

BOARD OF TRUSTEES
WESTERVILLE PUBLIC LIBRARY
AGENDA

APRIL 24, 2018

CALL TO ORDER

1. PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS

Delegations wishing to be recognized on any agenda item are to identify themselves at the point on the agenda they wish to be recognized.

2. APPROVAL OF THE AGENDA

ACTION NEEDED: Consider a motion to approve the agenda as presented or amended at the meeting.

3. DISCUSSION AND APPROVAL OF MINUTES

ACTION NEEDED: Consider a motion to approve the minutes of March 27, 2018.

4. PERSONNEL/CONSENT CALENDAR

ACTION NEEDED: Consider a motion to approve the APRIL 2018 Personnel Consent Calendar as presented or amended at the meeting.

5. DISCUSSION AND APPROVAL OF STATISTICAL REPORT

ACTION NEEDED: Consider a motion to approve the March 2018 Statistical Report.

6. REPORT BY THE FISCAL OFFICER

The Fiscal Officer will present his monthly report assessing the year to date revenues and expenses.

7. DISCUSSION AND APPROVAL OF FINANCIAL REPORT

ACTION NEEDED: Consider a motion to approve the March 2018 Financial Report.

8. DISCUSSION AND APPROVAL OF PAYMENT OF BILLS

ACTION NEEDED: Consider a motion to approve the payment of bills for March 2018.

9. OLD BUSINESS

- a. Strategic Planning

The public survey has been distributed and community stakeholders have been interviewed. There will be a staff focus group on May 4th from 9am-1pm to gather more data from staff. Our first planning meeting with Communica will take place on Friday May 11th from 5-9pm.

NO ACTION NEEDED

b. Water Damage

Erin Francoeur will give an update on the recovery from the water damage.

NO ACTION NEEDED

10. NEW BUSINESS

- a. Guest Speaker Lula Mohamed-Barnes will discuss with the Board her work as the ESL Parent Liaison for Westerville City Schools and the ESL Community in Westerville.

NO ACTION NEEDED

b. Statistics Collection and State Report:

Discussion of the 2017 State Report submission and the presentation of proposed changes to the statistics report for the monthly Board report.

ACTION NEEDED: Board may vote to approve the changes to the statistics report or otherwise advise staff on how to proceed.

c. Purchase of Telephone System

The Executive Director recommends the purchase of a telephone system in the amount of \$31,890.85 from Complete IT, LLC.

ACTION NEEDED: Consider a motion to approve the purchase of a telephone system.

d. Purchase of Data Backup System

The Executive Director recommends the purchase of a data backup system in the amount of \$37,500.00 from CDW Government.

ACTION NEEDED: Consider a motion to approve the purchase of a data backup system.

e. Gifts:

The Library is in receipt of the following gifts:

Restricted:

\$50.00 from Peri Vest, for water damage to the Youth Department

\$400.00 from the Rotary Club of Westerville, for water damage to the Youth Department

\$50.00 from Angela Doerschlag, for water damage to the Youth Department

\$33.00 from the Nancy J. Smith and the New Century Club of Westerville, for a book in memory of Joanne K. Burgoon

\$10,000.00 from the Westerville Library Foundation, for the Imagination Library Fund

Unrestricted:

\$100.00 from Mary Beth and Chuck Dunning, in appreciation for the help they received from staff.

\$25.00 from Dick and Jean Patton, in memory of Joe Endry

\$25.00 from Dick and Jean Patton, in memory of Mary Papin

ACTION NEEDED: Consider a motion to approve the acceptance of gifts with appreciation as presented at the meeting.

f. Surplus Property:

David Shaner, Computer Services Manager, has submitted the following items to be declared surplus:

(see attachment: Declaration of Surplus Property)

ACTION NEEDED: Consider a motion to approve the items listed as surplus.

11. INFORMATION ITEMS

a. Director's Report

i. Legislative Day

Erin Francoeur, Kristin Michel, Steve Owley, and Jack Shinnock attended Ohio Library Council Legislative Day. Library representatives met with Representatives Brenner, Carfagna, Gonzalez, and Senator Jordan and Senator Bacon's Aid. The main talking points were workforce development and early Literacy.

ii. Volunteer Luncheon

The volunteer luncheon took place on April 13th. It was a great opportunity for staff to thank our wonderful volunteers for all that they do for our library.

iii. [International Librarians](#)

On April 6th, the library hosted the OCLC International Fellows. Kristin Michel gave the Fellows and OCLC staff a tour of the library highlighting our practices and services. The group was very engaged and interested in learning about all the different parts of our library and the services that we offer.

iv. [Low Income Wrap Around Meeting](#)

On April 18th, Erin Francoeur attended a low income families wrap-around meeting hosted by the schools to help identify gaps in services and how we can better support our communities' low income families.

v. [Joint Meeting with Delaware County Library Board](#)

April 17th, the Westerville Library Board of Trustees had a joint meeting with the Delaware County Library Board.

b. [Department Reports](#)

Attached is a summary of the monthly department reports.

c. [Customer Comments](#)

Attached is a summary of Customer Comments.

12. [BOARD COMMITTEE REPORTS](#)

- | | |
|---------------------------------|----------------|
| 1. Finance & Facilities | Shawn Smith |
| 2. Human Resources | Jack Shinnock |
| 3. Library Services & Marketing | Julie Mujic |
| 4. Technology | Mary Lightbody |

13. [BOARD DISCUSSION ITEMS](#)

14. [LIBRARY FOUNDATION REPORT](#)

15. [FRIENDS OF THE LIBRARY REPORT](#)

16. [IMPORTANT DATES](#)

- a. Hillary Jordan – Author Event Tuesday, May 1, 2018 at 7:00 PM Westerville Central HS
- b. Board Strategic Planning Retreat – May 11, 2018 at 5-9:00 PM

- c. Next Board Meeting – Tuesday, May 22, 2018 at 7:00 PM in the Board Room

17. ADJOURNMENT

The Board of Trustees of the Westerville Public Library met in regular session Tuesday April 24, 2018.

Mr. John Shinnock called the meeting to order at 7:00 PM.

IN ATTENDANCE:

BOARD MEMBERS: Ms. Heather Creed, Ms. Melissa Hodek, Ms. Mary Lightbody, Ms. Deanna McDaniel, Ms. Julie Mujic, Mr. John Shinnock, and Mr. Shawn Smith.

ALSO PRESENT: Ms. Erin Francoeur, Executive Director; Mr. Dan Griscom, Fiscal Officer; Ms. Kristin Michel, Assistant Director; Ms. Katrina Plourde, Human Resources Director; Mr. Steve Owley, Operations Director; Ms. Darlene Lawson, Administrative Assistant; Cindi Arbogast, Customer Services Team Lead; and Linda Watts, Customer Services Team Lead.

Guests: Rod Clay, Lula Abdull Mohamed Barnes, and Shamsa Ali.

Resolution 037 – 18

APPROVAL OF THE AGENDA

Mr. Smith moved to approve the agenda as presented.

Seconded by Ms. Lightbody.

The Chair declared the motion passed.

Resolution 038 – 18

DISCUSSION AND APPROVAL OF MINUTES

Ms. McDaniel moved to approve the minutes of March 27, 2018.

Seconded by Ms. Lightbody.

The Chair declared the motion passed as amended.

PUBLIC COMMENTS

Guest Rod Clay, addressed the Board, expressing his concern about an upcoming Adult Event titled “How-To Festival: Spot Fake News” Scheduled for May 16, 2018.

GUEST SPEAKER

Scheduled Guest Speaker Lula Abdull Mohamed Barnes is an English Learners Community Outreach Liaison for the Westerville City Schools. Joining her was Shamsa Ali, a teacher at Hanby Elementary. Ms. Barnes shared with the Board her role with the ESL Community. She also addressed questions regarding the services and support that the Library provides to the ESL Community.

Resolution 039 – 18

PERSONNEL/CONSENT CALENDAR

Ms. Creed moved to approve the April 2018 Personnel/Consent Calendar as presented at the meeting.

Seconded by Ms. Mujic.

The Chair declared the motion passed.

Resolution 040 – 18DISCUSSION AND APPROVAL OF THE STATISTICAL REPORT

Ms. Hodek moved to approve the March 2018 Statistical Report.

Seconded by Ms. Lightbody.

The Chair declared the motion passed.

REPORT BY THE FISCAL OFFICER

Mr. Griscom, Fiscal Officer, presented the monthly financial report.

Resolution 041 – 18DISCUSSION AND APPROVAL OF FINANCIAL REPORT

Ms. Lightbody moved to approve the March 2018 Financial Report.

Seconded by Ms. McDaniel.

The Chair declared the motion passed.

Resolution 042 – 18DISCUSSION AND APPROVAL OF PAYMENT OF BILLS

Ms. McDaniel moved to approve that the bills for March 2018 in the amount of \$556,925.58 be paid.

Seconded by Ms. Creed.

The Chair declared the motion passed.

OLD BUSINESS

a. Strategic Planning

The public survey is now closed. There are two upcoming meetings for Strategic Planning:

Staff Focus Group May 4, 2018 9AM – 1PM

Board Planning Meeting May 11, 2018 5PM – 9PM

b. Water Damage

Update on water damage recovery: all replacement books have been ordered. Volunteers will be able to help process books when they arrive. The Library is still negotiating with the insurance company regarding carpet replacement. It is planned that the Picture Book room and the Homework Help Center will be completed before the end of the school year.

NEW BUSINESS

a. Guest Speaker Lula Abdull Mohamed Barnes

Lula Abdull Mohamed Barnes and Shamsi Ali spoke earlier in the meeting.

b. **Statistics Collection and State Report**

Ms. Francoeur presented a template of a proposed revised monthly Library Usage Statistics sheet that is based on statistics the Library is required to collect and report on the Annual State Library Report. The Board will provide feedback regarding the template at the next meeting in May.

Resolution 043 – 18

c. **PURCHASE OF TELEPHONE SYSTEM**

Ms. Creed moved to approve the purchase of a telephone system in the amount of \$31,890.85 from Complete IT, LLC. The telephone system will be purchased from the General Fund.

Seconded by Mr. Smith.

The Chair declared the motion passed.

Resolution 044 – 18

d. **PURCHASE OF DATA BACKUP SYSTEM**

The Finance Committee brought forward a motion to approve the purchase of a data backup system in the amount of \$37,500.00 from CDW Government. The backup system will be purchased from the Building and Repair Fund.

The Chair declared the motion passed.

Resolution 045 – 18

e. **GIFTS**

The Library is in receipt of the following gifts:

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Ms. Creed moved to approve the acceptance of gifts with appreciation as presented at the meeting.

Seconded by Ms. Mujic.

The Chair declared the motion passed.

Resolution 046 – 18f. SURPLUS PROPERTY

Mr. Smith moved to approve the items listed as surplus on the Declaration of Surplus Property, as submitted by David Shaner, Computer Services Manager.

Seconded by Ms. Lightbody.

The Chair declared the motion passed.

INFORMATION ITEMS

a. Director's Report

i. Legislative Day

Erin Francoeur, Kristin Michel, Steve Owley, and Jack Shinnock attended Ohio Library Council Legislative Day. Library representatives met with Representatives Brenner, Carfagna, Gonzalez, and Senator Jordan and Senator Bacon's Aid. The main talking points were workforce development and early Literacy.

Jack Shinnock attended the OLC Presentation (OLC will be focusing on "Libraries Lead"), and discussed Broadband usage with representatives.

ii. Volunteer Luncheon

The volunteer luncheon took place on April 13th. It was a great opportunity for staff to thank our wonderful volunteers for all that they do for our library.

Attendance was very good at this year's volunteer luncheon.

iii. International Librarians

On April 6th, the library hosted the OCLC International Fellows. Kristin Michel gave the Fellows and OCLC staff a tour of the library highlighting our practices and services. The group was very engaged and interested in learning about all the different parts of our library and the services that we offer.

Five international librarians and one OCLC staff member participated in the tour.

iv. Low Income Wrap Around Meeting

On April 18th, Erin Francoeur attended a low income families wrap-around meeting hosted by the Westerville City Schools to help identify gaps in services and how we can better support our communities' low income families.

This provided an opportunity to make a connection with Franklin County Dept. of Job & Family Services, and explore any potential opportunities for collaboration. The YWCA indicated they will be promoting Imagination Library.

- v. Joint Meeting with Delaware County Library Board
April 17th, the Westerville Library Board of Trustees had a joint meeting with the Delaware County Library Board.

A representative from the Economic Development Division of Delaware County attended this meeting as well, providing opportunity for future connections.

- b. Department Reports

Attached was a summary of the monthly department reports.

Adult Services - The impact story in the Adult monthly report was very much appreciated. It helps reiterate the personal aspect of the business work that the Board does on behalf of the Library.

All departments should be encouraged to include such stories when they are received.

Support Services – Mr. Owley reiterated that our Library turnover rate of 6.8 (materials being returned and then checked out again) is twice as efficient as the national average rate of 1.8. This is an annual measurement.

The Board appreciates the efforts of Department Managers to compile the monthly reports.

- c. Customer Comments

Attached was a summary of Customer Comments.

It was noted that 7 comments this month were more than usual.

Comment pertaining to “Adults Only – no children” was discussed. This was an anonymous comment; no other specifics were mentioned.

The juvenile Marvel book will be reviewed when it is returned, in response to concerns expressed by a patron.

BOARD COMMITTEE REPORTS

- 1. Finance & Facilities Shawn Smith

The purchase of the new phone system and the data back-up system were both discussed in the Finance Committee. The GAAP & CAFR are on track for completion. Due to the migration to GAAP Accounting, an annual audit will now take place instead of the bi-annual audit. Auditors from Julian & Grube Inc. (State Auditor approved) will be on-site beginning April 25th. Expenses from the water damage will need to be reported as actual expenses which will result in a future adjustment to increase the Library budget. The insurance disbursement will be processed as revenue. The committee's next meeting is May 22, 2018 before the Board Meeting.

- 2. Human Resources Jack Shinnock

The committee welcomed Katrina Plourde back. They're looking at the 2018 pay grade.

Questions have been tabled for now. Next meeting is May 22, 2018 before the Board Meeting.

3. Library Services & Marketing Julie Mujic

Tamara Murray presented an overview of 2018 marketing goals and projects. The purpose of this committee was discussed. Four core services were reviewed (SearchOhio, Outreach, Local History, Author Services). The importance of making intentional decisions was also noted.

4. Technology Mary Lightbody

Did not meet; no report provided.

BOARD DISCUSSION ITEMS

1. *Ms. McDaniel shared an example of making use of the Library's resources to adapt to an ever changing technological world.*
2. *Mr. Shinnock sent to the Board members an ROI (Return on Investment) calculation for the Library that Steve Owley had prepared for Legislative day. It shows our economic multiplier is 3.9, so for every \$1.00 spent by our library, the economic benefit to our community is \$3.90. This does not begin to touch on the value of the work to the community in terms of new careers trained for, educations enhanced, voters registered, and many other services we provide. It should be used to promote the value of the Library.*
3. *The new photo display of the Trustees is up in the Mallway.*
4. *Appreciation was expressed for delivering Board Packets to the Board via Dropbox.*

LIBRARY FOUNDATION REPORT

The Foundation is forming a new Marketing Committee.

The Karen White reception went well; those who attended expressed their appreciation for the event.

FRIENDS OF THE LIBRARY REPORT

The Friends of the Library are planning on attending the next Board meeting in May.

IMPORTANT DATES

- a. Hillary Jordan – Author Event Tuesday, May 1, 2018 at 7:00 PM Westerville Central HS
- b. Board Strategic Planning Retreat – May 11, 2018 at 5-9:00 PM
- c. Next Board Meeting – Tuesday, May 22, 2018 at 7:00 PM in the Board Room

Resolution 047 – 18ADJOURNMENT

Ms. Creed moved to adjourn the meeting at 8:53 PM.

Seconded by Ms. Mujic.

The Chair declared the motion passed.

President

Secretary