

SHAKER HEIGHTS PUBLIC LIBRARY  
Board of Trustees  
Regular Meeting  
Monday, December 15, 2014

Attendance

Members Present: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Members Absent: Ms. Shatten

Staff Present: Mr. Dickinson, Ms. Switzer, Ms. Miller, Mr. Rossman

Others: Mr. Clawson, Shaker School Board President, Ms. Munyon, League of Women Voters Representative

Mr. Anderson called the regular meeting of the Shaker Heights Public Library Board of Trustees to order at 6:32 p.m. in the Main Library Boardroom.

Oath of Office

School Board President William Clawson administered the oath of office to new Trustee, Michael Bertsch. Mr. Bertsch's term is December 9, 2014 to March 31, 2016. Mr. Bertsch is completing Ms. Allen's unexpired term.

Approval of Minutes

Mr. Anderson asked for a motion to approve the November 17, 2014 regular meeting minutes, as edited by Mr. Anderson and Ms. Williams.

2014-70 Ms. Williams moved and Mr. Bertsch seconded the motion to approve the November 17, 2014 regular meeting minutes.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

President's Report

A. Resolution of Commendation for Judy Allen

A Resolution of Commendation for Trustee Judy Allen's years of service to the library was approved by acclamation. Ms. Allen served from April 1, 2007 until November 21, 2014.

Mr. Gleisser arrived at 6:37 p.m.

B. Annual Performance Review for Director

Mr. Anderson reviewed the annual evaluation process for the Director. Mr. Anderson and Ms. Williams met with Luren Dickinson prior to this meeting to review his evaluation. Mr. Anderson

reported that goals for the coming year include increasing circulation and visits, maintaining strong fiscal planning, and continuing to develop a partnership with the schools.

#### C. Nominating Committee

Mr. Anderson recognized Mr. Miller as a member of the Nominating Committee. Mr. Miller recommended the following slate of officers for 2015:

Mr. Anderson - President  
Ms. Williams - Vice President  
Mr. Anagnostos - Secretary

Mr. Anderson asked for a motion from Board members not being nominated.

2014-71 Mr. Bertsch moved and Mr. Gleisser seconded the motion to approve the recommendation of the Nominating Committee to appoint the above officers to serve during 2015.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

#### D. Meeting with Former Superintendent

Mr. Anderson reported that he and Mr. Gleisser met with former Shaker Schools Superintendent Mark Freeman to learn the history of past joint bond issues with the Schools. They discussed funding mechanisms for capital improvements.

#### E. Mayor's Financial Task Force

Mr. Anderson reported that he attended his first meeting of the Mayor's financial task force on Saturday, December 13. The City's upcoming capital needs were reviewed. Shaker Schools will share their capital needs with the committee in January and the Library has been invited to do the same at the February meeting. Mr. Anderson said he was pleased to be invited to participate on the task force. He reported that the Mayor said he hoped the task force would be able to make recommendations about the priorities of the community after hearing from stakeholders.

#### Staff Presentation – Meghan Hays, Local History Librarian

Ms. Hays gave a presentation about the Local History collection and the information she provides to the community. Mr. Gleisser commended Ms. Hays' presentation and suggested that she do the presentation for City Council and the School Board.

#### Deputy Fiscal Officer's Report

Mr. Dickinson reported that former Fiscal Officer Dolores Aiken retired effective November 30, 2014. Her last day worked was November 26, 2014.

#### A. Financial Statements

Mr. Dickinson reviewed the November 2014 financial statements. He noted that PLF receipts are approximately 1.9% less than last year and property tax revenue was up 0.6%. The Library received approximately \$31,000 in tangible personal property tax from the Office Max settlement. Income should be flat for the year. Property maintenance and security expenditures were up \$85,000 from last year and utilities increased approximately \$10,000 over last year. The bank balance and investments were almost unchanged from last month.

2014-72 Mr. Anagnostos moved and Ms. Williams seconded the motion to approve the November 30, 2014 financial statements as submitted.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

#### B. 2014 Final/2015 Temporary Appropriation

Mr. Dickinson reviewed the 2014 Final and 2015 Temporary Appropriation Budget. He said Ms. Aiken did a projected budget in October and the temporary appropriation budget is on target with her projections. The temporary budget is required by state law to cover the first few months of 2015.

He noted that the budget includes a 2% raise from the midpoint for all staff, including the Director. The only immediate change to the salary scale is the minimum wage for Page I since the state minimum wage increases to \$8.10 per hour effective January 1, 2015. Raises are effective with the first full pay of January. Substitute, temporary, and seasonal employees will not get raises.

Mr. Dickinson said that the budget also includes an additional \$0.48 per hour increase for regular employees to offset the 10% employee contribution to health insurance that begins April 2015.

Mr. Dickinson asked that the Board allow the Deputy Fiscal Officer to make minor reallocations between categories to cover expenses as needed. All funds must have enough to cover expenses.

2014-73 Mr. Bertsch moved and Mr. Gleisser seconded the motion to approve the 2015 Temporary Appropriation as submitted, including a 2% raise from the midpoint for all staff, including the Director, and to give the Deputy Fiscal Officer leeway to make minor reallocations between categories if warranted and proper.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

#### Director's Report

##### A. Written Report

Mr. Dickinson reported that another observational study was completed. During a two-week period in November we studied what customers were doing during every hour of operation at both Main Library and Bertram Woods Branch. He said Ms. Switzer will be analyzing the data and presenting a detailed report.

##### B. PLF Funding Review

Mr. Dickinson reported that in 2014 we have received 1.9% less state funding than in 2013. PLF estimates continue to change, making budgeting difficult. He noted that in August 2015 there will be a three-day sales tax holiday for certain back-to-school purchases. That money will be lost from the general fund, which will affect the PLF. Additionally, the Governor is hoping to cut income taxes further. If income tax cuts are successful that will also erode state library funding.

### C. Hire Interim Business Manager

Mr. Dickinson recommended hiring Molly Pandelli as Interim Business Manager at the rate of \$32.70 per hour for 10-15 hours per week. Ms. Pandelli is currently the Fiscal Officer at the Hudson Library and Historical Society. She served as Interim Fiscal Officer after Mr. Piskac left in 2012. Mr. Dickinson noted that previously, Ms. Pandelli was a contract employee but due to OPERS changes we must hire her as an employee and contribute to OPERS on her behalf.

Mr. Dickinson reported that the Fiscal Officer/Business Manager position has been advertised and we hope to have assistance interviewing from Cleveland Public Library's Chief Financial Officer.

2014-74 Mr. Miller moved and Mr. Gleisser seconded the motion to approve the hire of Molly Pandelli as Interim Business Manager at a rate \$32.70 per hour for 10-15 hours per week.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

### D. Technology Plan

Mr. Dickinson reviewed the substantive changes in the Technology Plan. Recommended changes include:

- Upgrading and expanding Main Library security cameras. Mr. Dickinson reported he has a quote for \$2,700 to move ahead with some immediate improvements in the cameras and DVR storage, prior to more extensive upgrades.
- Upgrading staff computers to Office 2013 and exploring upgrading public computers to Office 2013.
- Exploring providing iPads in Youth Services.
- Exploring creating makerspace (target 2016).
- Installing photo editing software in the Training Lab and providing classes on its use.
- Implementing wireless printing and working with CLEVNET IT to get statistics on wireless usage.
- Collaborating with the City for high speed Internet access via One Community.
- Piloting coupons and messages on date due receipts with a Launch House startup company.

Mr. Dickinson noted that because we have been consistently upgrading our computers over the last three years we will not need to purchase as many computers over the next year or two to meet the strategic plan standard of equipment not being more than five years old. He said that the item with the most significant budgetary impact is changing to new print and time management software, which we will do in the spring. There are start-up costs for equipment but the annual maintenance fees with the new provider are much lower than current fees.

Mr. Dickinson reminded the Board that the State Library requires that we update the plan and submit a copy to them each year. Ms. Williams asked if we are confident that new software will work with upgrades. Mr. Dickinson replied that we will set up a test server before implementing fully. Mr. Bertsch complimented staff on the thoroughness and comprehensiveness of plan. Mr. Anderson asked that we add exploring Chromebooks to the plan. Mr. Gleisser requested that we add continue to evaluate technology staffing needs to the plan. Mr. Anderson asked that we review the “consumer-facing products” the library offers at an upcoming meeting.

2014-75 Mr. Gleisser moved and Ms. Williams seconded the motion to approve the Technology Plan as amended by Mr. Gleisser and Mr. Anderson.

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

#### E. School/Youth Related Meeting/Partnerships, 2013-2015

Mr. Dickinson reviewed school and youth related partnerships and initiatives since February 2013. He noted that this week he is attending a meeting with other libraries in Cuyahoga County to discuss a possible grant for public libraries to collaborate on a summer reading program to help stem the summer learning slide. Ms. Switzer reported on progress partnering with the schools on the summer reading program.

#### F. Library Programs and Classes Policy

Mr. Dickinson noted that the Career Transition Center is moving to fee-based services. While initial services are still free of charge, follow up is now fee-based. They have 501(c)(3) status and are doing some fundraising but are still in need of additional funding.

The current policy requires that program presenters donate 15% of the sales of their books, movies, music, or art to the Shaker Heights Public Library Endowment Fund, because the library advertises the programs and provides presenters with a venue and sales outlet. Mr. Dickinson asked the Board to approve changing the Programs and Classes Policy so the 15% charge includes any fees for services.

2014-76 Mr. Bertsch moved and Mr. Gleisser seconded the motion to approve the Library Programs and Classes Policy as submitted

Roll Call: Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

#### G. Observational Study/Strategic Plan Revision

Ms. Switzer reported on accomplishments from the current Strategic Plan and said it is time to begin working on the next one. She said that she and Mr. Dickinson recommend the Library create a one-year Balanced Scorecard for 2016, maintaining the current strategic themes and objectives and creating new initiatives, measurements, and targets.

Ms. Switzer suggested that planning begin in April 2015, after the new Board members are in place. She reviewed the proposed timeline, including a possible brainstorming retreat in May with the Board,

Balanced Scorecard Planning Task Force, and Implementation Team. The timeline included approval in October 2015, with implementation of the plan and departmental cascading goals beginning in January 2016. Ms. Switzer recommended that the process be staff-led, with monthly reports to the Board and participation from Trustees at whatever level they prefer. Mr. Anderson agreed that a retreat might be a good idea. He also suggested that we might want to survey the community before any ballot initiative. Ms. Williams asked if we are able to put a pop up survey on the website. Ms. Switzer said that is possible, but website surveys are better for polling current customers rather than gauging possible community support for a ballot issue. Ms. Switzer reviewed preliminary data analysis from the observational study. A more detailed analysis will follow in the next month or two.

#### H. Unique Management Collections Update

Mr. Dickinson reported on the success of Unique Management in dealing with accounts sent to collection. The library began working with Unique to send accounts to collection in September 2010. He said that 3,019 accounts have been sent to collection since we started using the service. That included a retrospective cleanup of older accounts. Over \$35,000 in cash has been received and over \$100,000 in material has been returned as a result of sending accounts to collection. The total return on investment is \$5.09:1.

#### I. Drive Up Book Drop

Mr. Dickinson said the Library has approval from the City as well as a bid for the concrete work needed to install a drive up book drop at Main Library. The work probably won't take place until spring because of winter weather. The cost for concrete work is just under \$3,000. The book returns cost almost \$13,000, bringing the total project cost to almost \$16,000.

#### J. Statistics

Mr. Dickinson noted that the Library has circulated over 1 million items through November. He said that every year for 14 consecutive years, circulation has been 1 million or more. The annual number of computer sessions should exceed 200,000 for the first time in 2014. That also means that we have seen 20 years of continuous growth in the use of public computers since they were introduced in 1994. He reported that circulation of downloadable materials will be close to 45,000 or about 4% of our total circulation, compared to 2.7% of our circulation last year.

#### K. New Library Card Design

Mr. Dickinson presented two new library card designs, one more traditional, one more youth-oriented. He said that CLEVNET libraries are moving away from the Greater Access design. We are almost out of the Greater Access cards and new ones will be issued when all of the old cards have been issued.

#### New Business

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

Restricted Contribution – Foundation (101-6150) Western Reserve Architectural Historians	\$100.00
Unrestricted Contribution – Foundation (101-6550) Veterans for Peace Chapter 39	\$50.00
Marilyn Kammer Memorial Fund (209-6510)	

Randy Kammer	
In honor of Belinda Miller	\$25.00
In memory of David Owens	\$25.00
In memory of Elaine Waples	\$25.00
In memory of Ricky Wolfson	\$25.00

Local History Donations

Nina Freedlander Gibans and James Gibans donated a collection of material on modern architecture, and a copy of the book *Don Hisaka: The Cleveland Years* and a timeline poster from *Cleveland Goes Modern: Design for the Home*

Donovan Hart donated research files on the building of Shaker Towne Center

Peggy Caldwell, Shaker Heights City School District Director of Communications donated photos of school staff

Patricia Eaton donated photos of Shaker Library staff

2014-77      Mr. Miller moved and Mr. Anagnostos seconded the motion to accept and appropriate the above gifts.

Roll Call:      Ayes: Mr. Anagnostos, Mr. Anderson, Mr. Bertsch, Mr. Gleisser, Mr. Miller, Ms. Williams

Nays: None. Motion carried.

B. Personnel Action

Isabel Klein, promoted from Library Assistant to Children’s Associate, level 109, half-time, effective November 3, 2014

Brenda Eafford, Security Officer, level 106, part-time, hired effective November 4, 2014

Dolores Aiken, Business Manager/Fiscal Officer, contract, full-time, retired effective November 30, 2014

Community Comments

None

Announcements

None

Adjournment

Since there was no further business to discuss, Mr. Anderson moved and Board members unanimously seconded the motion to adjourn the regular board meeting at 8:38 p.m. The next meeting of the Shaker Heights Public Library Board of Trustees will be Monday, January 12, 2015 at 6:30 p.m. in the Main Library Boardroom.

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Chadrick Anderson, President

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Luren E. Dickinson, Deputy Fiscal Officer

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Peter Anagnostos, Secretary