



**CITY OF NOVI LIBRARY BOARD  
MINUTES, SPECIAL MEETING  
Goal Setting SESSION  
June 11, 2018**

**Call to Order**

The meeting was held at the Novi Public Library, 45255 W. Ten Mile Road, Novi, Michigan, 48375, and was called to order by Tara Michener, President, at 5:00 p.m.

**Roll Call (Julie Prottengeier, Office Assistant)**

**Library Board**

Tara Michener, President  
Ramesh Verma, Vice-President  
Melissa Agosta, Treasurer  
Bill Lawler, Secretary (Arrived at 5:15)  
Craig Messerknecht, Board Member  
Doreen Poupard, Board Member  
Geoff Wood, Board Member (Arrived at 5:20)

**Student Representatives**

Raveena Joshi  
Lahari Vivilala (Absent and Excused)

**Library Staff**

Julie Farkas, Director  
Julie Prottengeier, Office Assistant

**Guests**

Sue Johnson, Friends of the Novi Library  
Carol Bauer, Friends of the Novi Library

**The Pledge of Allegiance was recited.**

**Documents provided at meeting:**

**Agenda**

**6 Strategic Objectives 2013-2018; Library Goals 2017-2018**

**Strategic Planning Meeting Notes from May 29, 2018**

**Project Based Management Goal Document for June 2018**

### **Approval and Overview of Agenda**

A motion was made to approve the June 11, 2018 Goal Setting Session Agenda.

1<sup>st</sup>—Ramesh Verma

2<sup>nd</sup>—Doreen Poupard

The motion passed unanimously.

### **Review of the current goals document (as of June 2018)**

Ms. Farkas suggested that for 2018-2019 the Library continue with the current goals set forth in 2017-2018. By keeping the same goals, Ms. Farkas can alter the focus of each goal by adding new projects, eliminating completed projects and keeping projects that are on-going such as the Lending Library and the LED project. Since Ms. Farkas and the Strategic Planning Committee are working on a new Strategic Plan, the opportunity for new goals in keeping with the new plan will be created for 2019-2020.

### **Discuss Preliminary plans for Strategic Planning 2019-2022**

A Strategic Planning meeting was held on May 29, 2018. The Committee members, Trustee Poupard and Trustee Wood, discussed with Ms. Farkas the following items:

- Ms. Farkas and the Committee plan to work on a new Strategic Plan from June to November, 2018. Ms. Farkas will look for a new Strategic Plan every three years going forward.
- The Committee plans to use the Library motto “Inform, Inspire, Include” as a guide to identify the wants and needs of the Library community.
- There will be several Focus Group meetings in September that will connect with age-specific groups that utilize the Library.
  - Parent Groups & Preschools (following story time sessions)
  - Teens (TAB meetings and Teen Space)
  - Fox Run/MAC/ROSE
  - Business/City Leadership/School District/Rotary/NYA/Chamber—Ms. Farkas is already planning a breakfast on Friday, September 7<sup>th</sup> at 7:30 a.m.
  - Library Staff
  - AM/PM Public Drop in sessions—There will be one-hour sessions on Thursday, September 6<sup>th</sup> at 10:00 a.m., 2:00 p.m. and 7:00 p.m. Ms. Farkas requested that the Friends be present for these drop-in sessions.
  - North end locations—Lake Shore Park, Hickory Woods and Meadowbrook elementary schools.
- The Committee discussed what types of questions to ask the public and also if a millage increase would be feasible. The Library is operating on a budget that was not increased when the new building was built. Although personnel, technology, building expenses, and programming increased, the budget has remained the same.
  - Ms. Farkas spoke with City Manger Pete Auger who could support the idea if the Library pursues this option in the future. More discussion is required.
  - Ms. Farkas suggested including a question allowing the patron to choose one new service that would be most helpful to them. Some choices would be: improved café services, automatic renewal of materials, more meeting room rental space, elimination of over due fines, extending hours of operation, and extending Sunday hours to 8:00 p.m.

- This year the City will be sending out it's Citizen Survey which is only sent out every two years. The Library will use the survey as a way to gather more information from the community.
- Student Representative Ravenna Joshi shared that teens would like to see new Apple technology.
- Christina Salvatore, Communications Coordinator, will be creating a brochure highlighting the major accomplishments from the 2013-2018 plan which will be given to Focus Groups and highlighted on social media.

### **Discuss current 2017-2018 Goals**

1. Maintain excellent customer service in all facets of the Library's operations, Board functions and community involvement.
  - Focus: Lending Library at Lake Shore Park (**remain a focus for 2018-2019**)
  - Focus: ILS Upgrade and proficiency testing in the fall and winter (**new**)
  - Focus: A fillable library card (**new**)
2. Balance the needs of the community with fiscal responsibility and reduce the deficit spending.
  - Focus: LED project (**remain a focus for 2018-2019**)
  - Focus: Endowment (**remain a focus for 2018-2019**)
  - Focus: Provide a balanced budget for 2019-2020 (**new**)
  - Focus: Make a plan for a building assessment (**new**)
3. Provide quality and diverse services, material, programs and technology.
  - Focus: Virtual Reality programming (**eliminate for 2018-2019**)
  - Focus: Fostering Connections with Novi's diverse community. (**remain a focus for 2018-2019**)
    - Board members agreed that more discussion was needed to determine ways to foster connections.
4. Promote the Library in Novi's residential and business community and provide outreach to non-library users.
  - Focus: Library card campaign (**eliminate for 2018-2019**)
  - Focus: 1000 books before Kindergarten (**remain a focus for 2018-2019**)
  - Focus: Library Board meetings out in the community (**remain a focus for 2018-2019**)
    - There was discussion about Ms. Farkas and the Library Board going into the community and giving presentations about the Library to parent groups, school groups, senior citizen groups and the business community as an alternative to hosting off-site Board meetings.
    - A suggestion was given to have a Library Board meeting held on-site at the Library as a way to bring in a larger audience.
  - Focus: Strategic Planning Outreach (**new**)
    - Host Town Hall engagements with elected officials.
  - Focus: Mental Health Dialogue (**new**)
5. Ensure that the Library maintains policies and planning strategies that promote safe, efficient, productive and enjoyable experiences for patrons and staff.
  - Focus: Staff survey by the Library Board (**eliminate for 2018-2019**)
  - Focus: HR salary review (**completed in 2018; will be eliminate for 2018-2019**)
  - Focus: A new Strategic Plan (**new**)

Ms. Farkas will have a draft of the 2018-2019 Library Goals at the June 28, 2018 Library Board meeting and is hopeful it can be approved at that meeting.

Adjourn

A motion was made to adjourn at 5:48 p.m.

1<sup>st</sup>—Melissa Agosta

2<sup>nd</sup>—Doreen Poupard

The motion passed unanimously.



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William Lawler, Secretary

June 28, 2018

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Date