WARREN PUBLIC LIBRARY COMMISSION

One City Square, Warren MI 48093

AGENDA – REGULAR MEETING

November 12, 2015

7:00 p.m.

1. **Call to Order**

2. **Roll Call**

3. **Approval of Agenda**

4. **Approval of Minutes – Regular Meeting of September 17, 2015**

5. **Financial Reports**
   a. Monthly Line Item Budget Report
   b. Suburban Library Allocation Account
   c. Branch Income Report

6. **Director's Report**
   a. **Statistics/Output Measures**
      - Unique Management report
      - Quarterly reports

   b. **Current Projects**
      - Update on the renovation/demolition projects of Busch Library.
      - Site plan approved on October 26
      - Zoning approved on October 28
      - Sign erected on October 30
      - Core borings were performed

   c. **Services**
      - Received a check from SLC in the amount of $788.79 for ProPay credit card transactions from 08/05-08/25/2015.
      - Received a check from SLC in the amount of $1,288.42 for ProPay credit card transactions from 08/26-09/22/2015.
      - City Council approved the purchase of OverDrive in the amount of $11,685.50.

- $22,862.25 was deposited into our fund balance on 9/30/15 from the State of Michigan Department of Education. This was a result of tax revenue lost due to the Renaissance Zone in our area.
- 1st Choice Procurement Solutions, LLC was awarded the periodical bid in the amount of $13,409.73.
- Readsquared was purchased for the 2016 fiscal year Summer Reading Club.
- Pronunciator is now installed and available on our website.
- Lynn Bieszka, Amy Nelson, and Maren Kroening Coppens have completed the necessary applications and are waiting for the final documents to become a Notary Public. Sharon Linsday just received her bond from Insurance and will complete the necessary application.

d. Staffing Issues

- Pamalyn O'Connor accepted the position as Library Technician as of October 1.
- Rebecca DeLiso returned from her medical leave on October 12.
- Susan Heydel will be on medical leave beginning November 19.
- Lynn Bieszka, John Robertson, Amy Nelson, Maren Kroning-Coppens, Paul Konkolesky, Jennifer Lund, and myself attended the MLA Conference.

e. Marketing/Outreach

- eNewsletter update
- Upcoming Events

f. Discussion items

- Zosia Ladak was sworn in on November 2, 2015.
- New FOIA policy will be linked to our website.
- SLC Borrowing Policy
- Lorie Barnwell, the newly elected City Treasurer, will be a Trustee on the Commission.

7. Audience Participation

Members of the audience who would like to address the Library Commission this evening may do so under the Audience portion. You will have 3 (three) minutes to speak.

8. **Action Items**
    - Approval of In-service Day to be held Tuesday, December 15.

9. **Friends of the Warren Public Library**

10. **S.L.C. Report – Frank Pasternak**

11. **Commissioner's Comments**

12. **Next Meeting Date – January 21, 2016**

13. **Adjournment**

WARREN PUBLIC LIBRARY COMMISSION

Regular Meeting

September 17, 2015

1. Call to Order:
The regular meeting was called to order at 7:02 PM by Frank Pasternak.

2. Roll Call:
Commissioners Present: Frank Pasternak, Chris Doebler, Annette Coach, Don McIntosh, Richard Palmer, and Zosia Ladak.

Also Present: Oksana Urban, Warren Library Director and Jacqueline Gartin, City of Warren Attorney.

McIntosh moved to excuse Moceri, supported by Palmer; motion carried by all except Coach.

3. Approval of Agenda:
Doebler moved to approve the agenda; supported by Coach; motion carried.

4. Approval of Minutes—Regular Meeting of May 14, 2015:
With the correction in the number 9 agenda item that the Friends of the Library were *investigating* the purchase of the noted software, Palmer moved to approve the Minutes of the Meeting of May 14, 2015, supported by Coach; motion carried.

5. Reports:
a) Monthly Line Item Budget Report: The Monthly Line Item Budget Reports for 6/01/2015, 7/01/2015, 8/01.2015, and 9/01/2015 were reviewed. In the 9/01/2015 report it was noted that there were several line items that were allocated for the full year. Urban will contact the Controllers Office regarding these discrepancies.

b) Suburban Library Allocation Account: As of August 31, 2015 the Allocation Account balance was $19,493.51. It was noted that additional funds will be required for the purchase of 60 computers, costing $784.65 per computer. Further, there are four used computers plus several monitors still available to be sold at a sales price of $60 per computer and $20 per monitor.

c) Branch Income Report: The 2015 Fiscal Year Revenue Reports were reviewed for the following sources of income to the libraries: Non-Resident,

Unapproved

Copy Machine, DVD, Fines, and Miscellaneous.

Doebler moved to receive and file the Monthly Line Item Budget Reports, the Suburban Library Allocation Account, and the Branch Income Reports, supported by Palmer; motion carried.

6. Director's Report:

a. Statistics/Output Measures:

- Unique Management Report: The Unique Management Services Report, including accumulative totals, was distributed for review. From April, 2009 through June, 2015 cash and material recovered totaled $171,910.39. The total cumulative expenditures paid out were $63,325.85.

b. Current Projects:

- Update on the renovation/demolition projects of the Busch library. The latest designs of the building include changes in the roof design resolving previous concerns. The new design adds on additional 500 sq. ft. to the building.
- It was announced that an open forum discussion will be held on October 1, 2015 at 6:30 PM in the Media center of Fitzgerald High School.

c. Services:

- Received checks from SLC totally $4,051.55 for ProPay credit card transactions from 5/26/2015 through 8/4/2015.

d. Staffing Issues:

- R. DeLiso returned to work after being on leave for over a year. She may need additional physical therapy. She will go to independent medical examiner to determine her ability to perform her job tasks.
- S. Heydel returned to work on 9/1/2015 from S&A. She will return to S&A on 11/19/2015 due to reconstructive surgery. This will result in her being off for 6-9 weeks for recovery.
- K. Czewski resigned from her position as Library Technician July 21, 2015.
- C. Corsi was promoted to Library Maintenance Specialist on August 17, 2015.
- Alicia LaDuke accepted the position as a Library Technician and has begun her training at the Civic Center Library on 9/14/2015. She has a Master Degree in Library Science and works with children's programming.
- Lisa Martin was promoted to Branch Librarian on 8/21/2015.
- Two vacant Library Technician positions are being interview for.
- Therese Bulszewicz, LT. Sub, began training on 6/17/2015.

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- Julia Conn, LT. Sub, began training on 6/18/2015.

- Vicki Bernieri, LT Sub, began training on 6/27/2015.
- Deborah Smith, Branch Librarian Sub, began training on 9/10/2015.
- Relocation of three Branch Librarian Supervisors were identified.
- A staff listing was distributed.

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e. Marketing/Outreach:

- The eNewsletter, which describes the Library services and upcoming library events, will be in the local newspaper that goes to each home in the city.
- Several upcoming library events were identified.
- Lisa Martin assisted in a fund raiser at Barnes and Noble which generated $531.31 for the Friends of the Library. Another fund raising event will be held on December 11, 2015

f. Discussion Items:

- 2015 Penal fines totaling $126,842.03 were received July, 2015. They will go into the Library General Fund.
- The WPL term for the SLC Board expires on September 24, 2015. A representative from Troy will begin October 29, 2015.
- O. Urban, J. Robertson, L. Bieszka, A. Nelson, M. Kroening-Coppens, and P. Konkolesky will be attending the MLA Conference in Novi, Michigan from 10/28/2015 to 10/30/2015. It was indicated that Jennifer Lund will also be attending. The cost is $200 per person.
- Discussions with Partners in Architecture were held regarding the Civic Center Library lighting issues. They determined that switching to LED lights would cost approximately $1,200 per light fixture, and with around 50 fixtures being required, the project would cost approximately $60,000. It was indicated that DDA would be asked to fund the project as it is their building.
- Jarnes Tsakas, Jr. internet pornography issues were discussed. It was stated that if someone sees this taking place the police should be contacted.
- The lobby entrance window at the Miller Library was replaced on 6/10/2015 at a cost of $783.
- The courtyard window at the Miller Library is on order and will be replaced within the next couple of weeks at a cost of $650.

Doebler moved to receive and file the Director's Report, supported by Palmer; motion carried.

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7. **Audience Participation:**
Lucky commented on the need for the library parking lot to be cleaned and trees trimmed.

8. Action Items:
- Closure of Busch Library: It was indicated that there should be an announcement 30 days before closing the library. Doebler made a motion to announce that the Busch Library will close on October 24, 2015, supported by Coach; motion carried.
- Customer Service Policy: McIntosh made a motion to accept the Customer Service Policy, supported by Doebler; motion carried.

9. Friends of the Warren Library:
Urban stated that the Friends of the Warren Library are having a special book sale December 4 and 11, 2015.

10. S.L.C. Report—Frank Pasternak
Pasternak made the following comments: The Romeo and Washington Twp. Libraries have still not settled their disagreements. Shelby Twp. is looking for a new library. A new book delivery contract has been agreed upon. The SLC is financially solid.

11. **Commissioner's Comments:**
Doebler indicated he would not be available for the scheduled November 19, 2015 Regular Library Commission Meeting. All agreed to pull ahead the Meeting to November 12, 2015.
Coach asked the status of the Library Policy Manual. Urban indicated that it is still being worked on as it seems to be in a constant state of changing.

12. Next Meeting Date—November 12, 2015 at 7:00 PM

13. Adjournment:
Doebler moved to adjourn the meeting at 8:47 PM, supported by Palmer; motion carried.

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Donald J. McIntosh, Secretary

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Unapproved

Unapproved

SUMMARY STATEMENT OF BUDGET, EXPENDITURES, AND ENCUMBRANCES

CITY OF WARREN-LIBRARY

PERIOD 07/01/15 - 06/30/16

as of 11/01/2015

			BUDGETED	CURRENT BUDGET	YTD EXPENDITURE	YTD ENCUMBERED	YTD UNENCUMBERED	% REMAINING
9271	70300	APPOINTED OFFICIAL	94,949.00	94,949.00	31,528.45		63,420.55	66.79%
9271	70600	PERMANENT EMPLOYEES	1,222,984.00	1,222,984.00	309,214.69		913,769.31	74.72%
9271	70714	PERM. PART-TIME	324,900.00	324,900.00	95,759.68		229,140.32	70.53%
9271	70900	OVERTIME	22,150.00	22,150.00	4,339.42		17,810.58	80.41%
9271	71000	SHIFT PREMIUM	11,650.00	11,650.00	28.88		11,621.12	99.75%
9271	71302	EDUCATION ALLOWANCE	7,600.00	7,600.00	7,300.00		300.00	3.95%
9271	71500	SOCIAL SECURITY	131,013.00	131,013.00	34,682.18		96,330.82	73.53%
9271	71900	EMPLOYEE INS.	386,398.00	386,398.00	57,174.46		329,223.54	85.20%
9271	71904	RETIREE HEALTH INS.	353,893.00	353,893.00	115,228.00		238,665.00	67.44%
9271	71905	H.S.A. EXPENSE			1,863.97		(1,863.97)	
9271	71906	SUPPL LIFE INSURANCE EXP			305.88		(305.88)	
9271	71907	HEALTH INSURANCE CO-PAY						
9271	72100	LONGEVITY	28,348.00	28,348.00	10,505.05		17,842.95	62.94%
9271	72200	RETIREMENT	522,018.00	522,018.00	137,068.00		384,950.00	73.74%
9271	72201	DEFINED CONTRIBUTION EXP			27,192.48		(27,192.48)	
9271	72700	OFFICE SUPPLIES	72,916.00	72,916.00	15,335.72	4,337.98	53,242.30	73.02%
9271	72702	COPY MACHINE EXP.	15,000.00	15,000.00	3,039.54	1,896.46	10,064.00	67.09%
9271	80100	CONTRACTUAL SERVICES	87,820.00	87,820.00	23,441.13	39,338.65	25,040.22	28.51%
9271	80117	COOPERATIVE SERVICES	170,000.00	170,000.00	68,873.00		101,127.00	59.49%
9271	80130	CO-OP SERVICES-INDIR AID	39,600.00	39,600.00	-		39,600.00	100.00%
9271	80200	POSTAGE	2,000.00	2,000.00	368.93	218.85	1,412.22	70.61%
9271	80301	UNEMPLOYMENT COSTS			-			
9271	82201	DIGITAL VIDEO DISCS	7,000.00	7,000.00	1,251.65	25.97	5,722.38	81.75%
9271	82202	LIBRARY CIRCULATING MAT	41,000.00	41,000.00	7,920.94		33,079.06	80.68%
9271	82207	PERIODICALS	17,000.00	17,000.00	74.57		16,925.43	99.56%
9271	85300	TELEPHONE	10,000.00	10,000.00	2,023.21		7,976.79	79.77%
9271	86100	MILEAGE	2,000.00	2,000.00	60.02		1,939.98	97.00%
9271	86300	AUTO EXPENSE	3,000.00	3,000.00	253.21		2,746.79	91.56%
9271	86400	CONFERENCES-WRKSHOP	8,000.00	8,000.00	2,128.00	30.00	5,842.00	73.03%
9271	90200	BOOK BINDING	100.00	100.00	-		100.00	100.00%
9271	91000	INSURANCE/BONDS	35,900.00	35,900.00	11,966.68		23,933.32	66.67%
9271	92000	PUBLIC UTILITIES	220,000.00	220,000.00	47,182.03		172,817.97	78.55%
9271	93000	REPAIRS & MAINTENANCE	36,000.00	36,000.00	6,008.55	4,703.73	25,287.72	70.24%
9271	95000	ADMINISTRATIVE COSTS	219,100.00	219,100.00	73,033.32		146,066.68	66.67%
9271	96401	REF TAX PD UND PROTEST			-			
9271	96470	BUILDING AUTHORITY BONDS	122,250.00	122,250.00	108,422.81		13,827.19	11.31%
9271	96850	ACCUMULATED SICK LEAVE						
9271	96855	ACCUMULATED COMP TIME						
9271	97400	CAPITAL IMPROVEMENTS	1,922,000.00	1,922,000.00			1,922,000.00	100.00%
9271	97700	PROPERTY ACQUISITION						
9271	98000	OFFICE EQUIPMENT	72,100.00	72,100.00	-		72,100.00	100.00%
9271	98200	BOOKS	317,000.00	317,000.00	32,988.91	11,873.50	272,137.59	85.85%
9271	99000	EST UNCOL TAXES					-	
		TOTAL	**6,525,689.00**	**6,525,689.00**	**1,236,563.36**	**62,425.14**	**5,226,700.50**	**80.09%**

SUMMARY STATEMENT OF BUDGET, EXPENDITURES, AND ENCUMBRANCES

CITY OF WARREN-LIBRARY

PERIOD 07/01/15 - 06/30/16

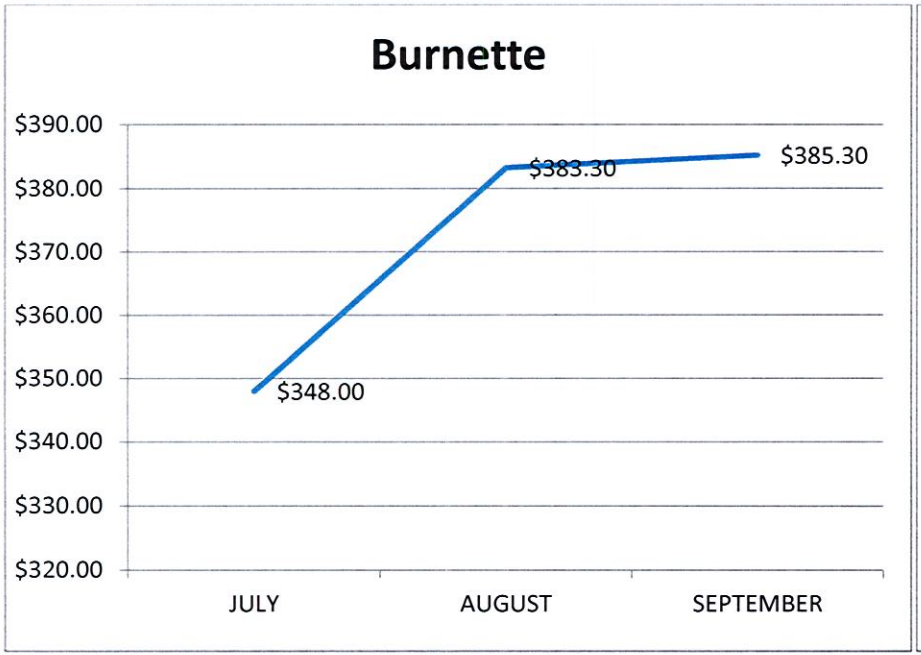
as of 10/01/2015

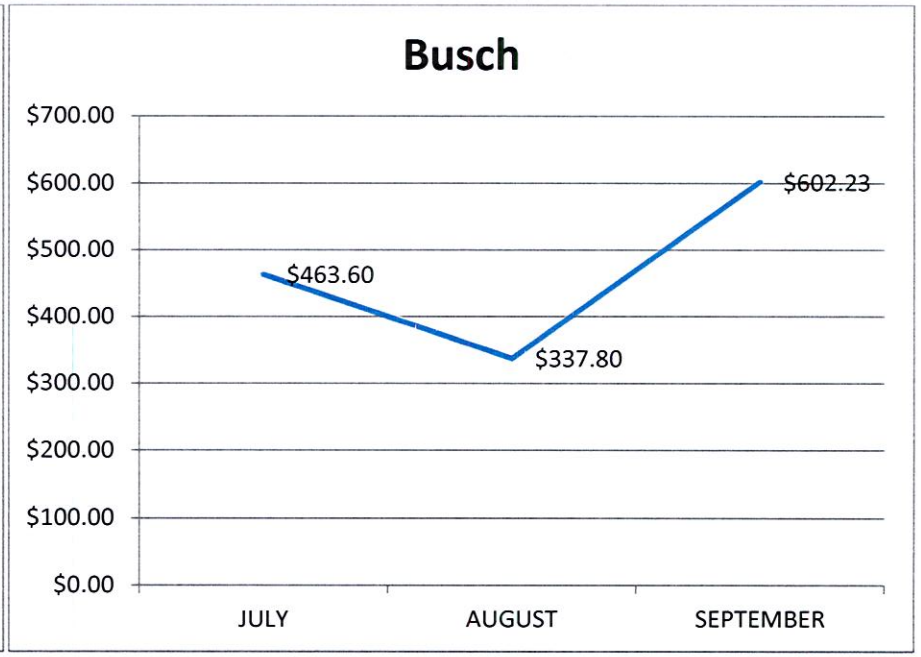
			BUDGETED	CURRENT BUDGET	YTD EXPENDITURE	YTD ENCUMBERED	YTD UNENCUMBERED	% REMAINING
9271	70300	APPOINTED OFFICIAL	94,949.00	94,949.00	24,280.53		70,668.47	74.43%
9271	70600	PERMANENT EMPLOYEES	1,222,984.00	1,222,984.00	232,377.97		990,606.03	81.00%
9271	70714	PERM. PART-TIME	324,900.00	324,900.00	74,657.72		250,242.28	77.02%
9271	70900	OVERTIME	22,150.00	22,150.00	3,824.70		18,325.30	82.73%
9271	71000	SHIFT PREMIUM	11,650.00	11,650.00	28.88		11,621.12	99.75%
9271	71302	EDUCATION ALLOWANCE	7,600.00	7,600.00	7,300.00		300.00	3.95%
9271	71500	SOCIAL SECURITY	131,013.00	131,013.00	26,715.70		104,297.30	79.61%
9271	71900	EMPLOYEE INS.	386,398.00	386,398.00	54,421.90		331,976.10	85.92%
9271	71904	RETIREE HEALTH INS.	353,893.00	353,893.00	115,228.00		238,665.00	67.44%
9271	71905	H.S.A. EXPENSE			1,348.94		(1,348.94)	
9271	71906	SUPPL LIFE INSURANCE EXP			266.20		(266.20)	
9271	71907	HEALTH INSURANCE CO-PAY						
9271	72100	LONGEVITY	28,348.00	28,348.00	10,505.05		17,842.95	62.94%
9271	72200	RETIREMENT	522,018.00	522,018.00	137,068.00		384,950.00	73.74%
9271	72201	DEFINED CONTRIBUTION EXP			20,663.58		(20,663.58)	
9271	72700	OFFICE SUPPLIES	72,916.00	72,916.00	14,004.05	5,527.15	53,384.80	73.21%
9271	72702	COPY MACHINE EXP.	15,000.00	15,000.00	2,500.34	2,435.66	10,064.00	67.09%
9271	80100	CONTRACTUAL SERVICES	87,820.00	87,820.00	20,026.45	42,245.75	25,547.80	29.09%
9271	80117	COOPERATIVE SERVICES	170,000.00	170,000.00	37,870.00		132,130.00	77.72%
9271	80130	CO-OP SERVICES-INDIR AID	39,600.00	39,600.00	-		39,600.00	100.00%
9271	80200	POSTAGE	2,000.00	2,000.00	352.80	234.98	1,412.22	70.61%
9271	80301	UNEMPLOYMENT COSTS			-			
9271	82201	DIGITAL VIDEO DISCS	7,000.00	7,000.00	1,251.65		5,748.35	82.12%
9271	82202	LIBRARY CIRCULATING MAT	41,000.00	41,000.00	7,716.03		33,283.97	81.18%
9271	82207	PERIODICALS	17,000.00	17,000.00	74.57		16,925.43	99.56%
9271	85300	TELEPHONE	10,000.00	10,000.00	1,885.07		8,114.93	81.15%
9271	86100	MILEAGE	2,000.00	2,000.00	50.64		1,949.36	97.47%
9271	86300	AUTO EXPENSE	3,000.00	3,000.00	131.00		2,869.00	95.63%
9271	86400	CONFERENCES-WRKSHOP	8,000.00	8,000.00	2,128.00		5,872.00	73.40%
9271	90200	BOOK BINDING	100.00	100.00	-		100.00	100.00%
9271	91000	INSURANCE/BONDS	35,900.00	35,900.00	11,966.68		23,933.32	66.67%
9271	92000	PUBLIC UTILITIES	220,000.00	220,000.00	34,114.98		185,885.02	84.49%
9271	93000	REPAIRS & MAINTENANCE	36,000.00	36,000.00	5,209.04	3,260.49	27,530.47	76.47%
9271	95000	ADMINISTRATIVE COSTS	219,100.00	219,100.00	73,033.32		146,066.68	66.67%
9271	96401	REF TAX PD UND PROTEST			-			
9271	96470	BUILDING AUTHORITY BONDS	122,250.00	122,250.00	108,422.81		13,827.19	11.31%
9271	96850	ACCUMULATED SICK LEAVE						
9271	96855	ACCUMULATED COMP TIME						
9271	97400	CAPITAL IMPROVEMENTS						
9271	97700	PROPERTY ACQUISITION						
9271	98000	OFFICE EQUIPMENT	72,100.00	72,100.00	-		72,100.00	100.00%
9271	98200	BOOKS	317,000.00	317,000.00	32,368.71		284,631.29	89.79%
9271	99000	EST UNCOL TAXES					-	
		TOTAL	**4,603,689.00**	**4,603,689.00**	**1,061,793.31**	**53,704.03**	**3,488,191.66**	**75.77%**

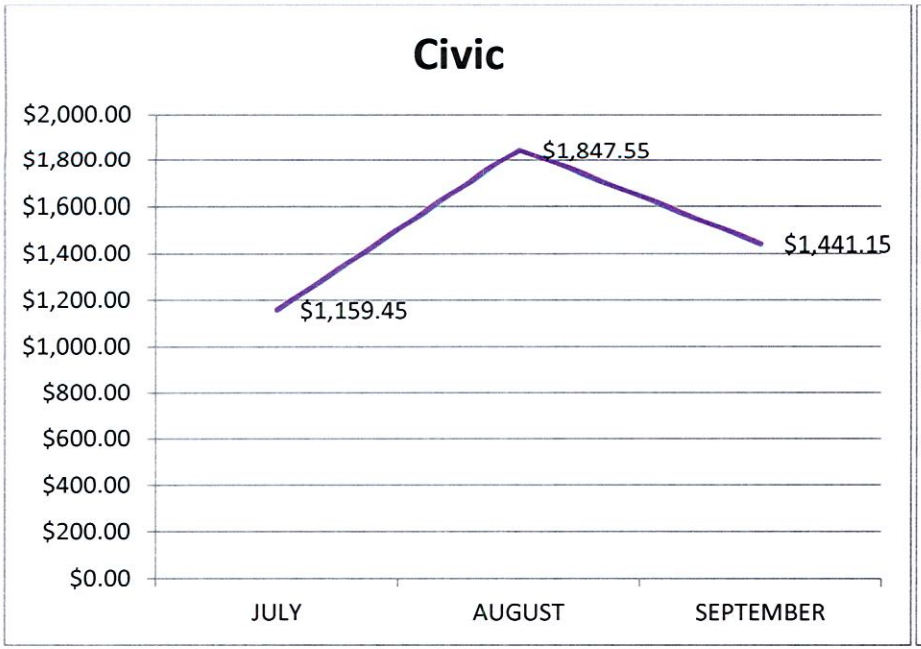
SUBURBAN LIBRARY COOPERATIVE
CENTRALIZED PURCHASING EXPENSE REPORT
(10/1/2014 – 11/02/2015)

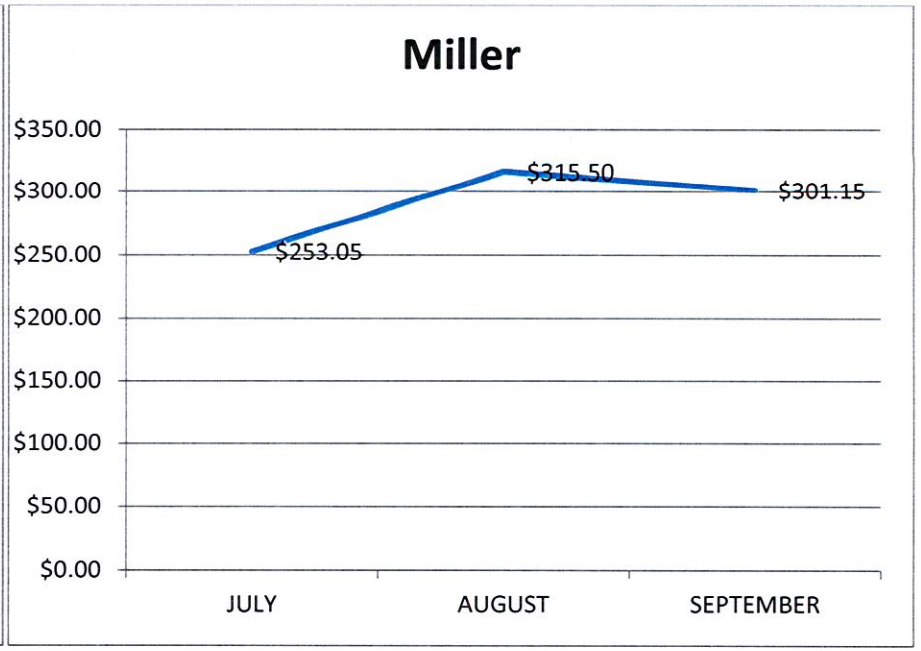
Beginning Balance	**19,493.51**
Purchase Readsquared for SRC	1,525.00
Purchase Pronunciator for 2015-16	2,350.00
Purchase crates for storage of WDB collection (freight charge only)	216.00
J. Robertson reimbursement for Digipalooza Conference	567.78
O. Urban reimbursement for meeting	9.21
Funds deposited for sale of used computers	600.00
Ending Balance	**15,425.52**

Copy Machine Revenue 2015-2016

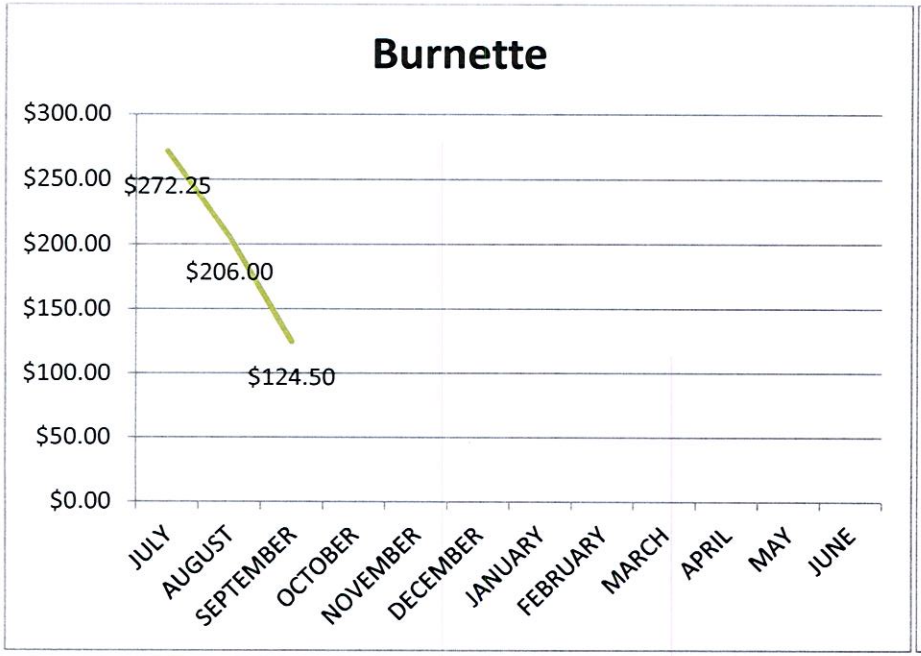


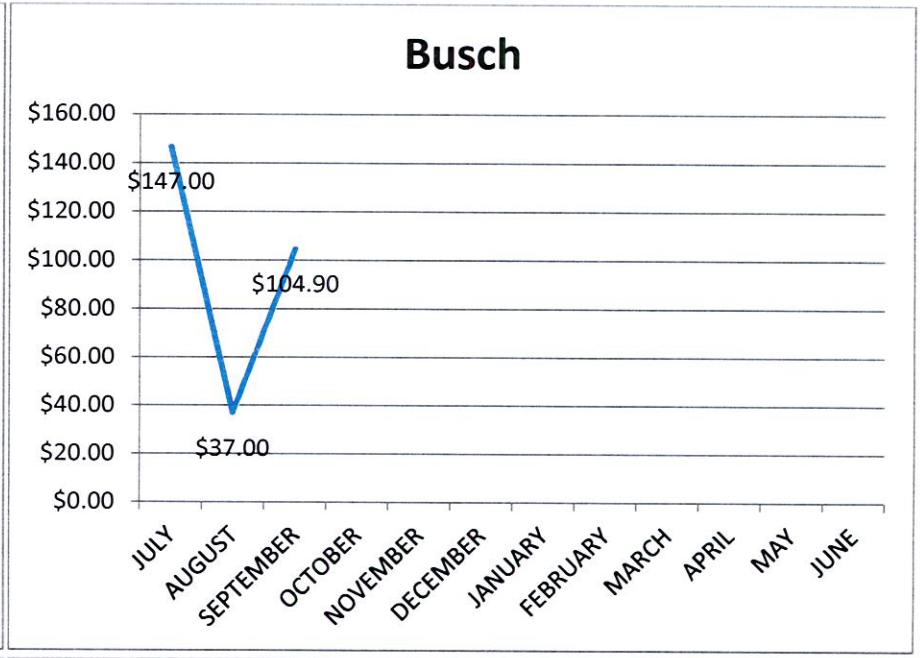


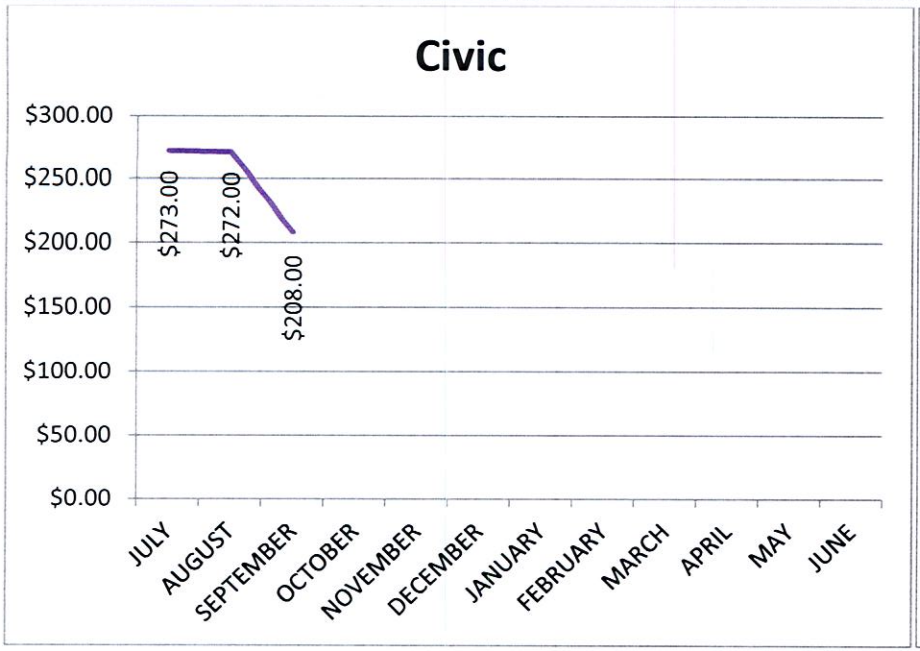


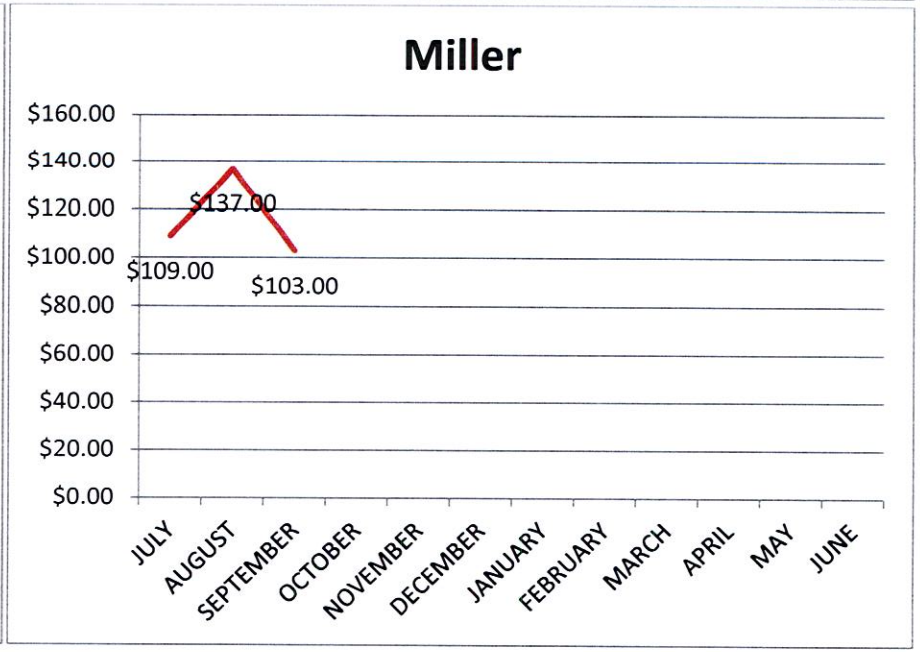


DVD Revenue 2015-2016 Fiscal Year

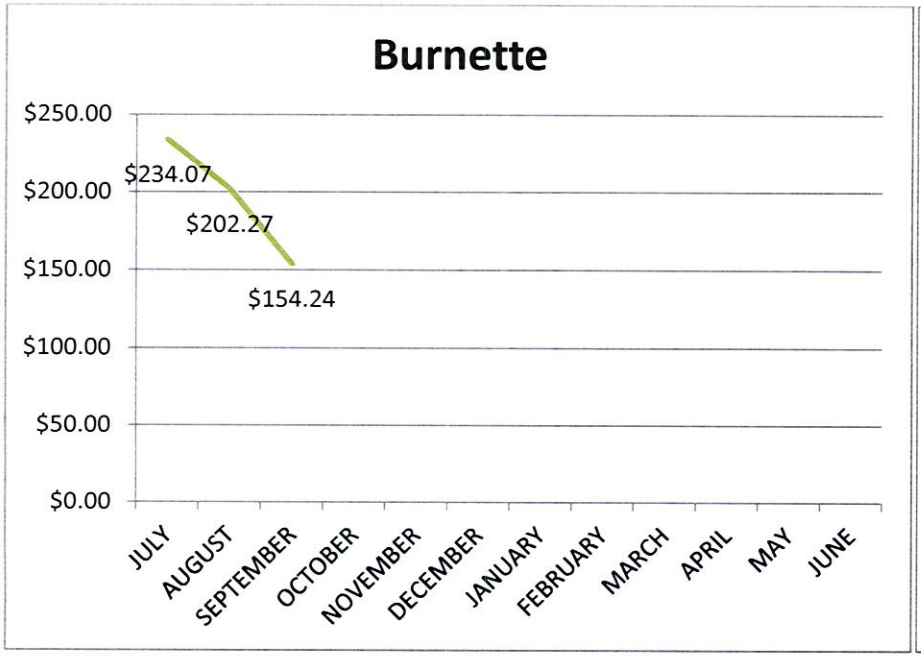


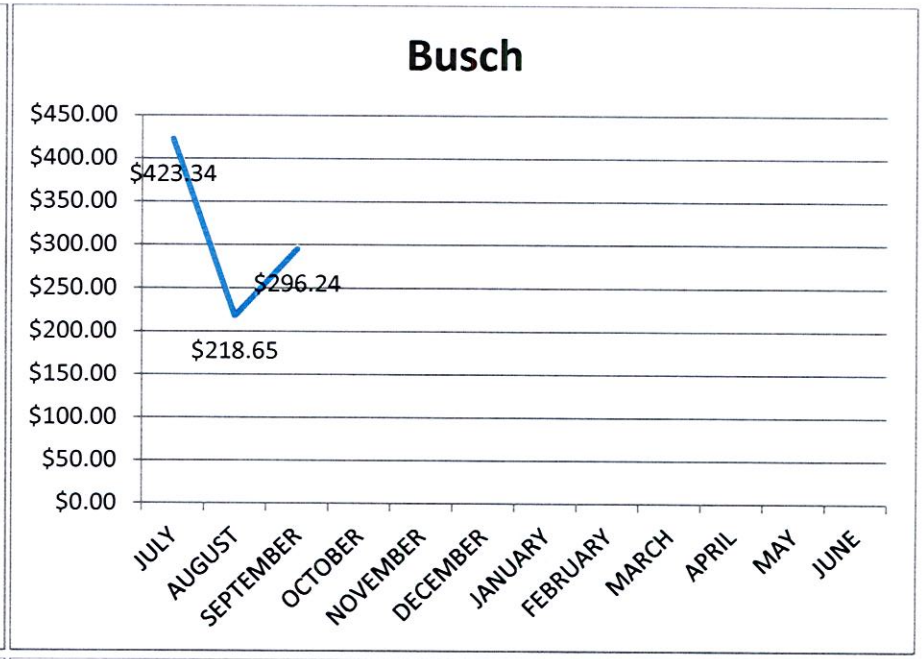


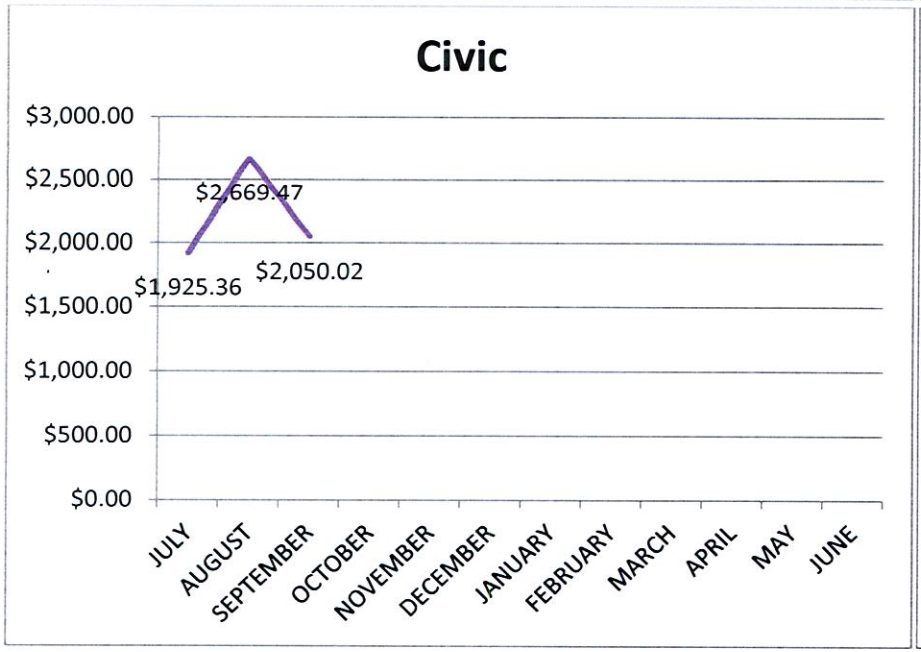


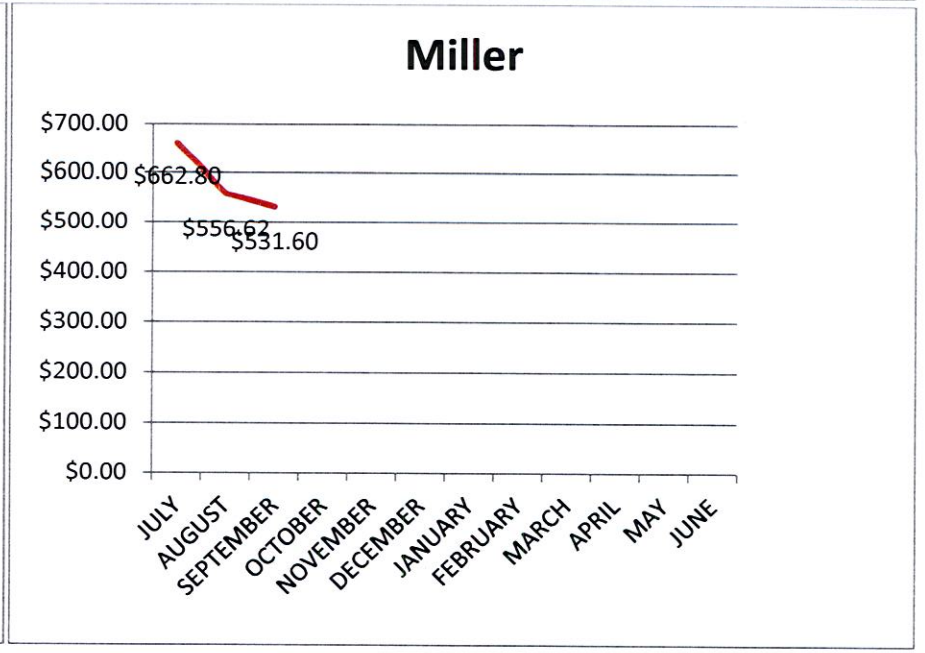


Fines Revenue 2015-2016 Fiscal Year

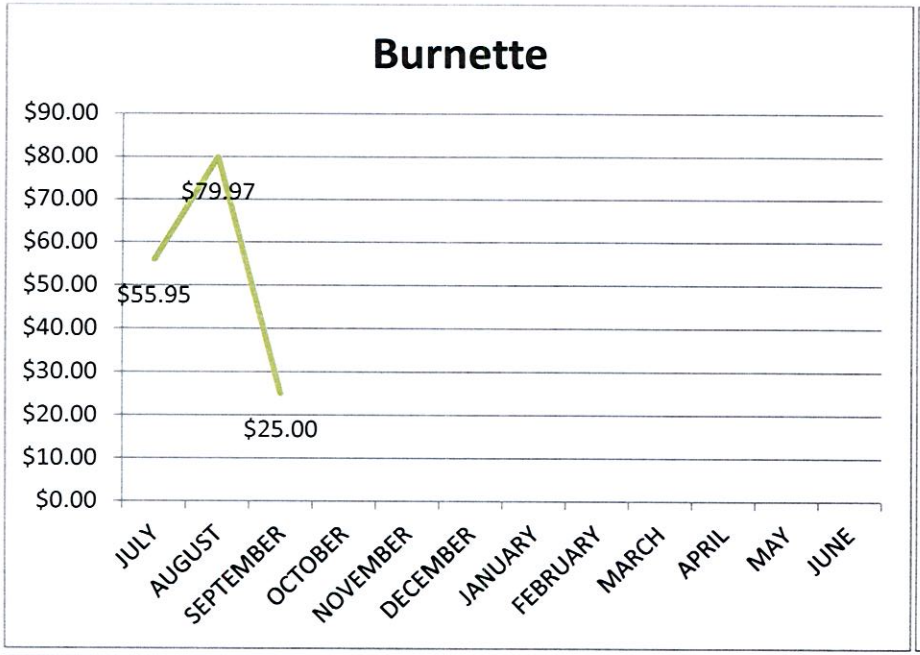


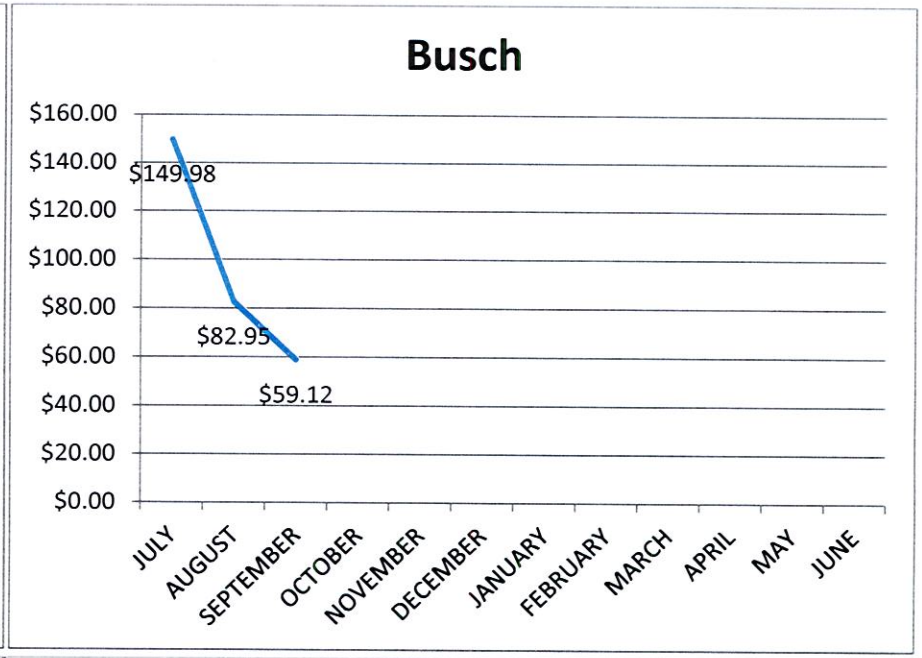


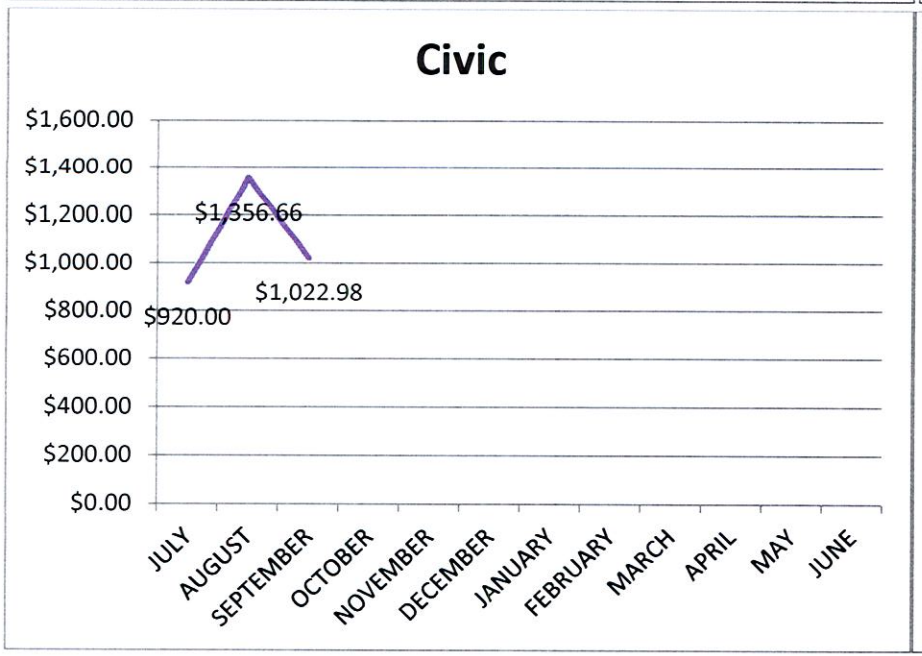


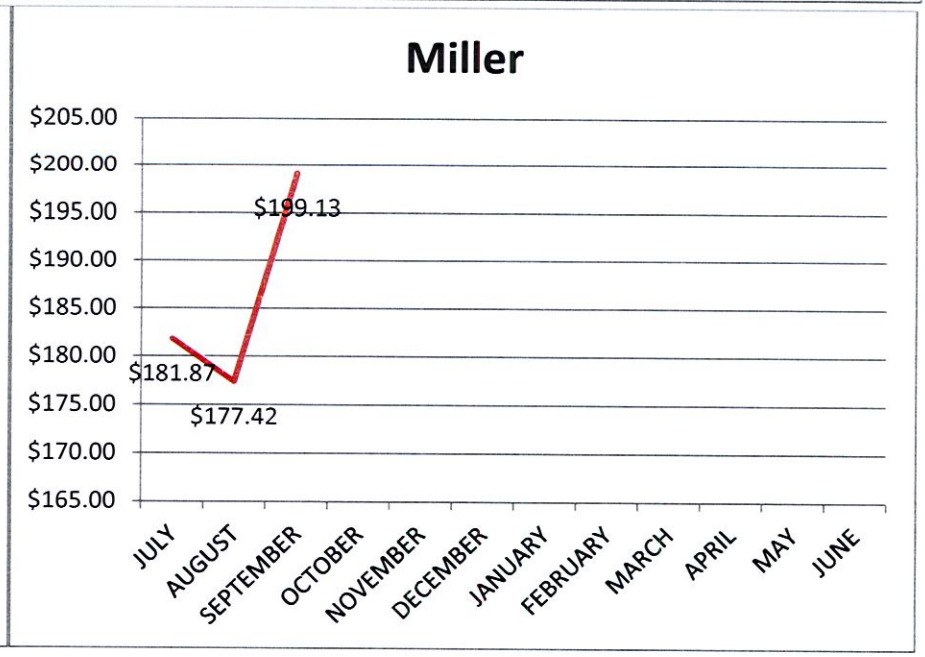


Lost Revenue 2014-2015 Fiscal Year

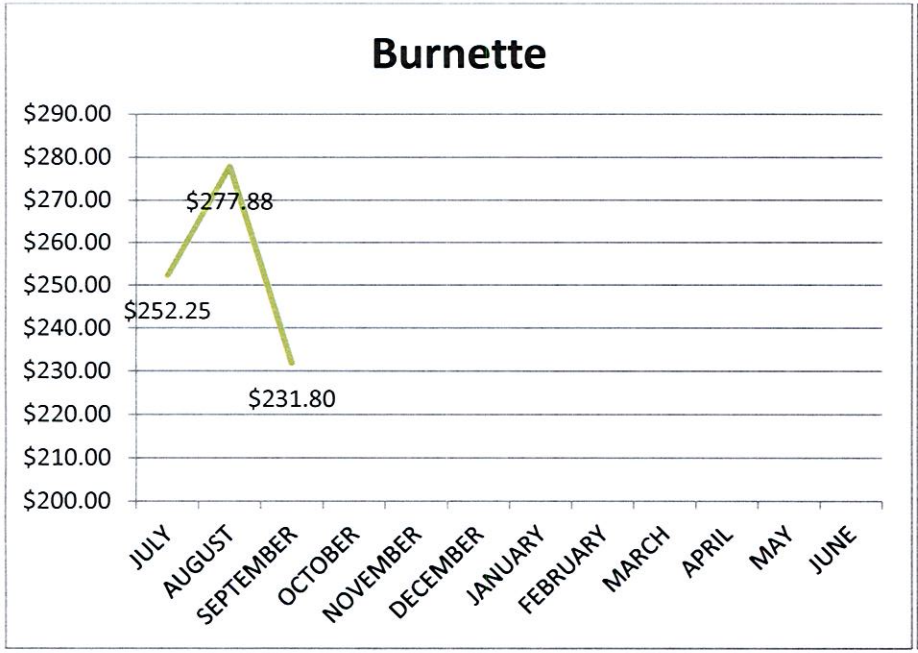


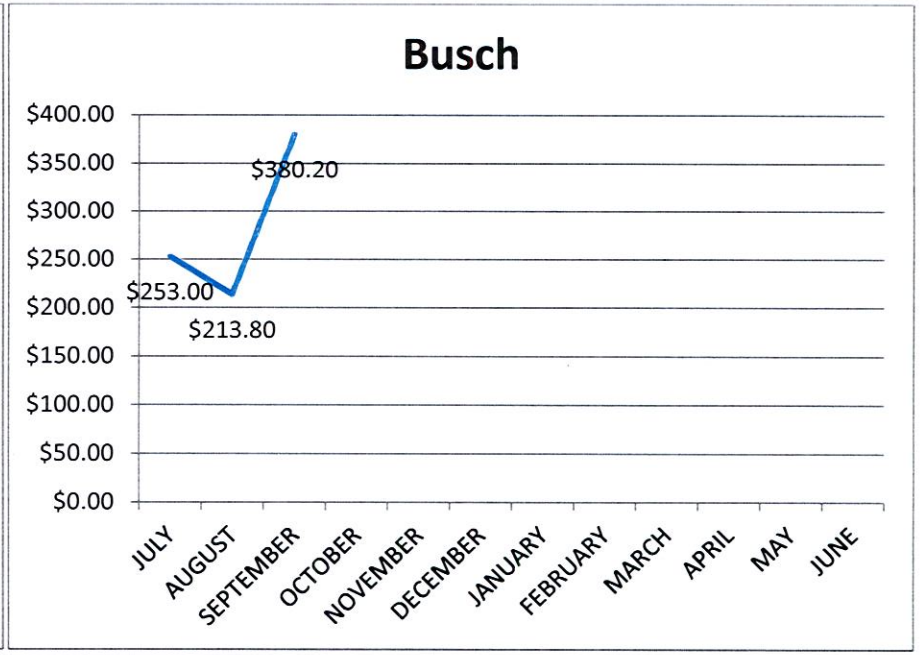


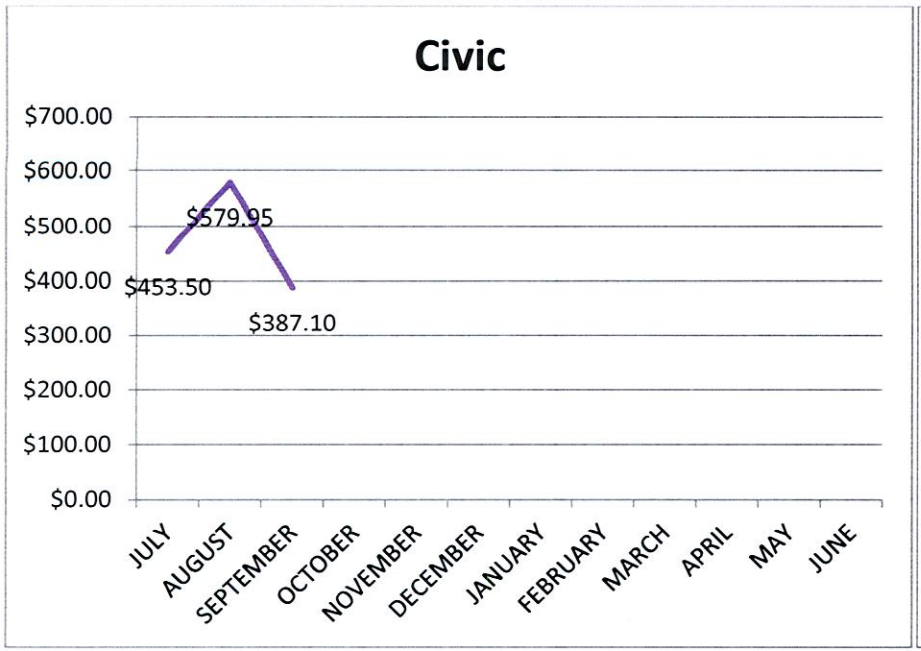


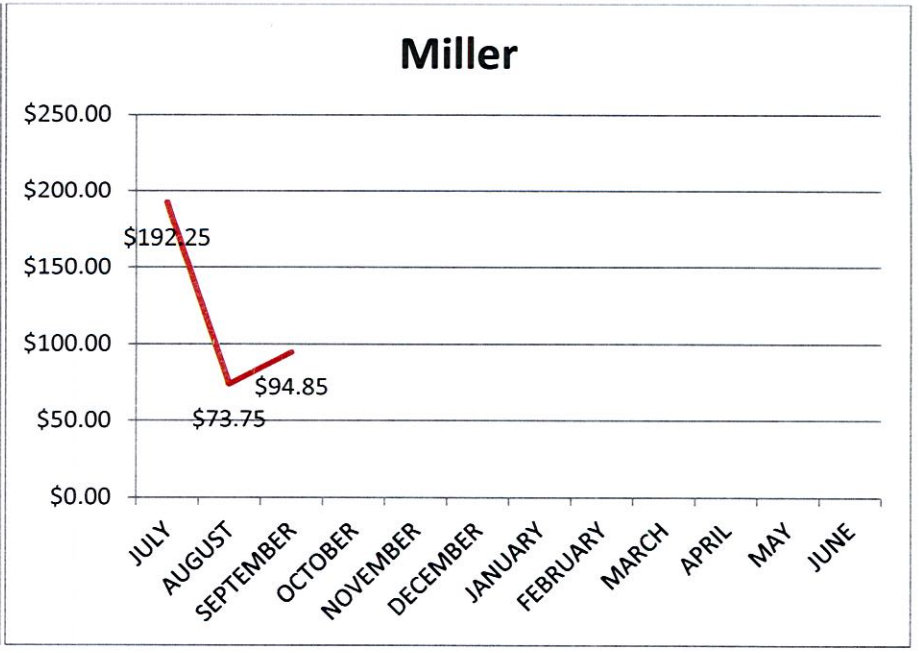


Miscellaneous Revenue 2015-2016 Fiscal Year

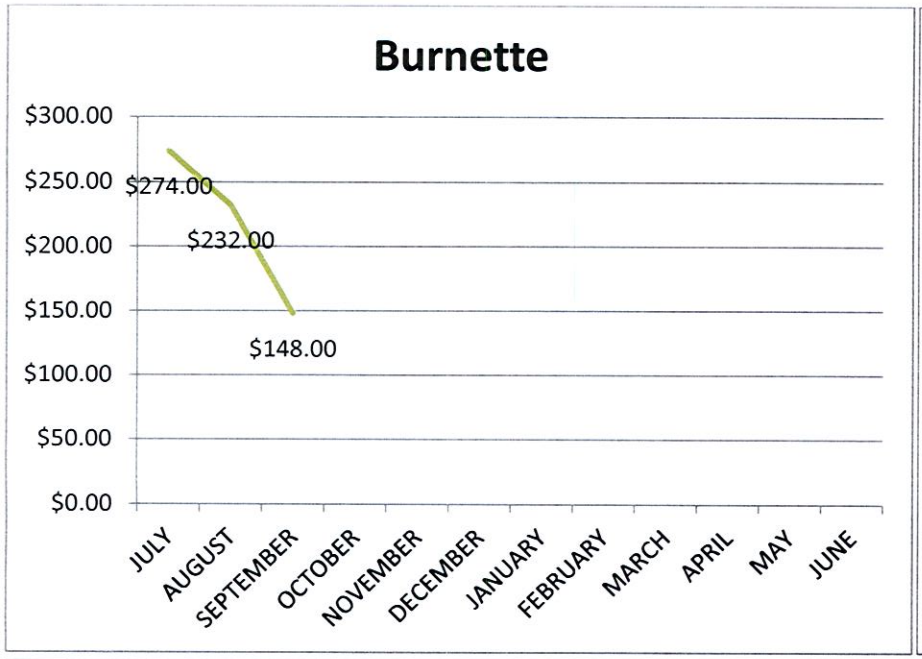


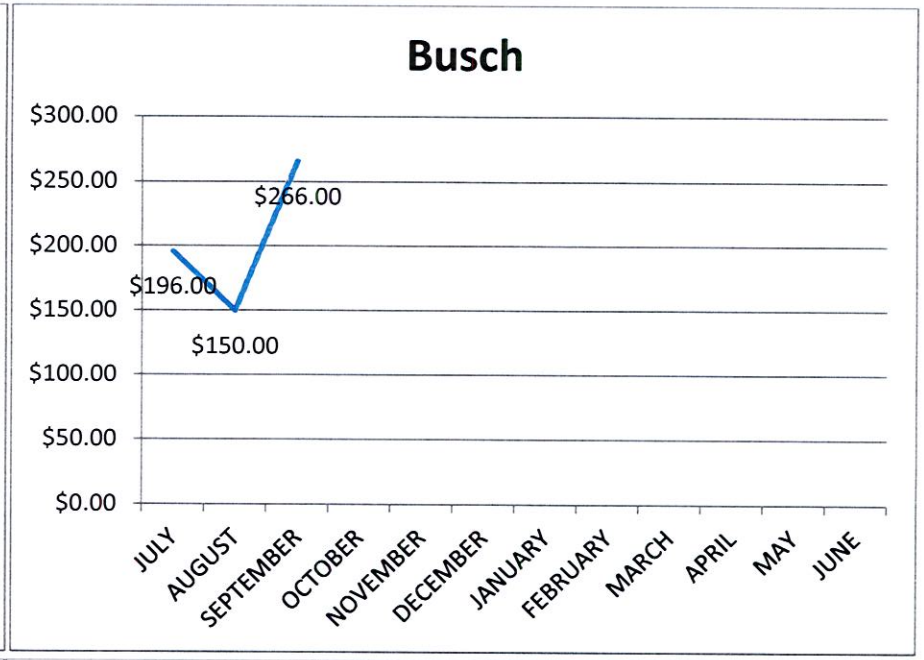


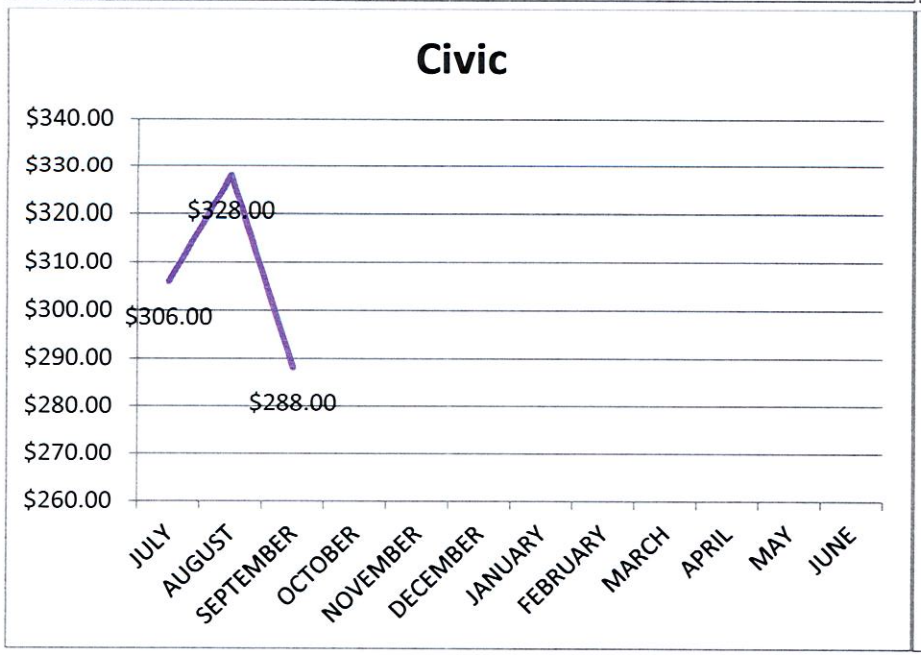


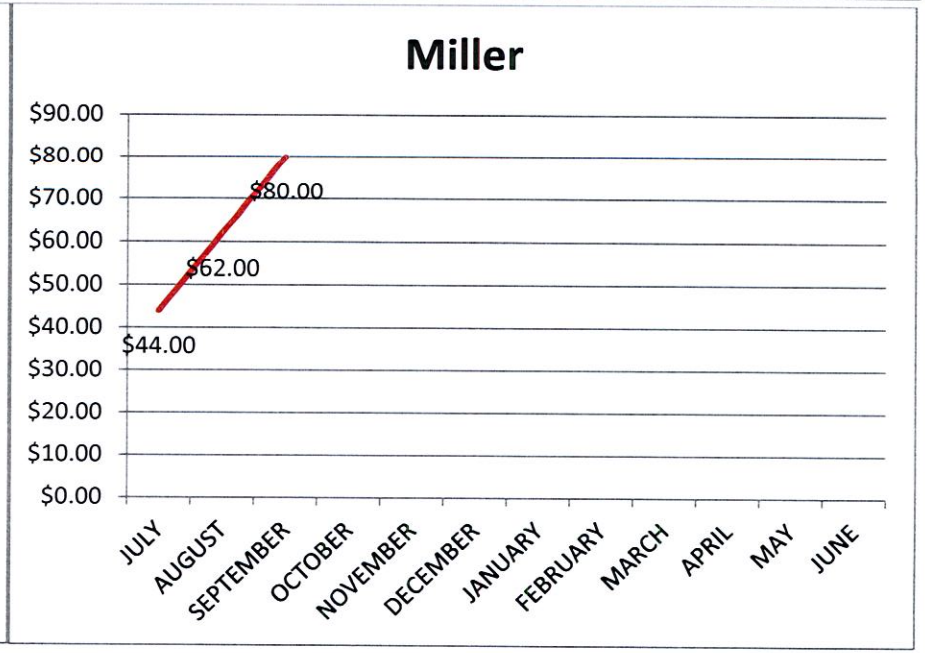


Non-Resident Revenue 2015-2016 Fiscal Year









Unique Management Services, Inc.

	4/09-4/10	5/10-4/11	5/11-4/12	5/12-12/12	01/13-6/13	TOTAL
Accounts Submitted	2,197	1,004	1,057	658	434	**5,350**
Cash Recovered	$17,798.30	$13,615.29	$15,133.86	$8,338.32	$8,268.93	**$63,154.70**
Materials Recovered	$17,528.07	$12,713.89	$12,033.44	$8,712.40	$4,320.45	**$55,308.25**
Waived Amount*	$4,500.80	$4,283.54	$3,976.66	$2,824.75	$1,543.03	**$17,128.78**
Expenditures	$19,663.15	$8,985.80	$9,460.15	$5,889.10	$3,866.40	**$47,864.60**

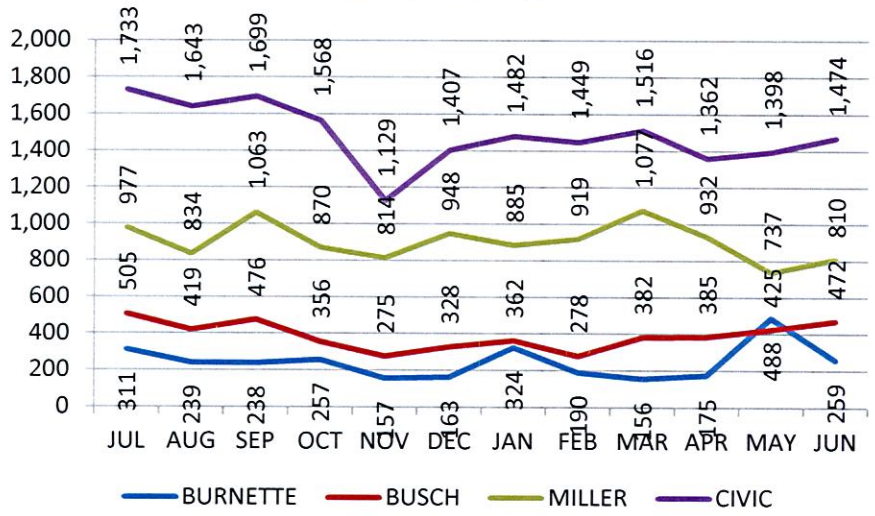
	2014 Fiscal Year				2015 Fiscal Year		
	TOTAL	7/13-12/13	1/14-6/14	TOTAL	7/14-12/14	1/15-6/15	TOTAL
Accounts Submitted	**5,350**	512	430	**6,292**	444	334	**7,070**
Cash Recovered	**$63,154.70**	$5,973.37	$6,774.73	**$75,902.80**	$6,493.74	$10,338.90	**$92,735.44**
Materials Recovered	**$55,308.25**	$7,323.66	$5,837.80	**$68,469.71**	$6,398.06	$4,307.18	**$79,174.95**
Waived Amount*	**$17,128.78**	$1,821.49	$2,202.99	**$21,153.26**	$2,802.14	$2,290.95	**$26,246.35**
Expenditures	**$47,864.60**	$4,582.40	$4,054.35	**$56,501.35**	$3,723.20	$3,101.30	**$63,325.85**

Unique Management Services, Inc.

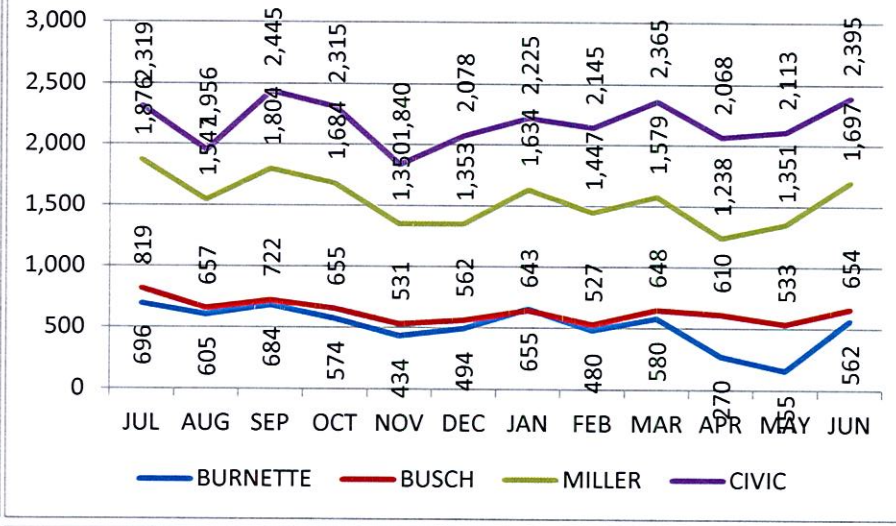
	2016 Fiscal Year				2017 Fiscal Year			
	TOTAL	7/17-12/14	1/15-6/15	TOTAL	7/15-12/15	1/16-6/16		TOTAL
Accounts Submitted	**7,070**	248		**7,318**				
Cash Recovered	**$92,735.44**	$4,136.67		**$96,872.11**				
Materials Recovered	**$79,174.95**	$4,430.57		**$83,605.52**				
Waived Amount*	**$26,249.35**	$1,291.55		**$27,540.90**				
Expenditures	**$63,325.85**	$3,114.60		**$66,440.45**				

* Waived amount reflects the $5.00 processing fee that is cancelled once the patron returns the materials or pays for the lost item.

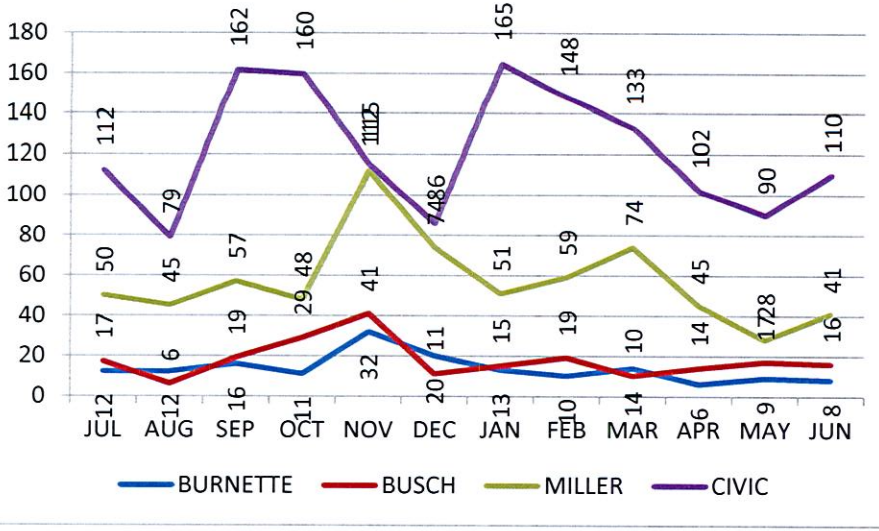
Items Received from SLC 2014-2015



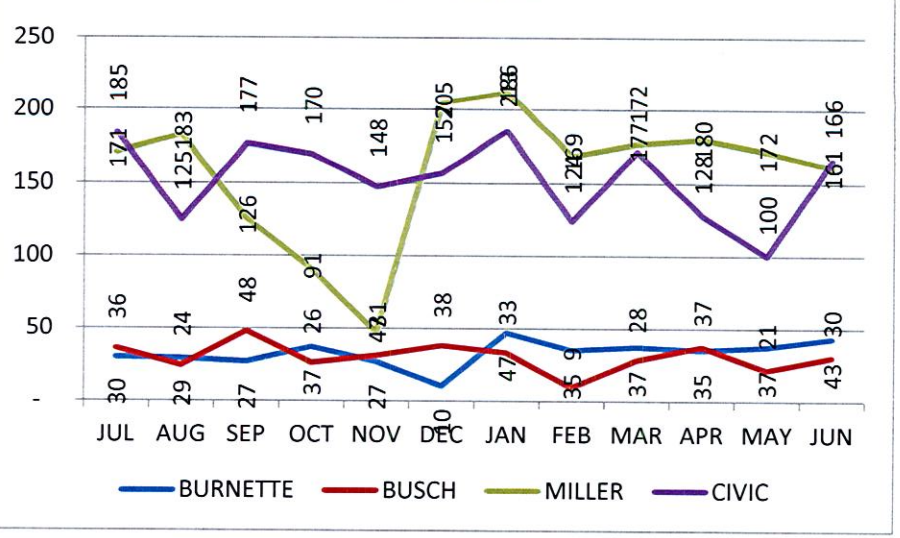
Items Loaned to SLC 2014-2015

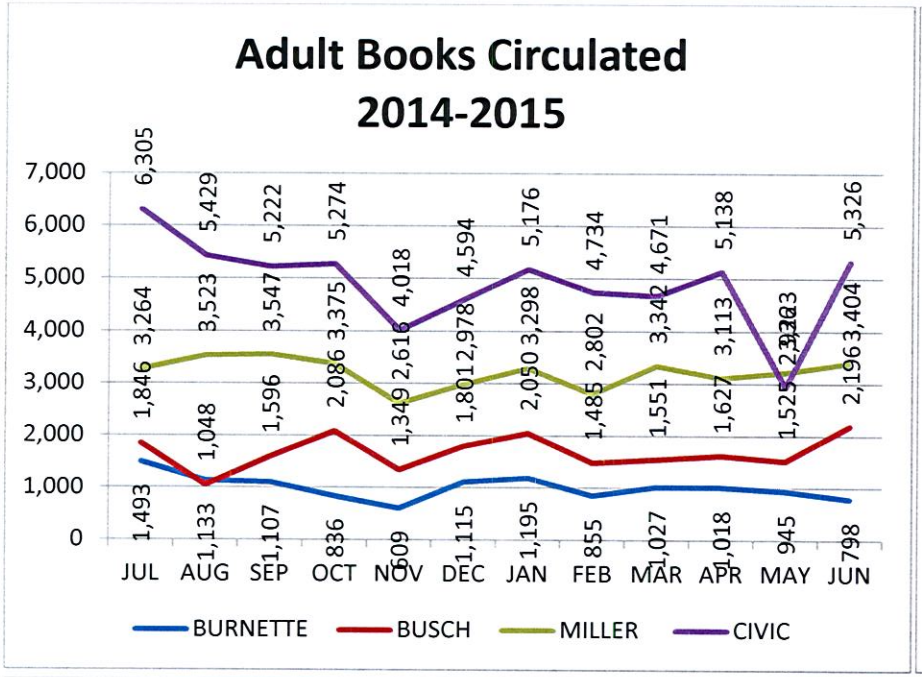


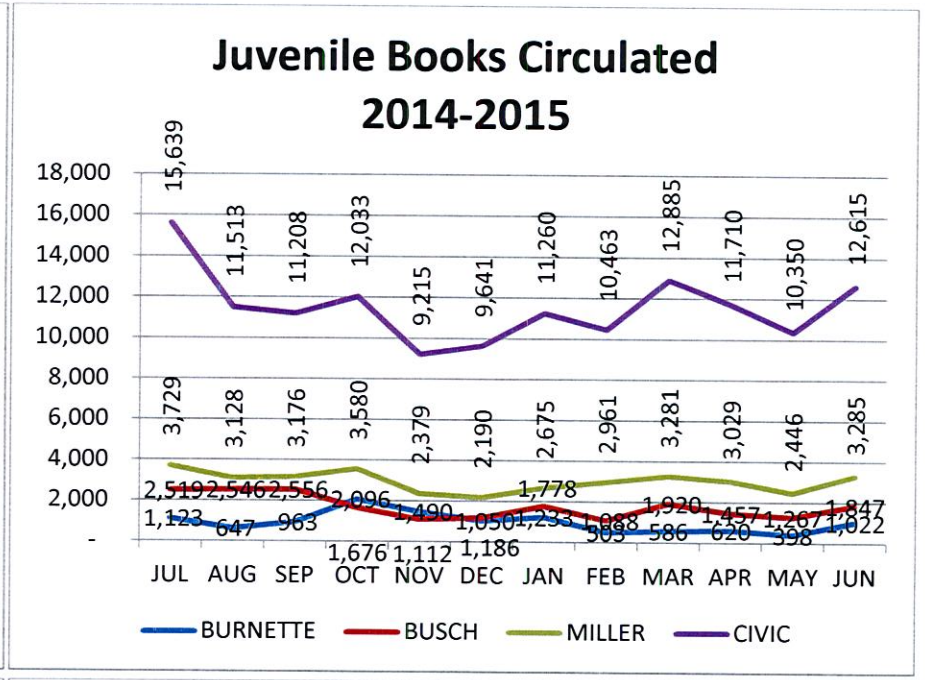
Items Received from MeL 2014-2015

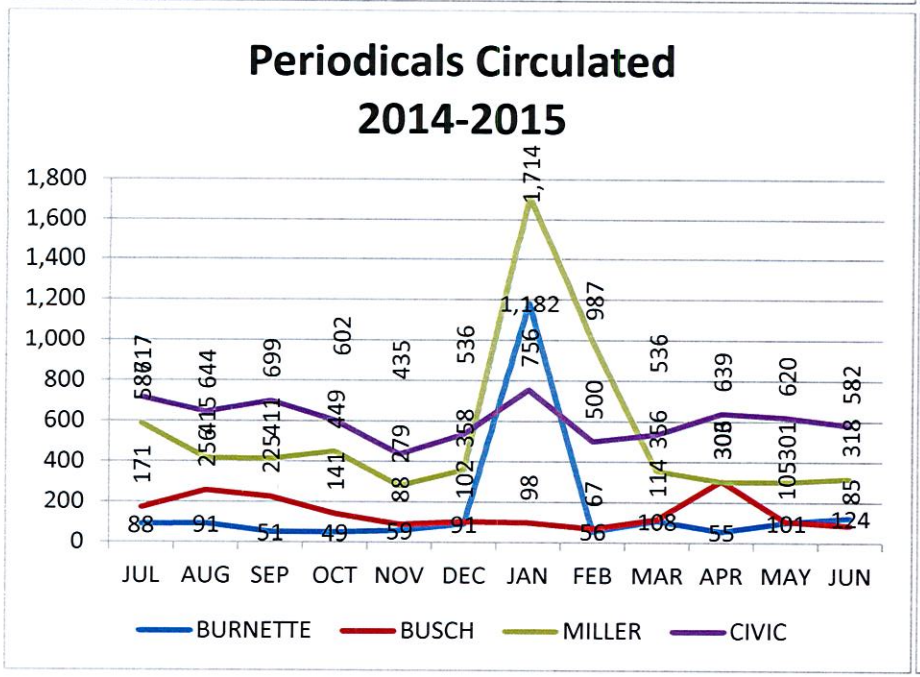


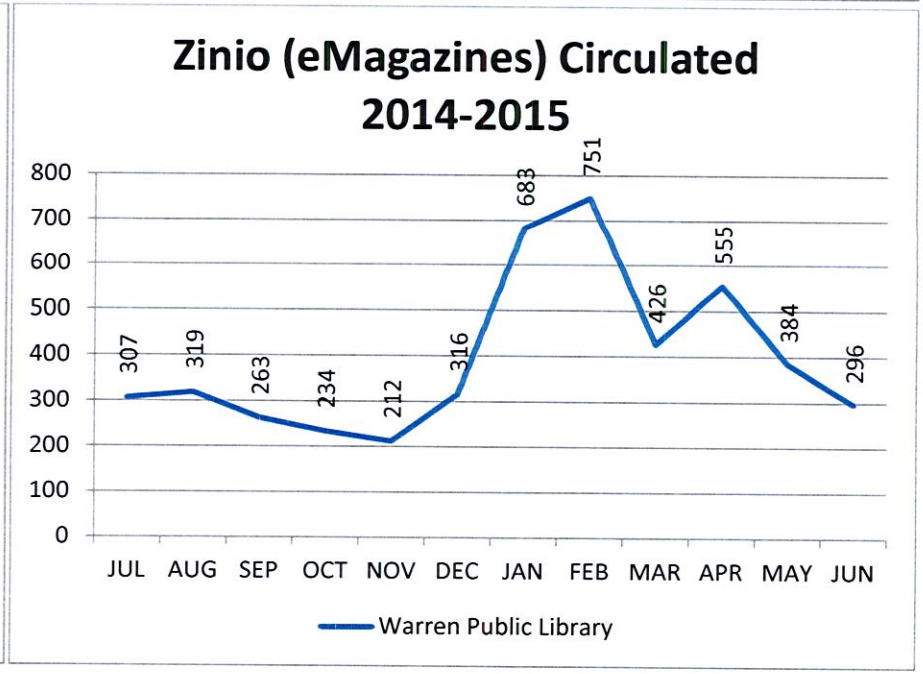
Items Sent to MeL 2014-2015



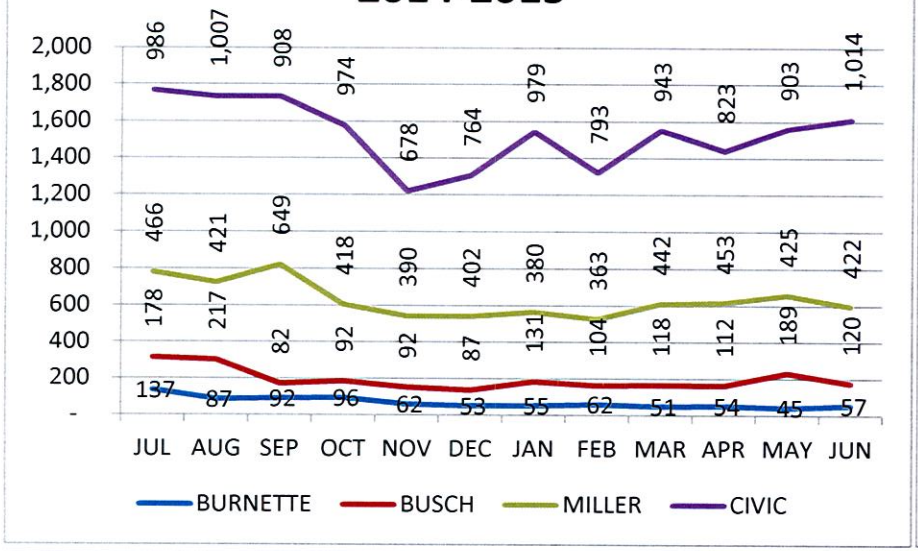

Adult Books Circulated
2014-2015
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC


Juvenile Books Circulated
2014-2015
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC

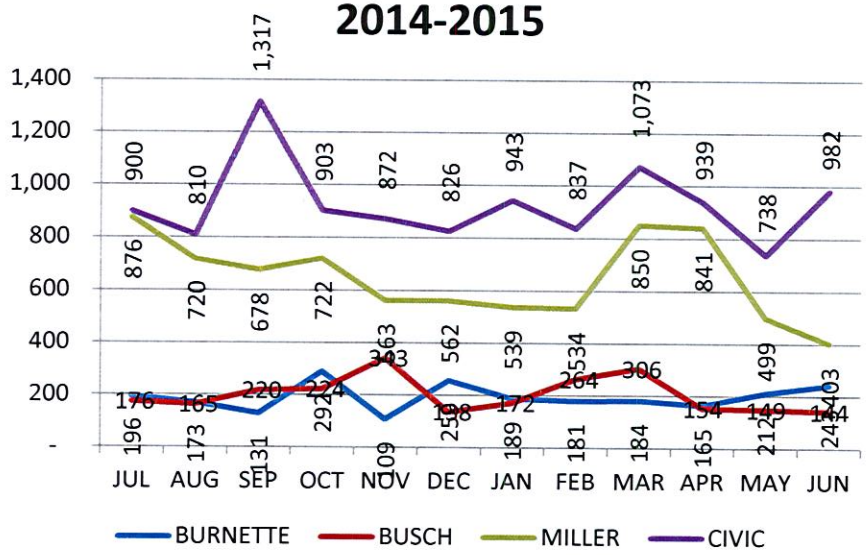

Periodicals Circulated
2014-2015
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC


Zinio (eMagazines) Circulated
2014-2015
800
700
600
500
400
300
200
100
0
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
Warren Public Library

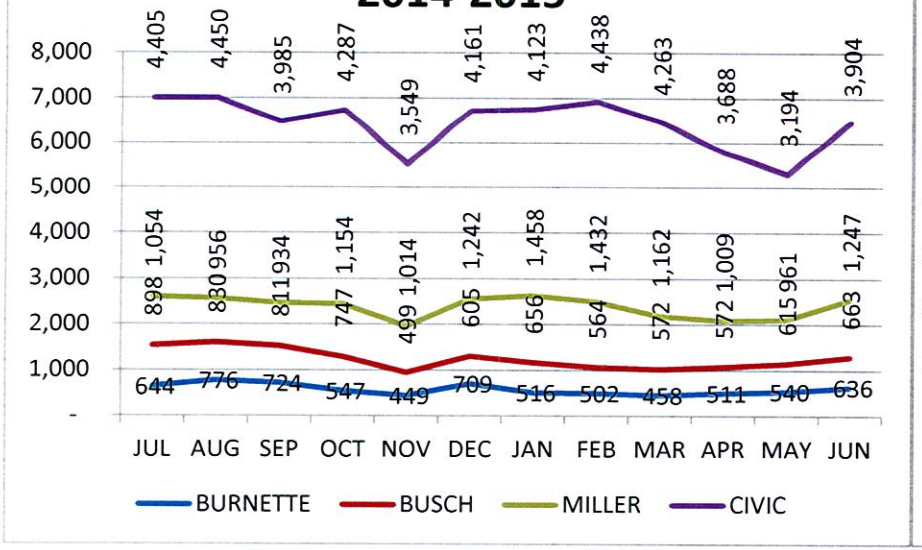
Audiocassettes Circulated 2014-2015



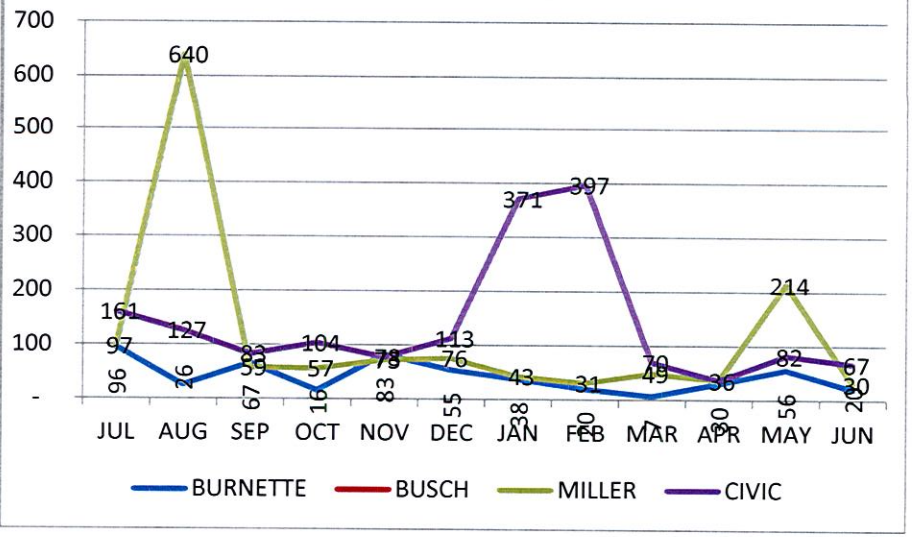
Compact Discs Circulated 2014-2015

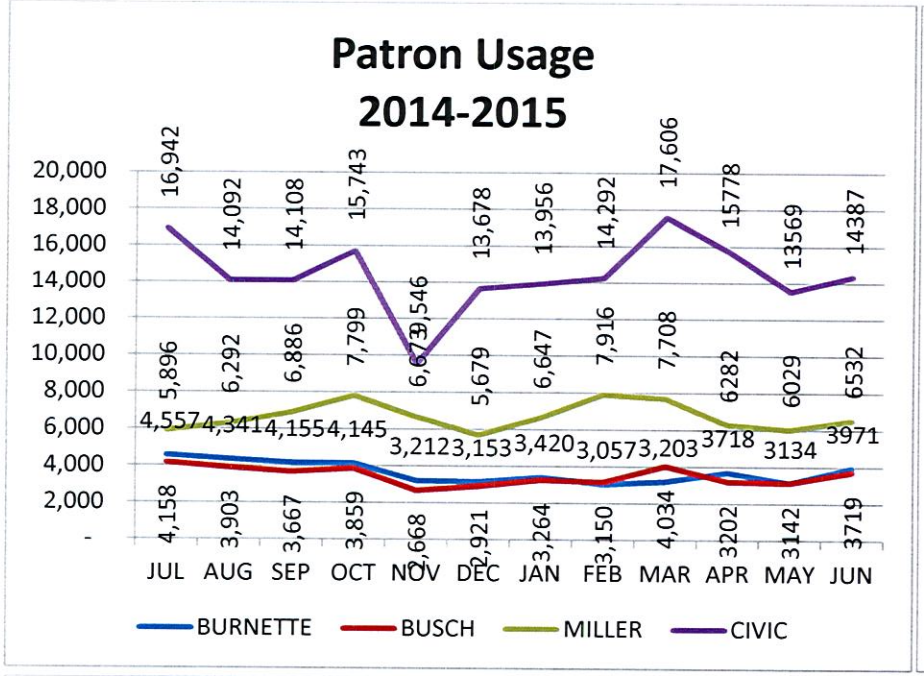


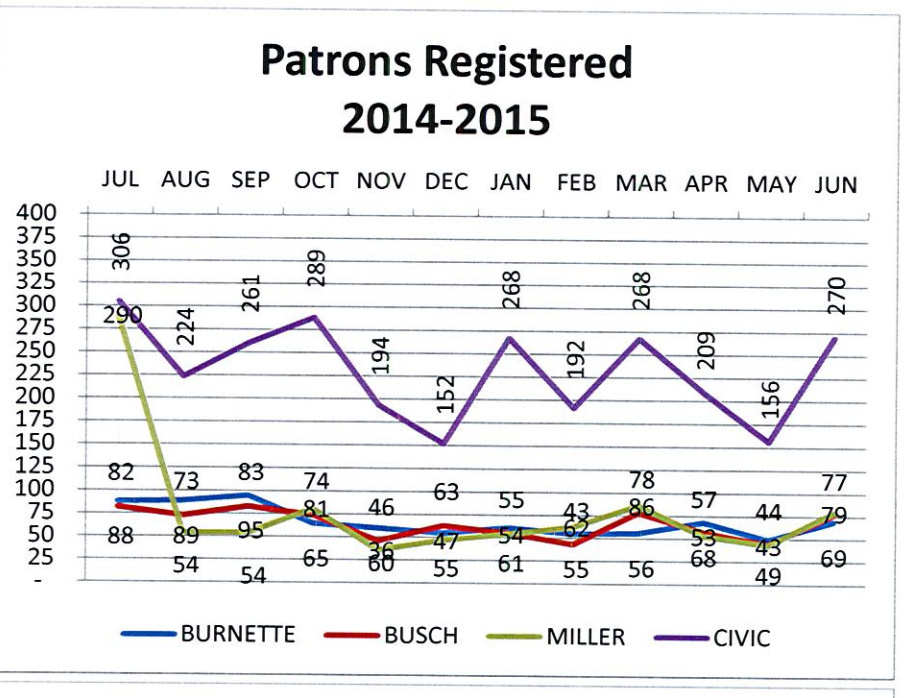
DVDs Circulated 2014-2015

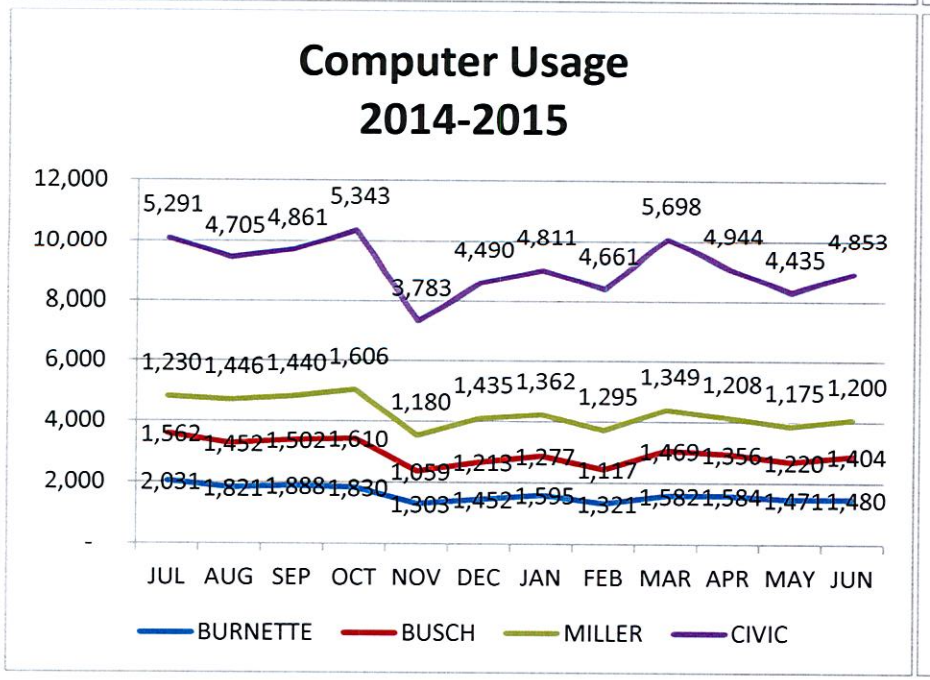


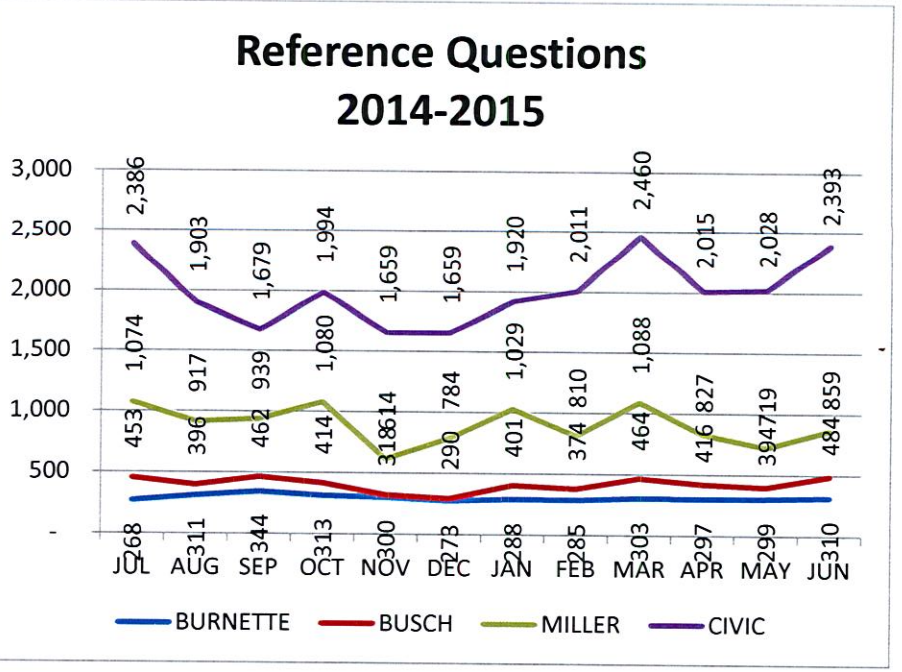
Videocassettes Circulated 2014-2015



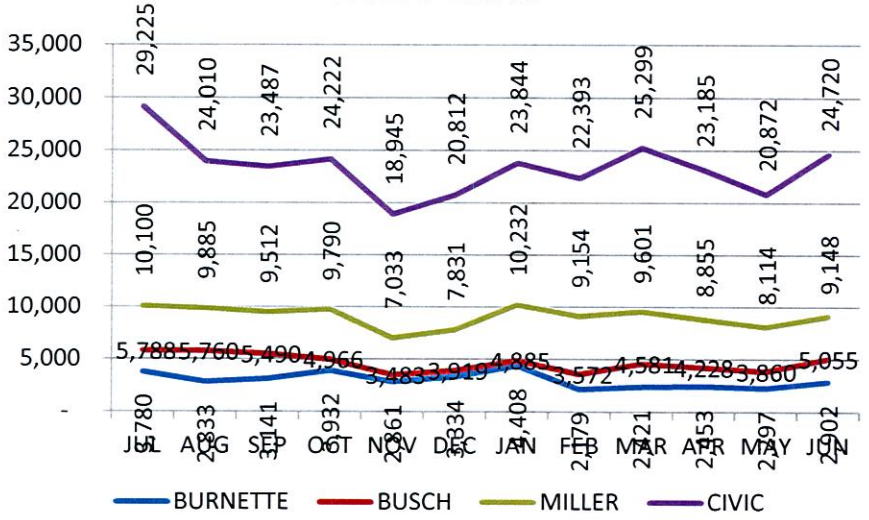

Patron Usage
2014-2015
20,000
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
16,942 14,092 14,108 15,743 13,546 13,678 13,956 14,292 17,606 15778 13569 14387
5,896 6,292 6,886 7,799 6,673 5,679 6,647 7,916 7,708 6282 6029 6532
4,557 4,341 4,155 4,145 3,212 3,153 3,420 3,057 3,203 3718 3134 3971
4,158 3,903 3,667 3,859 2,668 2,921 3,264 3,150 4,034 3202 3142 3719
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC


Patrons Registered
2014-2015
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
400
375
350
325
300
275
250
225
200
175
150
125
100
75
50
25
-
306 224 261 289 194 152 268 192 268 209 156 270
290 73 83 74 46 63 55 43 78 57 44 77
82 89 95 81 36 47 54 62 86 53 43 79
88 54 54 65 60 55 61 55 56 68 49 69
BURNETTE
BUSCH
MILLER
CIVIC

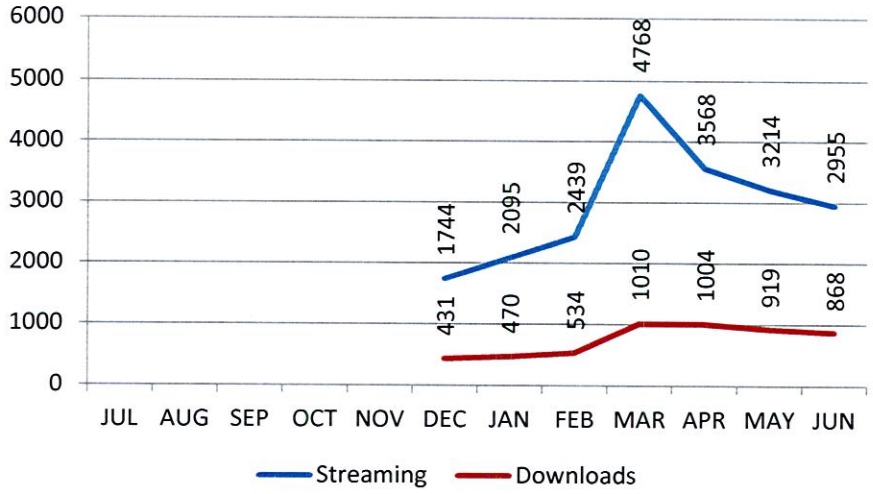

Computer Usage
2014-2015
12,000
10,000
8,000
6,000
4,000
2,000
-
5,291 4,705 4,861 5,343 3,783 4,490 4,811 4,661 5,698 4,944 4,435 4,853
1,230 1,446 1,440 1,606 1,180 1,435 1,362 1,295 1,349 1,208 1,175 1,200
1,562 1,452 1,502 1,610 1,059 1,213 1,277 1,117 1,469 1,356 1,220 1,404
2,031 1,821 1,888 1,830 1,303 1,452 1,595 1,321 1,582 1,584 1,471 1,480
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC


Reference Questions
2014-2015
3,000
2,500
2,000
1,500
1,000
500
-
2,386 1,903 1,679 1,994 1,659 1,659 1,920 2,011 2,460 2,015 2,028 2,393
1,074 917 939 1,080 614 784 1,029 810 1,088 827 719 859
453 396 462 414 318 290 401 374 464 416 394 484
268 311 344 313 300 273 288 285 303 297 299 310
JUL AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN
BURNETTE
BUSCH
MILLER
CIVIC

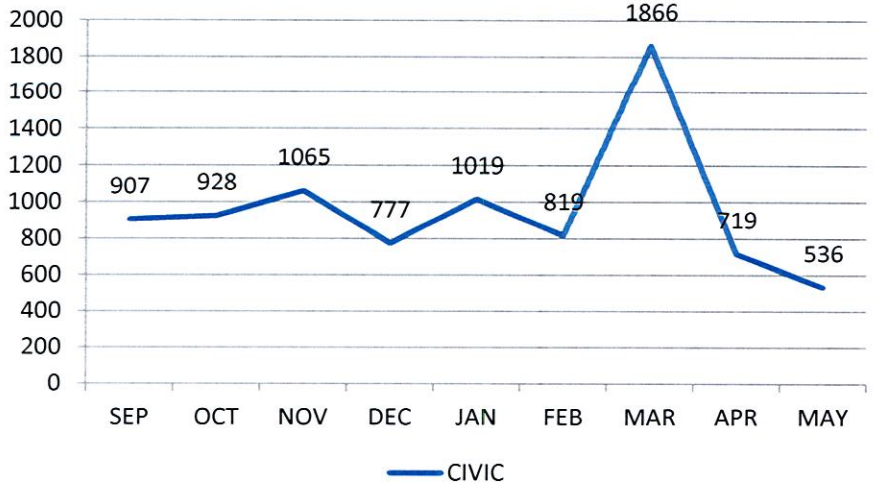
Circulation 2014-2015



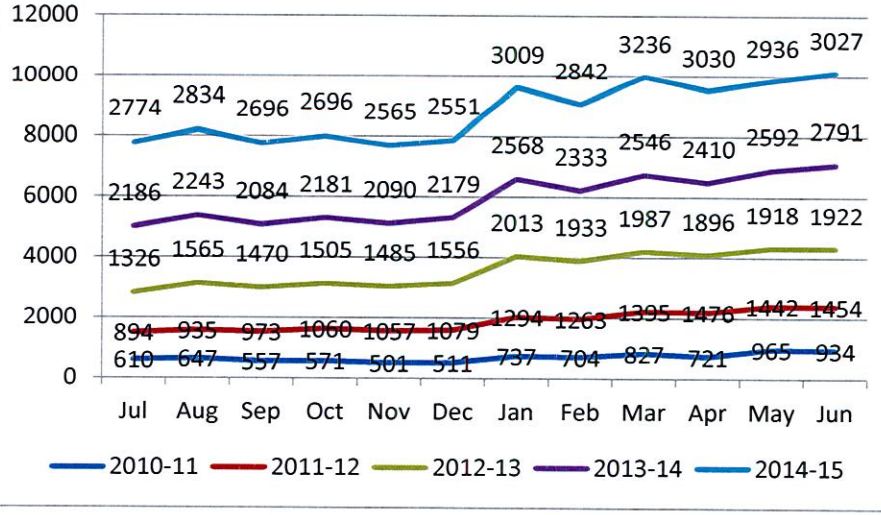
Freegal 2014-2015



Sunday Circulation 2014-2015



OverDrive eBook Usage Warren Public Library



Borrowing Policy

This is the service area of the Suburban Library Cooperative.

Library Cards

Patrons of SLC libraries must register for a library card at their home library. If the card is damaged, lost or stolen, the patron must get a replacement card from his/her home library.

Once a patron has a home library card, any SLC library can renew the card.

Youth

Each SLC member sets its own policy for issuing cards to residents under the age of 18.

Military Personnel

Active duty military personnel and family members living at the same address receive full borrowing privileges. Military personnel can get a card at any SLC library; regardless of the city or county they live in. A military identification card and proof of local residency, as listed below, will be required.

Identification Required

In order to qualify for a library card, patrons must provide the following:

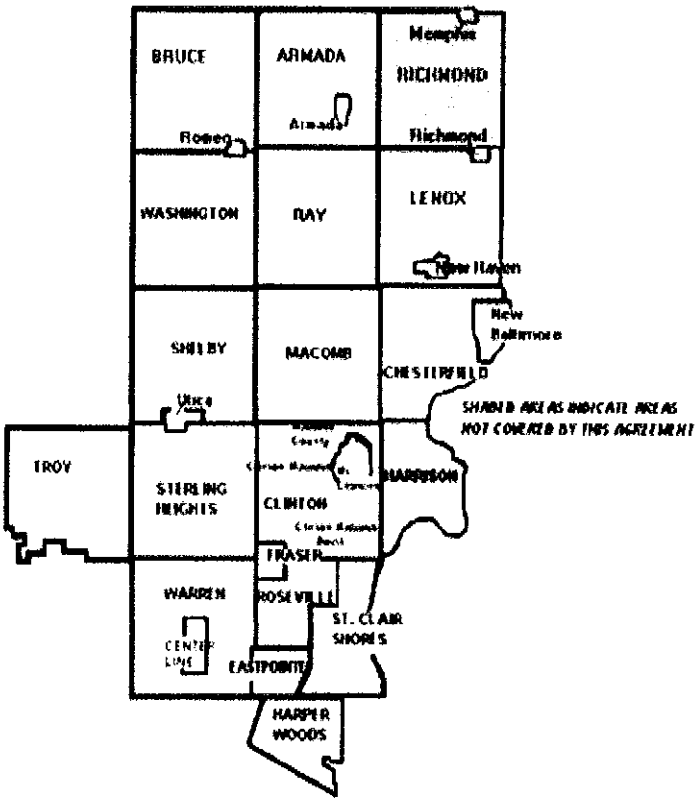


Photo Identification	Additional Identification Required
Current Michigan Driver's License with current address	None
Current Michigan State Identification Card with current address	None
Current Driver's License or State Identification with a former mailing address	Utility Bill, Automobile Registration, Rent Receipt, Property Tax Receipt, Mortgage/Closing Statement with current address
Government Issued Photo Identification, such as a Passport	Utility Bill, Automobile Registration, Rent Receipt, Property Tax Receipt, Mortgage/Closing Statement with current address

Paul Konkolesky
Session Reports
2015 MLA conference
Attended 10/29/2015

Do You Hear What I Hear? How Patron Bashing is Killing Our Spirit

There is no question that anyone working in a public service position will occasionally come across challenging patrons and situations. These instances have the potential to adversely affect subsequent interactions with both the public and fellow co-workers. It can be easy for staff members to gossip, ruminate, and vent afterward, thinking that such behaviors will help clear their minds and reboot their attitudes. The presenters of this session, however, argue that doing so will not only be counter-productive but also poison the library atmosphere for the workers and public alike. Such displaced aggression affects innocent bystanders. I know whenever I hear customer service workers complain about someone they just waited on, it makes me wonder what they are saying about ME after I walk away.

The presenters believe that customer service is a mindset, that we have a choice in how we deal with conflict, and that emotional labor is not a natural consequence of working with the public. The use of stoicism can be very helpful, controlling one's emotions with one's mind and only worrying about things which are in one's control. People tend to believe their situations are worse than they actually are because of negative memory bias; there is a tendency to not remember good or neutral encounters, only the bad ones. Confirmation bias is also used to discolor our perceptions. Finally, group think leads us to want to swap "horror" stories with co-workers that often exhibit tinges of racism, classism, and other harmful stereotypes. The

presenters exhaustively researched the topic and concluded that the best way for one to shed a negative feeling is not to fixate on it but to just let it go (cue the song from "Frozen.") It is entirely up to us to model proper behavior.

Version Control with Git

Git is an example of version control, collaborative software that allows the tracking of changes to code or text based projects. It can be used in a variety of computing systems including Mac, Windows, Linux and Solaris. Version control is open sourced, meaning it is free to download and use. It has many uses, most popular being a way to store and edit documents and computer programs. Git is also used in large website development and as a digital repository for files.

When Git is being used in conjunction with others there is no master copy so a large number of people can have access to the project at the same time in various locations. An example of how Git could be used in a library setting is in the formation of a policy manual. John could be working on the internet use policy, Lynn the dress code, Sharon the borrowing policy, and Oksana the unattended children policy simultaneously from their respective branches. As the project progresses, their current work can be posted to the site and the documents merged into a cohesive work.

All users would then have equal access to view and edit the respective sections, leaving a timestamp of who altered it, when the changes were made, and an explanation why. There would be save points like when playing a video game so that the project would pick up right where it was left off, no having to go back to the beginning. If there were mistakes made and

the project becomes "broken," the document can be rolled back to where the damage occurred. There could also be a staging area where information can be stored before committing it into the document. As you can see, there is great value in having the ability to work on a project in this fashion. If interested, Git can be downloaded at git-scm.com/downloads.

KDL LAB: MAKE SOMETHING!

This presentation was by members of the Kent District Library with eighteen locations around the Grand Rapids area. It described their innovative makerspace program in which a number of themed mobile tubs were purchased, each containing creative activities based on the STEAM initiative (**S**cience, **T**echnology, **E**ngineering, **A**rts, and **M**ath). Initially set up as a mobile program which could be transported to the various branches, the KDL is now in the process of dedicating permanent space at each branch.

The various tubs are aimed at enticing and drawing in school aged children to the library, particularly the difficult-to-reach teen and tween crowd who often have a lack of programming. They are designed to fulfill what the patrons might WANT to make, not tell them exactly what they HAVE to make. The program fosters creativity, collaboration, tinkering, and gives the patrons free time to explore. Some examples of tub contents/themes are the 3Doodler (a 3D writing pen), the Watercolor Bot (a friendly art robot that moves a paint brush to paint your digital artwork onto paper, using a set of watercolor paints), Robot Rumble, Refashion It (using sewing machines), Design Like da Vinci, Mad Scientist, Little Bits: learn and invent with electronics, and Snap Circuits: fun with simple electronics.

A program like the KDL Lab does not come cheaply. The initial outlay of money (several thousands of dollars) can be prohibitive. It was, in the beginning, funded by grants and donations. But it has been so successful that now they are working the cost of it into their annual budget. Another advantage is that it requires minimal investment of staff time. Finally, the tubs can be individually formatted to each community's relevance. If the space and funding are available, it certainly sounds like something worth looking into.

MLA 2015
Thursday, November 29th
Maren Kroening

Making Connections: Using Teen Volunteers to Foster Relationships
Presenter: Stephanie Charlefour, Wixom Public Library

Questions for those who are looking start or expand their current Teen volunteer group:

- What ages do you want in the library? 12 and older? As young as 10? Or case by case?
- Do you need a State of Michigan work permit on file for minor volunteers?
  The answer according to the state is yes and Michigan work permits only go as low as 14.
  - Make sure the permit is printed exactly as specified (no staples!) and use the colored paper that the State requires for each age group. Otherwise permit will be rejected and parents will be frustrated.
  - Speak with your Director about the legal items on the permit
  - Save time. The pdf online has fillable fields so fill in the library's information and save the file to make your life easier.

- Do the Teens need to apply for Volunteer positions?
  Yes! It teaches real life job skills and gives them the opportunity to treat volunteering seriously.
  Also good ideas:
  - Interview teens. You will know if they will be a good fit and again makes them take volunteering seriously.
  - Orientation/Training. With lots of volunteers consider having quarterly orientation. This gives you a chance to outline library policy. Also consider having a training manual to give to teens and sign off on, that way if issues come up, you can direct them back to the manual and policies they acknowledged.
  - Evaluation. Often teens need volunteer hours for something specific and may ask you to write a recommendation letter, evaluations help you keep track of individuals and make letter writing easier.

- Who's responsible for the volunteers? You? Your supervisor? Other library staff? Who will be monitoring them?
  Discuss this with your supervisor and all staff. Once the a decision has been made as to whether other staff keeps on eye on volunteers or if volunteers can only get hours in while you are physically at the library, make sure everyone, staff and volunteers, are on the same page about who is to report to whom.

How to recruit Teen Volunteers

- Reach out to National Honor's Societies
- Contact the school's Key clubs and Student Councils
- Word of mouth. Once you get one volunteer, they <u>will</u> tell their friends.
- Foster relationships with teachers

How to Manage Teen Volunteers

- Teens can be dramatic, moody, and are always full of excuses
- Stephanie uses a three strike policy for no show/no call. First time, she explains that she needs those volunteer hours filled for a reason and they agreed to work them. After 3rd no show, she sits down with them and asks if they need to take a break from volunteering.
- Always give them tasks that suit their skills and interests, if they're engaged they will keep coming back.

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- Scheduling tips and options:
    - Use sign up Genius
    - Use a shared Google Calendar to share available slots with teens
    - Email your needs - Force the teens to use email! They hate it but tell them they'll need to get used to it for real jobs.
    - Reminder services like email blasts
    - Group text messages

      Remember, you only have so much time so volunteer hours are limited. Set boundaries and be firm!

- Favoritism can be a pitfall. Also remember reverse favoritism, too. With teens, always give a second chance.
- Tracking completed hours – You will need to know this for writing those recommendation letters

Everyday Tips

- Greet volunteers by name
- Name tags and lanyards – makes teens feel more official and alerts other staff and patrons to the fact that they are currently volunteering, not just visiting the library on free time
- Have assignments ready to go ahead of time
- Have teens help with library programs:
    - Walk them through entire program; you may have a vision for the program but they may not have any clue what you're thinking.
    - Introduce them to the person in charge of program (if not you) by name so they are sure to go back to that staff member with questions instead of you.

What Stephanie's VolunTeens did this summer:

- Shifted collections
- Decorated for summer reading
- Prepped for programs
- Shelf read
- Wrote Teen tumbler posts
- Created videos for social media
- Audits (i.e. look for items on the missing list!)
- Assist the pages
- Helped seniors and ESL patrons on the computer
- Outreach to the schools. For example, she will send her volunteers to school with printed sticky notes for them to essentially flyer the lockers.

What they did NOT do:

- Check out items
- Manage money
- Clean - She does not like to bore teens (they won't come back otherwise) and doesn't want them to be using chemicals as volunteers

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Want to Improve Marketing Efforts? Star with your Employees
Presenter: Rhonda Foxworth, Plaid Fox Marketing

Yes, libraries have little to no money for marketing, but libraries do have staff. Get them excited and engaged and they will provide plenty of marketing just from face to face contact. So use your employees' talents and get them interested in the library and the community.

Engagement is the key as engaged employees bring people in. However that is easier said than done since 70% of American workers are not engaged in their jobs and about 15% are actively disengaged.

How to build brand Ambassadors out of your staff:

- All employees play a role. Back room/technically services just as much as front line staff
- Audit internal communications for consistency (survey staff basically). Usually staff wants more commination on every topic. The more informed everyone is, the more consistent the library's message is.
- Articulate the mission and/or promise statement. Also, shorten your mission statement! If it's too long, staff won't remember.
- Deploy multiple processes to consistently remind everyone of the library's mission values. Small, simple reminders in the meeting minutes or on the library's intranet, private staff facebook page, wikis, blogs, or daily report.
- Use simple tools. Mission statement on T-shirts, library swag, etc. Let the employees embrace it.
- Assess employee knowledge and understanding
- New employees must be trained in the library's mission values. Don't just assume they will pick up the library's culture. Even better, pair them with an employee who is really good at advocating the mission values while training.
- All staff should know how their job affects the patron. We all contribute to patron experience even those in the back room.
- Recognize and reward those who deliver.
- Ask staff for ways to improve.
- Invest in employee wellbeing. This doesn't mean ping pong tables in the breakroom. More engagement contributes to a feeling that their role is important which in turn leads to better wellbeing. That being said, sad/drab/boring break rooms can bring people down. Just make sure employees actually feel that management cares about them.
- Make it easy to share your mission statement.

Empower your staff to live your brand and this will save you money on marketing.

Changing Lives: Connecting Baby Boomers with Assistive Techology
Presenter: Mary Moran, Traverse Area District Library

How to help those who are not digital natives access all the great things available with today's technology can be tough for all librarians. However, those with disabilities, especially visual impairments, can be even more difficult. Boomers with visual impairments are not only learning some digital technology for the first time, but as the technology becomes more touch screen ubiquitous, how does someone who can't see interact with their tech?

Luckily there are more and more assistive technologies to help those with disabilities. Although it can be an extra challenge to teach the blind or deaf patron because of their disability, it can be done.

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As a librarian at the Traverse area's Library for the Blind and Physically Handicapped, Mary focused mostly on tech for those who are visually impaired.

The National Library Service for the Blind has developed their own digital book app for mobile devices, it's called Bard Noble. Publishers are also very good about working with NLS for BPH so now they get bestsellers very quickly. But how do you interact with a touch screen if you can't see?

Both Apple and Android have developed assistive technologies to read a touch screen. Apple's is called "Voice Over" you can use Siri to turn it on if connected to Wi-Fi, otherwise one has to find that setting. Android devices use "Talk Back" and as far as I understand it's a little more difficult to use. Both will speak the name of the app you are touching or allow you to swipe (using a two fingers) through all the apps announcing each's name, then once you've found the app you want, you just double tap to open it. Voice Over can get confused and just keep going sometimes, so use a light 3 finger touch and it will mute the screen reader. Remember, these patrons are aging thus their hearing is going too, so they need to remember to listen well to the voice announcements.

If someone is motivated to learn how to do one thing (example: I really just want to be able to email my grandkids or listen to music) they will have leaned quite a few of the gestures and be able to do any of the other tasks on their device. There are also other assistive apps that can be of assistance. One example was a money reader, scan the bill and the voice reader will tell you the denomination. However, they are third party apps so they frequently cost a small fee.

These small touch screens are loved by the blind patrons who use them. Some have complained that screen readers for desktop computers are too frustrating and have too many keyboard commands to memorize. An iPod touch or smart phone is small and portable; patrons can take their talking books or music with them anywhere.

These assistive technologies can give some independence and autonomy to those who have a disability. They can email, communicate with the outside world, and entertain themselves so much easier.

Ignite Sessions
Various Presenters

Presentations of interest were the Tahquamenon Area Library which drastically increased their teen attendance in the library by hosting D&D gaming nights.

Also, there was the Ferndale Library's off-kilter Employee of the Month program which is fun, silly and puts people in the habit of looking for the good in everyone.

The last presentation that interested me was the Chelsea District Library Pages to Pints programing in Bars. They started with a book club in an area microbrewery as a way in, but have moved on to offering fun and excellent, librarian-researched pub trivia games.
Some tips:

- Pick a place that is a cool hang out, not a loud, everyone-is-drunk type bar
- Promote bar programs at the bar, you're looking to engage those young people without kids who don't come into the library, so how are they going to see your flyer if it's only hanging in the library?
- Provide bonus points for showing your library card; it will encourage attendees to stop by the library at least once.
- Use your program to plug other library programs

Michigan Library Association
2015 Annual Conference

Jennifer Lund

First, I'd like to thank the Library Commission for enabling me to attend this year. It is my first public library conference in over 25 years. I have attended a number of law library conferences, but attending this really helped me experience the spirit and dedication of public librarians across the state.

SESSIONS ATTENDED

Opening Keynote (Unshelved) – A humorous look at libraries while reminding us of the library mission – books and reading - buy good books and stay close to core values. Do not put up with bad behavior – take back your authority over patrons who can't follow the rules.

How to Ban a Book (Unshelved) – A facetious look at how patrons can ban books and sneaky ways they can effectively make a book "unavailable". Of course, the point is that no books should be banned if we're buying within our collection development policy and goals.

Reaching Out: Unexpected Community Connections – This program contained a few unique suggestions for program ideas and outreach within the community. I like the idea of pursuing free speakers within police/fire department and have been trying to arrange a program on personal safety issues. Other good ideas were working with local DNR, farmer's markets, historical society, and having teens teach programs.

Legislative Update – This program was interesting in that I was not aware of some of the local tax issues which affect public libraries and how MLA and our lobbying firm work to protect us on these issues.

Elements of Web Communication – We were taught some basic writing skills for web pages and shown some software that we can use to analyze the reading level of our writing. This will help me in writing blurbs for upcoming program flyers and web content.

Booksleuthing: Social Media as a Reader's Advisory Platform – CADL are doing a monthly online program where patrons can get help finding their next great read after listing the 3 last books they read. They get 50-60 requests on average and staff volunteers to work on this and get an answer back to the patron within 60 minutes. It would be fun to try to engage our patrons through Facebook with a program like this.

LibCon 2015: How Three Public Libraries Created a County-Wide ComicCon – Besides the fact that doing a ComicCon or SciFiCon would be a great program for teens, adults, and families, I learned a lot about working with other libraries on a joint program.

Changing Lives: Connecting Baby Boomers with Assistive Technology-This was very informative. We learned and tried to use our phones with blindfolds using Voice Over technology. Not too effective with everyone's phones talking but interesting. We also learned about Library for the Blind resources. These issues will become more prevalent as baby boomers age.

Next Chapter Book Clubs: A Novel Idea - This program is something I want to do with WCV. Next Chapter Books Clubs are for the developmentally disabled. You meet up in a neutral public location once a week and everyone takes turns reading from a book, discussing it as you go. The program requires training with a librarian at Romeo Library and costs $550 but then you are equipped to facilitate and train others to facilitate book groups with developmentally disabled adults. I'm looking into doing this with some groups we've had contact with in Warren and hope to offer this regularly by early next year.

Ignite & Fizzle – Some interesting ideas – one library is doing a pub trivia night as an extension of the book club in a bar idea. I think I like the book discussion in a bar idea better as it is closer to our mission. Other ideas were Staff Ultimate Warrior (elected internally), YALSA shark bowl – creations with a 3-D printer, Geek night lockin for teens. The Fizzle session was a little less interesting to me.

All together the conference was enlightening and it was wonderful to have time to meet and talk with some of my former colleagues and see what they're up to in their libraries. Time well spent. Thank you.

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