



**CITY OF NOVI LIBRARY BOARD  
MINUTES, REGULAR MEETING  
August 17, 2016**

**1. Call to Order and Roll Call**

**Library Board**

Craig Messerknecht, President  
Tara Michener, Vice President  
Melissa Agosta, Treasurer  
Ramesh Verma, Secretary  
William Lawler, Board Member  
Doreen Poupard, Board Member  
Geoff Wood, Board Member (Absent and Excused)

**Student Representatives**

Ruchira Ankireddygari (Departed at 7:19)  
Cindy Huang (Absent and Excused)

**Library Staff**

Julie Farkas, Director  
Julie Prottengeier, Office Assistant

**Guests**

Erin Ilg, Community Financial Credit Union  
Sue Johnson, President, Friends of the Novi Library  
David Silberman, Electronic Services Librarian, Novi Public Library

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 Craig Messerknecht, 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 Approval and Overview of Agenda.

1<sup>st</sup>—Doreen Poupard

2<sup>nd</sup>—Ramesh Verma

The motion passed unanimously.

#### **4. Consent Agenda**

##### **A. Approval of Claims and Warrants L545**

Trustee Messerknecht reminded Board Members that the items highlighted in yellow are charged to the 2015/2016 fiscal year budget.

##### **B. Approval of Regular Meeting Minutes – July 20, 2016**

A motion was made to approve the Claims and Warrants L545 and the Regular Meeting minutes from July 20, 2016.

1<sup>st</sup>—Melissa Agosta

2<sup>nd</sup>—Doreen Poupard

The motion passed unanimously.

#### **5. Correspondence**

There was no correspondence.

#### **6. Presentation**

##### **A. Check Presentation from Community Financial Credit Union to the Friends of the Novi Library.**

Ms. Farkas introduced Erin Ilg from Community Financial Credit Union (CFCU) and Sue Johnson President of the Friends of the Novi Library.

- Lindsay Fricke, Teen Librarian, and Ms. Johnson wrote a grant to go toward the purchase of 18 learning kits for the STEAM (Science, Technology, Engineering, Art, and Mathematics) program. STEAM has become a popular topic in the schools to engage young women and men in the sciences. Ms. Ilg presented Ms. Johnson with a \$1000.00 check that will be used for purchasing the STEAM kits. The grant was part of CFCU's Summer of Sharing where they give away \$1,000.00 a day for 65 days. This is the second year in a row that the Library has been awarded a grant from CFCU.

##### **B. Introduction of David Silberman**

David Silberman accepted the position of full-time Electronic Services Librarian. He has worked at the Novi Library for a number of years in a part-time capacity. His new position will allow him the opportunity to oversee social media, electronic databases and also reach out to the electronic database vendors. Some areas David is interested in expanding upon are:

- Looking at new database possibilities to support the STEAM program.
- Updating the periodicals and promoting electronic resources.
- Implementing a live-feed story time.
  - Trustee Poupard commended his technological skills and encourages the Library to promote this to all the schools in the area when it begins.

#### **7. Public Comment**

There was no public comment.

#### **8. Student Representatives Report**

##### **A. Programs**

- Make Over Mondays started in July
- July 6: Spectacular Sports Movie
- July 13: Fitness Training Workshop for grades 5<sup>th</sup>-12<sup>th</sup>.
- July 27: Candy Olympics

## **Summer Reading Update**

- Ms. Farkas reported that the numbers for Summer Reading have been very high which means that the Library is still connecting with the teens when school is not in session.

### **B. Upcoming Programs**

- August 1: Make Over Monday
- August 3: Healthy Eating and Cooking Demonstration
- August 12: Summer Reading Program Finale Lock-in Party
- August 23: Tween Spelling Bee
- August 25: DIY Draw string back pack

### **C. Teen Space:** There was no Teen Space in July.

### **D. City Council Resolution Regarding Terms of Youth Council Members**

- Student Representatives' two year terms will change from beginning in July to beginning in January. The current Library Board student representatives will conclude their service in December, 2016 and beginning in January, 2017 two new student representatives will be joining. These new representatives will serve through December, 2019.
- Ms. Farkas explained that the change was made in an attempt to engage the students better and the change will not affect the Library.
- Trustee Michener said that she is eager to think of ways that the Board can engage the new, incoming student representatives.

## **9. President's Report**

### **A. Goals Update (as of July 2016)**

There is no goal update report this month but the report will return in September.

## **10. Treasures Report**

The Treasurer's Report can be found on pages 19-29 of the August 17, 2016 Library Board packet.

### **A. Library Budget Fund 268 2016-2017 Approved**

The Library Budget Fund 268 2016-2017 can be found on pages 19-21 of the August 17, 2016 Library Board packet.

- The 2016-2017 approved budget calls for revenue to total \$2,774,726.00 and expenditures to total \$3,035,900.00 which would consume \$261,174.00 of the fund balance.

### **B. Library Fund 268 Expenditure & Revenue Report (July 31, 2016)**

The Fund 268 Expenditure and Revenue Report can be found on pages 22-25 of the August 17, 2016 Library Board packet.

- For the month of July revenue totaled \$18,318.07 and expenditures totaled \$213,635.48.
- Trustee Agosta reported that on page 25 the "percentage of Budget used" amount showing 80.16% is incorrect. The budgeted amount was 8.48% for the month of July and since only 7.23% was used the Library came in under budget for the month of July.
- Trustee Agosta reported that Account 268-000.00-910.000 Property and Liability Insurance is paid annually and no additional monies should be spent.
- Trustee Agosta also reported that the City has created new account 268-000.00-808.000, Rubbish. This expenditure was originally included in the Building Maintenance account 268-000.00-934.000. The new account will always show over, since the money is actually included in the Building Maintenance

account. Ms. Farkas said that during budget planning sessions in January a new line item can be added to the 2017-2018 budget.

**C. Contributed Fund Budget 269**

The budget for Fund 269 can be found on pages 44-45 of the August 17, 2016 Library Board packet. Little activity was recorded.

- The Finance Committee will meet in August to discuss this account.

**D. Contributed Fund 269 Expenditure and Revenue Report (July 31, 2016)**

The contributed fund 269 Expenditure and Revenue Report can be found on page 27 of the August 17, 2016 Library Board packet. Little activity was recorded.

**E. Balance Sheets for Funds 268 and 269**

The balance sheets for funds 268 and 269 can be found on pages 28-29 of the August 17, 2016 Library Board packet.

- Fund 268 had an ending fund balance of \$1,556,908.41 for the month of July.
- Fund 269 had an ending fund balance of \$1,673,112.62 for the month of July.

**11. Director's Report**

The Director's Report can be found on pages 30-36 of the August 17, 2016 Library Board packet.

- Ms. Farkas informed the Board that the Library had moved forward with a patron-driven customer service improvement. Starting Monday, August 15, 2016 the Library began opening the lobby at 9:50 a.m. Library staff lower the gates and open the lobby doors to allow for waiting patrons to come in from the elements and use the restrooms. The patrons cannot check out items, renew items, or enter into the library until opening time at 10:00 a.m.
- Staff In-Service Day is on Friday, August 19, 2016 from 8:30-3:30. The Library will be closed.
  - Stephanie Schuetzler from the City will do a customer service guarantee presentation for staff. Novi Library will be adopting the same customer service guarantee that the City has already implemented. Customer service plays a big part in the 2016-2017 Goals document and departments will be working on this over the next year.
  - Dr. Steve Matthews Superintendent of the Novi Schools will share what is going on with the school district for this year and into the future.
  - A social justice presentation by Jay Marks from Oakland County, Dr. RJ Webber and Darby Hoppenstedt from Novi Schools will be given. Tara Michener, Library Board member and therapist, will give a presentation about micro and macro aggressions.
  - Bubble soccer will be played in the afternoon.
- Trustee Poupard asked Ms. Farkas if there are standards, goals or guidelines for customer service. Ms. Farkas reported that the City put together a customer service guarantee that the Library will be implementing this year. Ms. Farkas also stressed that customer service covers both the public as well as internally with staff.
- Trustee Lawler asked if a new facilities member had been hired and Ms. Farkas reported that he had and was currently in training.
- Ms. Farkas shared a memo she sent to Mayor Gatt, City Council members, and Pete Auger at the conclusion of the entrance project. She thanked and praised the City staff that helped make this project a success. Trustee Verma commended Ms. Farkas on her contribution to the project.

- Ms. Farkas has a meeting scheduled with the café owner, Gary Bernstein, to go over the inspection report on pages 33-35. He continues to pay rent on time and has corrected the violations on the report. Cleanliness issues she will be brought to his attention.
    - Trustee Verma asked if the café is in charge of cleaning their own floors and Ms. Farkas said that it is.
    - Trustee Poupard commented that the plumbing issues are the building's responsibility to fix and wondered if they had been taken care of. Ms. Farkas informed her that those issues have all been repaired.
    - Trustee Messerknecht commented on Mr. Bernstein's desire to park his car by the lobby doors in order to load and unload his car, even though it is a violation of parking rules. Trustee Messerknecht wants Mr. Bernstein to be informed that if he continues to violate this rule, it will be considered a breach in his contract. Ms. Farkas assured him that she would discuss it with Mr. Bernstein at their meeting.
  - Ms. Farkas included a letter she sent to the preschools in the community inviting them to the Early Literacy Fair held at the Library on August 27, 2016. It will be the first opportunity to hand out the new brochure promoting "Raising a Reader in Novi". The library's story time sessions will begin promoting the "Raising a Reader in Novi" in September, and starting in mid-September Library staff will be spending time at the preschool. Vibe Credit Union and the Novi Rotary both came in as \$1000.00 sponsors for this initiative. This is the first time the Novi Rotary has had the opportunity to be involved with a literacy program.
  - Library staff were invited to be at the new preschool opening on August 31, 2016.
  - On September 27, 2016 the Novi Library will host a Fall Business Blender. This event is a wonderful opportunity for local small businesses in the community to connect and network. The Spring Blender was very successful and Ms. Farkas hopes this can become a regular program.
  - On October 12, 2016 Fox Run and the Novi Library will host Authors Live. Three Michigan authors will be presenting their books at a luncheon held at Fox Run. The authors speaking are Kelly Fordon, Peter Leonard, and Wade Rouse (under the pen name Viola Shipman).
  - This year's Community Read is the book "Born to Run" by author Christopher McDougall. Six libraries take part in this event: Lyon Township, Novi, Northville, Salem-South Lyon, Walled Lake and Wixom. The author will be speaking at the Novi Library on Wednesday, November 2, 2016.
- A. Information Technology Report**  
The Information Technology Report is located on page 37 of the August 17, 2016 Library Board packet.
- B. Facilities Report**  
There was no Facilities Report.
- C. Information Services Report**  
The Information Services Report can be found on pages 38-39 of the August 17, 2016 Library Board packet.
- D. Support Services Report**  
The Support Services Report can be found on pages 39-40 of the August 17, 2016 Library Board packet.
- E. Library Usage Statistics**  
The Library Usage Statistics can be found on pages 41-50 of the August 17, 2016 Library Board packet.

- A new statistic is being tracked starting in July, 2016. The Library will now be tracking the amount of traffic at the drive-up window.
- July had 42,000 hits on the library app. The Library's catalogue, My Account, Zinio, Overdrive, and Library Locator were the most requested webpages.

**F. Friends of the Novi Library**

The Friends of the Novi Library report can be found on page 51 of the August 17, 2016 Library Board packet.

**G. Novi Historical Commission**

The Novi Historical Commission Report can be found on pages 52-54 of the August 17, 2016 Library Board packet.

**12. Committee Reports**

**A. Policy Committee: Review current public policies for the Library**

**(Michener—Chair, Poupard)**

No action at this time.

**B. HR Committee: HR Policies, Director Review, Salary Study**

**(Verma—Chair, Michener)**

No action at this time.

**C. Finance Committee: Financial plan based on building assessment review**

**(Agosta—Chair; Messerknecht, Lawler)**

- A meeting is scheduled for August 25, 2016 with a potential donor interested in starting an endowment.

**D. Events/Marketing/Fundraising Committee: 2016 Gala, outreach events**

**(Michener—Chair, Agosta, Wood)**

- The Friend's gala will be held on August 26, 2016.
- Ms. Farkas is working on a way to reach out to library non-users. Details will be shared at a later date.

**E. Strategic Planning Committee: Annual review of current plan**

**(Poupard—Chair, Wood)**

- A meeting will be scheduled sometime in mid-fall.

**F. Building/Landscape Committee: Entrance project, Energy Reduction Coalition project, Building Assessment (Messerknecht—Chair, Lawler, Verma, Wood)**

- The Energy Reduction Coalition meeting had to be rescheduled and Trustee Messerknecht hopes to have information on the findings of this meeting in September.
  - Trustee Verma asked if this is the only company that the Library has reached out to. Ms. Farkas reported that other companies may offer similar services but not for zero cost.
- Trustee Messerknecht reported that there was damage to the bioswales by the landscaping subcontractor. Ms. Farkas said a meeting at the end of August would be scheduled to determine the course of action.

**G. Bylaw Committee: Review of Library Board Bylaws (Lawler—Chair, Agosta)**

- Trustee Lawler reported that now that the City had made the changes to the terms of youth council members, the Bylaw Committee could conclude its report and present something at the September Library Board meeting.

**13. Public Comment**

There was no public comment.

**14. Matters for Board Action**

No action required.

**15. Adjournment**

A motion was made to adjourn the meeting at 7:56 p.m.

1<sup>st</sup>—Ramesh Verma

2<sup>nd</sup>—Doreen Poupard

The motion passed unanimously.



**September 21, 2016**

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Ramesh Verma, Secretary

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Date