14: Photos and Videos of Patrons**

A motion was made to approve Policy P14: Photos and Videos of Patrons, as presented, effective May 15, 2010.

1st – Willy Mena

2nd – Laura M. Casey

The motion was passed unanimously.

- **Policy P15: Library Laptop Computers**

- Policy P15: Library Laptop Computers will now read: The Library has a limited number of filtered laptop computers that are available for use by Patrons who have a valid library card in the TLN Network. Laptops are available on a first come first served basis and must be used in accordance with the Computer Use Policy. As security for the return laptop, Patrons must leave their valid driver's license or other State ID with the Library. Laptops may only be used inside the Library building and on the patio. Laptops may not be used in the restrooms.

A motion was made to approve Policy P15: Library Laptop Computers, as amended, effective May 15, 2010.

1st – Willy Mena

2nd – Laura M. Casey

The motion was passed unanimously.

A friendly amendment to the Policy is to not have it as a policy of its own, but to include it with Policy P7: Computer Use Policy.

1st – Willy Mena

2nd – Laura M. Casey

This change was passed unanimously.

A recess was called at 10:42 a.m. and the Special Library Board Meeting resumed at 10:52 a.m.

4. Goals/Retreat 2010 – 2011

Julie Farkas provided the Board with last year's goals as a basis upon which to build and expand the goals for 2010-2011 fiscal year. It was also noted that Goal#7, Maintain the best use of the existing building while planning for the future library facility, could be eliminated.

Marketing /Relationship Building/Outreach

Goal #1: Promote the Library in Novi's residential and business communities; consider new avenues for promotion library services to non-library users; leverage existing resources whenever possible.

- Strategy: Keep the community updated on the new building status.
- Strategy: Communicate with area businesses and clubs.
- Strategy: Maintain communications geared towards students – preschool to high school.

- Strategy: Use current technology to promote library events, programs, resources, and services.
- Strategy: Partner with Novi Schools to promote services to parents, students, and teachers.
- Strategy: Continue to market library resources and services.
- Strategy: Promote specialized services to the community.
- Strategy: Communicate effectively with library patrons.

The new services offered in the new building that were not offered in the old building are:

- Drive-up window service
- After hour lockers for book pick-up
- More meeting rooms

Identify the new constituencies and the resources that we need to service them:

- Youth – International Collection
- Adult – Better marketing and placement for International Collection
- Adaptive technology room specific language learning – listening to Rosetta Stone – ESL type outreach.
- Find tool to change the functionality to translate Windows into foreign languages.
- Members from other TLN libraries that are closing due to the current economic environment – not encouraged – gives that community an “out” to not support their own library.
- Members of non-TLN libraries – only have obligation if they purchase a library card for \$100 per year.
- Friends and Volunteers – Board “buy” student membership for TAB members- possibly will include volunteer commitment to NPL Friends Book Nook.
- Put together a PSA to show at places where International groups gather, i.e. Novi Towne Center Movie theatre.
- Large meeting room for International movies.

Collections/ Services/Programs/Technology

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

- Strategy: Continue to improve collection development practices
- Strategy: make new collections and high demand items available to patrons as soon as possible.
- Strategy: partner with local senior facilities to provide new services.
- Strategy: Partner with local and other organizations for programming opportunities.
- Strategy: Provide new and expanded services.
- Strategy: Increase community awareness and use of the International Language Collection.
- Strategy: Provide the latest technology to bring patrons to the library.
- Strategy: Continue efforts to help preserve local history.

The building layout provides distinctions between youth, teen and adult collections.

- First floor specifically for youth up to 6th grade.
- Second floor Teen Stop Room – own collection, video gaming, social activities, studying.
- Reach out to middle school – “tween” collection.
- Location of collections more accommodating for Seniors

- Partner with Meadowbrook and other Senior Residents facilities.
- Consider to offer Seniors free transportation to the Library one day a week.
- Job seekers and the unemployed – provide more tools, resources, programs
- Look for volunteer resources to help with programming.
- Properly evaluate types and usage of visual technology based materials – shift in collection from DVDs to Blu-rays, video games – where is the demand going to be.
- Market through library e-mail catalog to create new users – check with attorneys – would be a one-time option.
- Archive Novi News in electronic format – priority – seek grant for – can be a project for library schools – Historical Commission digitizing Novi News – concept now is not to provide, but to maximize
- Moving away from the printed materials to electronics with – periodicals, newspapers, magazines.
- Need to balance the printed material and the digital – is a population that still prefers the printed material – children-Seniors.
- MP3 Downloadable collections coming in summer.

Staff Development

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

- Strategy: Ensure that the staff is compensated based on their skills and experience.
- Strategy: Ensure that the staff has optimal training to provide the patrons with continued excellent service.
- Strategy: Ensure Human Resource practices that meet public service needs of the community.
- Strategy: Maintain adequate staffing levels.
- Strategy: The board and library staff need opportunities to work together.
 - Friends donated \$4,000 for staff education
 - Developed a Customer Service Model – used for staff review in July.
 - Ongoing review of policies.
 - Compensation guidelines for the use of the operational funds in the reserve of the Walker Fund.
 - Give staff a forum for “thinking outside the box” – encourage progressive thinking.
 - Investigate ways to compensate staff – fringe benefits.

Financial for Operations

Goal #4: Balance the needs of the community with fiscal responsibility.

- Strategy: Ensure that we are forecasting appropriately for the new building and the future state of revenues.
- Strategy: Pursue grant opportunities to provide special programs and services.
- Strategy: Consider staffing levels.
 - Benchmark the operations and costs of the building.
 - Balance the need between extensive services for one (1) versus quality services for the mass.
 - Don't pit needs of constituencies against each other

Fundraising

Goal#5: Create fundraising opportunities for our community to continue to grow the library's collections, services, building, and programs.

- Strategy: Communicate with existing donors on a more frequent basis.
- Strategy: Develop and implement a plan to secure additional donations.
- Strategy: Provide for additional fundraising opportunities.

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.

- Strategy: Trustees should be involved with the community as leaders.
- Strategy: Trustees should be involved with the library community as leaders.
- Strategy: Maintain a strong, positive relationship with City Council, City staff, other boards and commissions.
- Strategy: Review NPL policies in order to provide superior service to the community.
- Strategy: Keep abreast of City activities, planning and practices.
- Strategy: Participate in Library programs and events.
- Strategy: Ensure that NPL is viewed as a community jewel/destination.
- Strategy: Embrace the Historical Commission.
- Strategy: Develop a new five-year strategic plan. (deferred)
 - Verbally market the Library in your conversations with others
 - Attend neighborhood association meetings.
 - Attend seminars about Library operations.
 - Attend Rotary meetings.
 - Move to higher prominence – ensure that NPL is viewed as community jewel – a destination place.

Discussion on strategies will continue at the next Board meeting which will be held on Wednesday, May 19, 2010.

5. Public Comment

There was no public comment.

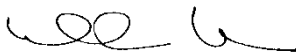
6. Adjourn

A motion was made to adjourn at 12:01 p.m.

1st – Willy Mena

2nd – David Margolis

The motion was passed unanimously.



May 19, 2010

Willy Mena, Secretary

Date