

SHAKER HEIGHTS PUBLIC LIBRARY
Board of Trustees
Regular Meeting
Monday, June 18, 2012

Attendance

Members Present: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten
Members Absent: Ms. Williams
Staff Present: Mr. Dickinson, Mr. Headen, Mr. Piskac, Ms. Switzer
Others: Evelyn Krent, League of Women Voters Representative

Ms. Shatten called the regular meeting of the Shaker Heights Public Library Board of Trustees to order at 6:30 p.m. in the Main Library Boardroom.

Approval of Minutes

Ms. Shatten asked for a motion to approve the May 14, 2012 regular meeting minutes.

2012-43 Mr. Anderson moved and Ms. Allen seconded the motion to approve the May 14, 2012 regular meeting minutes.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten
Nays: None. Motion carried.

President's Report

A. Strategic Plan Presentations

Ms. Shatten reported the Strategic Planning Committee is finalizing their presentation to the School Board and City Council. She said the Strategic Planning Committee will present to the Friends of Shaker Library Board on Tuesday, June 12. Ms. Switzer said the presentation will cover general Library information, an introduction to the Library strategic plan, and frequently asked questions.

Staff Presentation – Wil Headen, Security Supervisor

Mr. Dickinson introduced Mr. Headen to give the Board an overview of the Library Security. Mr. Headen reviewed staffing, the role of each staff member and the overall function of security within the Library. He said the Library has a large number of security cameras, that monitor almost the entire Library, and employee panic buttons, which immediately notify the Shaker Heights Police Department. Mr. Headen said he has a good relationship with Shaker Heights Police to assist the Library as needed. Mr. McGovern inquired about common incidents in the Library. Mr. Headen said our common problems are disruptive youth and unattended children after school. He also said incidents involving youth have decreased over the past year. Mr. Dickinson said these incidents probably decreased due to the Library policies and procedures that define expected behavior in the Library. Mr. Dickinson said he writes letters to parents of youth offenders and uses an appropriate course of discipline based on the offense. He said some offenses require a meeting with the parent and youth to review behavioral expectations before allowing the youth to resume Library use. He

said parental involvement usually resolves most behavior problems. Ms. Switzer added the staff Security Task Force also worked with security staff to train Library staff to address customer behavior issues. Mr. McGovern asked Mr. Headen if there were any assaults or physical attacks at the Library. Mr. Headen said there were no assaults or physical attacks since he started at the Library and said security staff is trained to identify potential problems and defuse them before they escalate into something more problematic. Ms. Switzer added that Teen Center staff work closely with security to report potential problems before they escalate. Mr. Dickinson said the vending tables outside the Teen Center were moved into the Teen Center during afterschool hours, which reduced hallway crowding and potential behavioral problems.

Fiscal Officer's Report

A. Financial Statements

Mr. Piskac reviewed the May 2012 revenue and expenditure financial statements and reported the following:

Revenue Summary

- Year-to-date revenue was \$2,494,027.47, which is \$83,013.69 less than 2011.
- Major revenue differences include PLF (\$31,717.96), State Reimbursement – Public Utility (\$10,611), Expired Grants (\$21,992), Donations (\$5,000) one time donation to establish the Ruth Levenson Fund during 2011, Refunds & Reimbursements (\$30,000) includes a new Children's Department desk paid by Friends of the Shaker Library and \$20,000 transfer from the Shaker Heights Public Library Fund of the Cleveland Foundation to the Library during 2011.
- First Half Real Estate Advances are approximately the same as last year.
- First Half Real Property Tax Rollback payment of \$218,944.85 was receipted during May
- Meeting room revenue was \$8,250.90, which is \$3,054.15 more than 2011 due to increased usage.
- The Library received a \$22,425 payment from Sprint in May for cellular tower rental from May 2011 to May 2012.

Expenditure Summary

- Year-to-date expenditures were \$1,844,758.74, which is \$133,290.68 less than 2011.
- Major expense differences include Retirement Incentive \$13,243.10, Vacation and Sick Payouts \$11,930.20, Insurance – Other includes \$19,592.87 annual Bureau of Workers' Compensation premium. Rents and Leases - \$35,286.33 final lease payment in 2011. Library Materials Control Services - \$25,000 delay in CPL invoicing due to billing system updating.

Bank Reports

- Month-to-date deposits of \$444,341.63 were \$95,804.33 more than month-to-date withdrawals of \$348,537.30.
- Year-to-date deposits of \$2,494,027.47 were \$649,268.73 greater than year-to-date withdrawals of \$1,844,758.74.
- Ending cash balance was \$2,186,932.44, which is due to a higher 2012 beginning cash balance and real estate revenue receipts.
- June cash position to decrease by \$400-\$500K due to three pay month and no real estate advances until July.

Combined Month-to-Date/Year-to-Date Fund Report

- The General Fund had an unexpended balance of \$2,106,114.68, \$1,324,894.92 in encumbrances, and an unencumbered balance of \$781,219.76.
- The Friends of Shaker Library Fund 211 received approximately \$12,000 during June.
- The Connect Ohio Fund 216 received a \$91.04 reimbursement from the December 2011 invoice. Year-to-date fund activity is approximately \$41 less than the breakeven point.
- All Library Funds had an unexpended balance of \$2,186,932.44, \$1,358,750.82 in encumbrances, and an unencumbered balance of \$828,181.62.

Investment Report

- The Star Ohio investment balance was \$36,626.68 as of May 31 and the interest rate increased to 0.08% from 0.07% in April.

Other

Mr. Piskac reported the CEO summary financial activity from February 15 to May 31, 2012.

Fax Service	794.15
Copy Service	140.75
Space Rental	425.00
Walk Up Copier	125.62

He also reported the walk up copier had 1,225 free scans during the same time period.

Mr. Piskac recommended the Board of Trustees approve the May 31, 2012 financial statements as submitted.

2012-44 Dr. Hutt moved and Mr. Anderson seconded the motion to approve the May 31, 2012 financial statements as submitted.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten
Nays: None. Motion carried.

B. Approval of Employee Hours

Mr. Piskac recommended the payment of 14.5 hours for Mrs. Wendy Shelton due to the omission of her signature on the time sheet for the three days of work performed during the pay period ending May 5, 2012.

2012-45 Ms. Allen moved and Mr. Anderson seconded the motion to approve the final payment of 14.5 hours for Mrs. Wendy Shelton for hours worked during the pay period ending May 5, 2012.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten
Nays: None. Motion carried.

C. Restoration of Main Circulation Bank Balance

Mr. Piskac said Mrs. Harvey, Main Circulation Manager, reported to him that when she returned from her May vacation that the circulation starting bank amount was \$24.50 short. He said there was no explanation for the shortage and issued a check for \$24.50 to restore the original bank balance. Ms. Allen asked Mr. Piskac if the shortage was a result of giving out too much change. Mr. Piskac said the daily register reports would show the difference in cash collected and the register tape. He said that he had discussed with Mrs. Harvey about cross-training her senior staff to count the bank balance every day. He said more circulation staff should be trained to perform the daily financial activities of circulation other than just Mrs. Harvey. In addition, Mr. Piskac said that he added a bank balance line on the Daily Activity Register worksheet for circulation staff to initial after verifying the starting bank balance. In closing, Mr. Piskac said this is the first occurrence of cash reconciliation issues with Main circulation since he started with the Library. He does not anticipate future cash reconciliation problems as long as additional staff is properly trained to perform the fiscal duties with competency and accuracy.

Mr. Piskac recommended the Board of Trustees approve the \$24.50 operating expense to restore the Main Library circulation starting bank balance to its original balance.

2012-46 Mr. McGovern moved and Mr. Anderson seconded the motion to approve the \$24.50 operating expense to restore the Main Library circulation starting bank balance to its original balance.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten

Nays: None. Motion carried.

D. Modification of Appropriation

Mr. Piskac reported the Library budget allowed for the purchase of 37 computers, which included a new computer for the Fiscal Officer that was purchased earlier this year. However, an additional public computer is needed. If the Board approves the additional computer, he said the total computer purchase for 2012 will still be \$6,704.82 less than the original 37 computer budget.

Mr. Piskac recommended the Board of Trustees approve the additional computer purchase for a total of 38 computers under the 2012 budget and to authorize the Fiscal Officer to move the \$6,704.82 in unused budgetary appropriation to the unallocated budgetary line item for other budgetary needs of the Library.

2012-47 Ms Allen moved and Mr. Anderson seconded the motion to approve the additional computer purchase for a total of 38 computers under the 2012 budget and to authorize the Fiscal Officer to move the \$6,704.82 in unused budgetary appropriation to the unallocated budgetary line item for other budgetary needs of the Library.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten

Nays: None. Motion carried.

E. Library Copier Contract Renewal

Mr. Piskac said the original five-year library copier contract is expiring July 25, 2012 but the Library has an option to renew it for one year. He said a new copier contract will be for five years, which may be too long of a contract term with the new Library strategic plan. After the one-year extension,

the Library will be able to select copiers and other printing equipment based on the needs of the strategic plan.

Mr. Piskac recommended the Board of Trustees approve a one-year copier contract renewal starting July 26, 2012.

2012-48 Dr. Hutt moved and Mr. Miller seconded the motion to approve the one-year copier contract renewal starting July 26, 2012.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten
Nays: None. Motion carried.

Director's Report

A. Written Report

- Mr. Dickinson provided a brief summary of meetings he attended.

B. Balanced Scorecard Update

Mr. Dickinson asked Ms. Switzer to provide the Balanced Scorecard Update. Ms. Switzer said staff is very positive and enthusiastic about the Strategic Plan. Ms. Switzer reported May year-to-date overall circulation including Overdrive is down 3.75%, but Overdrive has drastically increased by 81.85%. She said the goal under the Strategic Plan is to increase circulation by 3% each year. Under the reduce complaints by 30% goal, Ms. Switzer said the Library received more compliments than complaints during the reporting period. She said customer service received the most compliments and computers and equipment received the most complaints from customers. Mr. Piskac asked Ms. Switzer about a breakdown of the complaints by computer or equipment. He expressed concern about the correlation between the high number of complaints regarding computers and equipment and the new Computer Center. Mr. Piskac said he expected with the new Computer Center that there would be more compliments and fewer complaints. Ms. Switzer said she would check the responses to see if customers provided specific equipment information in their complaints. Ms. Switzer said a Google Analytics account was created on May 16, 2012 to track web site use. Under departmental process improvements, Ms. Switzer said the new Evanced summer reader software allows customers to manage their accounts online. She said the Library received several compliments for the new software through the customer feedback forms. Lastly, she said teen registration in the first 10 days surpassed registration for the entire 2011 program and that 35% of all registrants were enrolled online. Dr. Hutt expressed concern over a young child's loss of the face-to-face encounter with staff. He stressed the importance of a young child meeting the local librarian and forming a bond. Mr. Anderson commented that the statistics on usage suggest a face-to-face experience is still occurring and not all interfaces are electronic. Next, Ms. Switzer said Technical Services was piloting a floating collection, which is not part of CLEVNET. She said Technical Services is determining if they can save processing time and shipping expense with a floating collection. Mr. McGovern inquired on how a book request is handled by the Library. Ms. Switzer said a book would be sent to the requestor's location unless they want to pick it up from the source location.

C. Operational Policies, 2nd Review

Since the May Board meeting, Mr. Dickinson said the only change to the Operational Policies was the addition of refundable deposit language under the meeting room policy. He asked if there were

any other changes, hearing none, he recommended the Board of Trustees approve the operational policies as submitted.

2012-49 Mr. Miller moved and Ms. Allen seconded the motion to approve the Operational policies as submitted.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten

Nays: None. Motion carried.

D. Collection Development Policy, 1st Review

Mr. Dickinson asked Ms. Switzer to provide a summary of proposed changes to the Collection Development policy. Ms. Switzer said the changes to the Collection Development Policy are very minor and reflect the actual practice of the Library. Mr. Dickinson asked Board members to review the policy by the September Board meeting for final review and approval.

E. Legislative/Funding Update

Mr. Dickinson said there have been no legislative changes with OPERS since the May Board meeting. He said OPERS reported losing one million dollars a day each day proposed legislative changes are not approved. He reported HB 321 was passed by the House and is awaiting signature by the Governor. He said HB 321 contains provisions to increase the public bidding requirement from \$25K to \$50K and to change the January Organizational meeting date to December so the new slate of officers can start on January 1. Lastly, Mr. Dickinson reported the PLF funding levels this year are frozen and he does not anticipate any funding changes even with improvements in the State economy.

F. Staff Termination Statistics

Mr. Dickinson reviewed summary employee turnover statistics from January 2007 to May 2012 and reported overall annualized turnover rate is well below the 20% average annual turnover rate for all U.S. jobs. He said the full-time turnover rate on an annualized basis is 5%. Of the 14 total full time turnovers during the time period, six employees left the Library to retire, four accepted another position, and two, unfortunately, passed away.

New Business

A. Gifts to be accepted and appropriated to the designated funds

Marilyn Kammer Memorial Fund (209-6510)

Randy Kammer

In honor of Hank Coxe

\$25.00

In honor of Beth Small

\$25.00

2012-50 Mr. Miller moved and Mr. Anderson seconded the motion to accept and appropriate the above gifts.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten

Nays: None. Motion carried.

B. Personnel Action (information only)

LaVaughn Woods, Maintenance Specialist, Half-time, Level 107, terminated effective May 7, 2012

Amy Gerson, Senior Account Clerk, Full-time, Level 109, hired effective May 10, 2012

Wendy Shelton, Adult Services Associate, Half-time, Level 109, deceased effective May 31, 2012

Community Comments

None

Announcements

None

Adjournment

Since there was no further business, Ms. Shatten adjourned the meeting at 8:45 p.m. The next regular meeting of the Shaker Heights Public Library Board of Trustees will be Monday, September 10, 2012 at 6:30 p.m. in the Main Library Boardroom.

Jeanne Shatten, President

David D. Piskac, Fiscal Officer

Kurt Miller, Secretary