



Board of Trustees Extended Meeting
Tuesday, August 26, 2008 4:00 p.m.

MINUTES

President Burtch called the meeting to order at 4:04 p.m.

IN ATTENDANCE

BOARD MEMBERS: John H. Burtch, Bryce Kurfees, John Magill, Charles V. Motil, Brian Perera, Amy P. Sharpe

ALSO PRESENT: Ann Moore, Director; Kate Porter, Assistant Director; Terri McKeown, Fiscal Officer; Sherman Wallace, Facilities Manager; Vita Marinello, Circulation Manager; Guenther Keim, Circulation Supervisor; Annette Heffernan, Circulation Supervisor; Mark Mangini, Reference Manager; Ruth McNeil, Community Relations Manager; Jackee McKnight, UAPL Foundation; Nancy Roth, Administrative Secretary

EXCUSED ABSENCES

There were no absences.

APPROVAL OF THE MINUTES

Kurfees made a motion to approve the minutes of the July 29, 2008 meeting. Perera seconded the meeting. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None

Sharpe made a motion to approve the minutes of the August 18, 2008 Special Board meeting. Kurfees seconded the motion. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

DIRECTOR'S REPORT

Moore said that in the interests of time, she did not have a formal report. Her written report is attached to these Minutes as an Exhibit. Moore did note that the staff In-service Day had been held last week. She said that approximately 114 staff members attended - the largest group ever. Moore said the speaker was Pat Wagner, who was very well-received by the staff. She said that in addition, this year there was a contest among the departments for decorated book carts.

Moore introduced the winners of the You Make a Difference awards.

- Alexa Elgabri, a Media Services staff member, was unable to attend the Board meeting due to her class schedule.
- Kate Porter was one of the four winners. Ann noted that Kate's nominators spoke about her successful efforts to bring consistency among the public service departments and improve communications. Moore also noted that Porter's work has enhanced Moore's work as Library Director
- Guenther Keim was introduced. Moore noted that Keim was a Circulation Supervisor who received nine nominations. She noted that he received a standing ovation at the award presentation. Keim explained the work he had done writing a program for VTLS to improve the processing of holds, cutting the time involved by 75% and greatly increasing accuracy. Porter noted that Keim had made a presentation of this improvement to the users' group meeting at VTLS this year and was well-received there, as well. Keim indicated that he was an attorney and Judge in Germany before re-locating to the US, where he worked as a translator of technical languages prior to his employment with the library. Keim thanked the Board for the opportunities the library has provided him.
- Vita Marinello, Circulation Supervisor, was the fourth winner of the You Make A Difference awards. Marinello said that she has been with the library for nearly two years, after working fifteen years in the Media Department at Grandview Heights Library and nearly three years as the adult programmer there. She praised the quality of her staff, noting that UAPL is circulating about 20% more items and processing 50% more holds than in past years. She said her goal is to work as efficiently as possible while providing the best public service to the patrons. Marinello noted that her experiences at the library have been very positive.

Moore noted the presence of Mark Mangini and Annette Heffernan. She said that they have been asked to serve as the staff representatives for the extended portion of the meeting to follow the business meeting.

Moore said that throughout the year, staff members are encouraged to thank their peers with You Make a Difference cards. She noted that the individual who receives the most cards in the course of a year and the person who gives the most cards are honored on In-service Day. Moore said that this year Nancy Roth, Administrative Secretary, received the most cards and Shahin Shoar, Media Services Manager, gave the most cards.

OPERATIONS COMMITTEE

The notes for the Operations Committee meeting are included here.

*OPERATIONS COMMITTEE MEETING
Monday, August 25, 2008 5:00 p.m.*

Meeting Notes

The meeting was called to order at 5:10 p.m.

IN ATTENDANCE: John Magill, Amy Sharpe, Ann Moore, Terri McKeown, Kate Porter, Ruth McNeil, Sherman Wallace and Nancy Roth.

ITEM #1 - LANE ROAD PARKING LOT

Moore said that a patron called to complain about the state of the Lane Road Parking lot. Moore said that she did go over to Lane Road to inspect the lot. At that time, it seemed to be in better repair than the Tremont lot; however, the city has since done some patching at Tremont. Moore noted that the patron said she had called the city and was told that the city was also concerned about the Lane Road parking lot, but that it was the library's issue to resolve. Moore said that she did ask John Forgos his opinion about the cost of repaving the lot in light of the rise in oil prices. She said that Forgos now estimates it would cost about \$200,000 to repair the lot properly.

ITEM #2 – ENVISIONWARE

Moore said that the library has talked about installing this type of software for several years. Envisionware is a system to require payment for patron printing and to allow time management of patron computer usage. Moore said that in addition, Envisionware also allows the payment of fines by credit card online.

Moore said that a staff committee researched this issue and visited several libraries. She said that all the local libraries except for Westerville use Envisionware. This means that most patrons are familiar with it. She said that Envisionware is very flexible and can be configured to do many things, such as restrict usage of computers in Youth Services to just youth card holders.

Moore said she is not recommending any change in the fee for printing. The library has a quote for the software and coin boxes for \$47,189. She said that this includes all three locations. Moore said that if the order is placed by the end of September, the price will be \$45,000.

Porter explained some of the features of Envisionware. She said that patrons sign on to the computer with their library cards, but the library can also issue guest cards to visiting patrons. If all the computers are busy, the system assigns the next available computer to the waiting patron. She said that staff can override the time limit if a patron is in the middle of a project. She said that staff is relieved of the enforcement of computer time limits. She noted that patrons can also pause their time briefly and lock the computer if they need to. She said that Westerville uses a system called Pharos which is not as flexible or robust as Envisionware.

Moore said one of the most important reasons for using Envisionware is that it is compatible with VTLS and Virtua. She said that they have a nice self-checkout system that could be easily added if the library decided to go forward with that at some future time.

Magill asked if competitive quotes were solicited. Moore said that competitive quotes were not solicited due to the extremely specific needs for the required software. She said that the library did thorough research before making this recommendation. Magill asked Administration to prepare a brief handout for the Board that would outline the rationale for the sole source quote and selection of Envisionware.

Moore said that the purchase of Envisionware was discussed at the recent Finance meeting and that committee was in favor of proceeding. She said that the system should pay for itself with reduced printing costs and accurate revenue for printing. She said that the Finance committee was in favor of the purchase.

Magill asked when the system would be implemented. Moore said that it would depend on when the purchase order was issued. She said that Envisionware said they were scheduling in October at the present time. She said that she hoped the system would be fully installed and implemented by the end of the year. The committee agreed to recommend the Envisionware purchase at the Board meeting.

ITEM #3 – ART DISPLAY/PERFORMANCE ART POLICY

Moore said that the policy was drafted as an attempt to be ready for issues regarding art displays and performances that may result from the library's efforts at partnering with the city and other groups.

McNeil said that the impetus is to have a consistent and stated policy and procedure in place. She noted that there has been discussion about creating a gallery hallway between Administration and Youth Services. The policy deals with access, liability issues and oversight. She said that the city has not seen the draft, but it was modeled after the city's guidelines. McNeil said that policies from other local libraries were also reviewed as well as some from across the country. She also noted that it has not been reviewed by legal counsel yet.

McNeil said that her office has received calls from a couple of individuals who want to book the theater for performance rather than for meetings and that the library needs to consider this issue as well. She noted that to date, performances have been in connection with library-sponsored programs. She noted that the draft speaks to the use of library space for performing arts.

Magill said that the draft should be reviewed by legal counsel before being implemented. He said that due to the inherent avant-garde nature of art, legal issues need to be considered. He recommended also looking at some policies from large metropolitan libraries that have had more experience in this area.

Moore agreed that the document would need to be reviewed by legal counsel. The committee suggested that Community Relations continue to review other policies and then present their resulting policy document to legal counsel. Magill commended McNeil on her efforts to be proactive in this area.

ITEM #4 – SQUARE ONE TECHNOLOGY

Sharpe said that she contacted Granville Harris from the city regarding Square One Technology. She said that the city's involvement with Square One was not exactly as presented by the salesman who spoke at the last Board meeting. She said that the cities of Upper Arlington and Hilliard have contracted with Square One for selective services on an hourly basis, but that Square One is not their primary technology source.

Sharpe said that Harris had indicated that when he noticed the advertisement for the IT manager's position, he had thought about putting a proposal together for the library and the city to partner for this service. Harris said that other things came up and he was not able to follow through on this. Sharpe indicated that he would be happy to talk with the new IT manager and that this might be a beneficial relationship for the library. Moore said that she will follow through with the suggestion when the new manager starts.

The meeting adjourned at 5:45 p.m.

Magill summarized the Operations Committee Notes. He said that the committee reviewed the request and information regarding EnvisionWare, noting that the software would also allow for print payment by credit card.

Moore said that EnvisionWare is a more robust program, has the ability to interface with VTLS and Virtua, is not a burden for the staff and is flexible in the set-up parameters. She said the quote is for \$47,189, but that if the purchase order is received by EnvisionWare before the end of September, the price would be \$45,000. Magill noted that this price includes the first year's service agreement.

Moore said the company is based in Atlanta, has an office in Cleveland and that they have been very easy to work with thus far. She noted that all the other local libraries other than Westerville and Bexley use the system, so most patrons will be familiar with it.

Magill said that the committee recommends the purchase of the software. It was noted that the Finance Committee had also reviewed the information and recommends the purchase. **Magill made a motion to authorize the purchase of the EnvisionWare software and hardware as stated in their price quote, minus the discount applicable prior to September 30, 2008. Perera seconded the motion. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.**

FINANCE COMMITTEE

Notes from the Finance Committee Meeting are included here.

*FINANCE COMMITTEE MEETING
Wednesday, August 20, 2008 8:30 a.m.*

Meeting Notes

The meeting was called to order at 8:30 a.m.

IN ATTENDANCE: Charles Motil, Brian Perera, Ann Moore, Terri McKeown, Kate Porter and Nancy Roth

ITEM #1 – INSURANCE QUOTE

McKeown distributed a premium comparison for the property, liability, vehicle and employment practices insurance. She said that due to hard work from Bob Fenner, the library has received a very favorable quote from Westfield Insurance for the Property & Liability Insurance, and Cincinnati Insurance for the Directors & Officers and Employment Practices Insurance. She said that the new policy would have increased coverage limits for a lower premium than that of this year's policy. She said the D&O/EPLI \$2,000,000 liability limit is one that the library had been trying to get for several years. This represents an increase of \$1,000,000 over the current policy.

McKeown noted that the building and personal property values have been increased by 5%. McKeown noted that the portion for "inland marine" coverage is the insurance of the collection that is in circulation at any given time. She noted that the total premium savings for the entire insurance package amounts to approximately \$3,500.

McKeown said that the library should consider hiring an independent appraiser to give a value to the buildings, contents and collection. She said that the current blanket building value is approximately \$10,000,000 for all three facilities, which seems to be low. The main library value is set at approximately \$7,500,000, which is also low. Moore and Perera both agreed that this seemed too low. McKeown noted that an independent appraiser would also conduct an inventory and that the service would probably be expensive. Motil and Perera agreed that a proper valuation needs to be conducted. Perera asked McKeown to contact some professional appraisers and to get an idea of the cost. McKeown agreed to do this.

McKeown said that the Board should take note on the record of the effort put forth by Bob Fenner and his office in obtaining such a favorable rate for the library.

ITEM #2 – FIRST HALF FISCAL REVIEW & STRATEGIC BUDGETTING

McKeown distributed a financial summary for the first half of the year, comparing it to the first half of 2006 and 2007. She said she had distributed this information to the managers at their last meeting. McKeown noted that funds from the Public Library Fund are down, as are fines and fees. She noted that interest income is also down due to declining interest rates. Motil asked where the library investments were being held. McKeown said that funds are invested in Star Ohio and CD's. Motil suggested that the library start looking at 12 month CD's. He said that some market analysts are predicting an increase in interest rates, particularly for longer term items. McKeown said she would look into this.

McKeown said that salaries and benefits costs have increased as has the library materials budget. She said the materials increase is due to the conscious effort by the library to move towards a 20% materials budget.

McKeown distributed an historical comparison from 1992 of the funds generated by the levy and the Public Library Fund (formerly LLGSF) along with salary and benefits costs, library materials costs and overall General Fund expenditures. McKeown noted that additional revenue from the operating levies have enabled the library to increase expenditures for salaries/benefits and library materials.

Motil noted that one thing that has been made clear from the planning study, and other sources, is that the library collection is very big, especially in comparison with other libraries our size. McKeown said that the Board may need to re-visit priorities for the materials budget and other areas. She said that one way to free up funds for building issues is to consider holding the line on the materials budget. She said she would like some direction and consensus from the Board on this issue.

Motil said that for many years the Board has talked about the materials budget as a percentage of the general fund. He said that this may be an outmoded metric to be using, especially as costs continue to increase in other areas, such as energy. He asked how the 20% target developed.

Moore said it was a recommendation from the state that was developed in the 1990's. She said that she would not like to think of the materials budget dropping to the 14% level where it had been. She said that if the library is going to re-work the interior space, there might be good reason for holding back on ordering since space might be limited. She said that other libraries do not have such a large collection. Smaller libraries have fewer periodicals and more popular publications while weeding older items.

The committee looked at a quick review of how library materials funds are allocated. Moore said that she periodically reviews circulation figures to ensure that the materials budget is being spent on items that circulate. She noted that she and Porter look at

several factors, including the items location to determine the best use of the materials budget.

Motil noted that while salaries and benefits costs have shown an expected rise, library materials costs have doubled. He said that this shows that the library has done a good job containing personnel costs. Moore said that the increases in circulation make it clear that the library staff is being allocated more appropriately and working more effectively and efficiently. McKeown referred to the salary spreadsheet by department that was distributed to the Board in July and the reallocation of staff.

McKeown said that she could free up between 1.5 and 2 million dollars for building issues; however, it would mean a change in priorities. She said the budget tells a story. McKeown suggested the Board discuss these issues along with the planning study and to re-establish priorities.

Moore asked McKeown where the money would come from. McKeown said that the 5-year expenditures over the life of the levy could be reviewed. McKeown said revenue would be fairly flat over the life of the levy, with expenditures increasing each year. She said there are funds that could be freed up now, but that would have an impact on the money available for future items. She noted the impact of increasing utility bills. McKeown noted that there is currently about \$2 million in the general fund available, although a portion of that has been earmarked. She said that she needs direction from the Board in order to do further planning and projections.

Perera said that it seemed reasonable to look at a five year approach and to have a goal of freeing up \$1.5 – 2 million for other uses. Motil noted that regardless of any decision about the building renovation, the library needs to have the projections in order to calculate what kind of debt service the library can sustain, if necessary.

McKeown noted that any type of reduction would likely involve the library materials budget so the Board will need to come to a consensus on that issue. Perera said that he would not want to go below the 2007 dollar level for the materials budget. Perera suggested that McKeown create a scenario and the Finance Committee can then look at where the cuts were made as a starting point. Motil agreed with this approach.

ITEM #3 – 2009 PUBLIC LIBRARY FUND

McKeown distributed copies of the Franklin County Budget Commission certification of the Public Library Fund for 2009. She noted that the library cannot function on PLF monies alone, which is why levies have been initiated since 1993. She also distributed a chart of the 2008 estimated distributions from the PLF. She said that the amount certified for 2009 is substantially more than the most recent 2008 revised certificate. McKeown said that due to current indicators actual funds would probably be closer to the 2008 amount.

McKeown said that for planning purposes she would suggest planning for an additional 1.5% less in the 2008 certification due to the economic problems. McKeown noted that July and August PLF receipts were lower than the revised monthly estimates. Perera agreed that it would be wise to use a lower estimate for 2008. He noted that predictions of state tax revenue are off and collections are way down. McKeown said that the levy revenue can be forecast more accurately, but the PLF is based on overall state's total general tax revenue, so it can fluctuate depending on those receipts.

Motil asked what the delinquency rate has been for the levy collection. McKeown said that she has not received a report recently on this from the Franklin County Auditor. Perera said that it is not useful to make budget plans based on revenue that is unlikely to be generated. Motil said that it is better to under-commit and be able to over-deliver if more funds come in than expected.

Motil asked about the Bruner energy savings study that was done in the past. Moore confirmed that such a study had been done, but that she would have to review it before talking about specifics contained in the study. She noted that some of the figures used in the study were called into question. She said the biggest savings would be generated in electrical costs if there were upgrades to the electrical system, more efficient lighting and computer-controlled timers.

Perera noted that the replacement of outmoded, single pane windows would also result in energy savings. McKeown said that improvements to the facilities could result in lower maintenance costs.

ITEM #4 – OPERATIONS COMMITTEE MEETING ITEMS

McKeown said that originally the Operations Committee had planned to meet before the Finance committee and that there were some items on the Operations agenda that had were going to be on the Finance Committee Agenda. She said the two items of note were the Lane Road parking lot and printer/time management software.

Moore said that the Lane Road parking lot issue is just an informational item on the agenda and that no expenditure of funds is anticipated in the near term. Moore explained to the Finance committee that a staff committee had been looking into options for printer/time management systems that could be installed at the library. She said that the recommendation that will be made to Operations is for purchase and installation of Envisionware. She said that this system is being used by many of the other local libraries; so many patrons will already be familiar with it. Porter shared some of the options available with the system.

Moore said that she hopes to have the system installed in October, after the new IT Manager begins, and fully implemented by the end of the year. She noted that this should result in a substantial savings in printer supply costs and paper costs, since many patrons make copies that they don't retrieve or make many copies and don't pay

for them. She said the cost quote is for \$47,000, but she expects to be able to get the system for \$45,000 if the Board acts before the end of September.

Perera said that the system should pay for itself within a year and a half. He said that it seems like an appropriate step to take. Motil agreed and the committee said that Moore could inform the Operations Committee that the Finance Committee supported this recommendation.

The committee agreed that McKeown would prepare a 5-year projection for review before the October Board meeting.

The meeting adjourned at 9:25 a.m.

Perera reviewed the meeting notes. He noted that the insurance quote was very favorable; providing more coverage for less money. He said that the policy for the buildings is for \$10,000,000. Perera said that this appears to be an inadequate amount and that the committee has asked McKeown to investigate the cost of conducting an independent appraisal to see if additional insurance should be considered.

McKeown reviewed the first half revenue/expense report. She noted that the Finance committee will be meeting prior to the October Board meeting to see what areas of the budget could be adjusted in order to free up funds for building projects.

McKeown said that the PLF is based on receiving 2.22% of the State general tax revenue. She said that the 2009 certification estimate is for a large increase over the 2008 certification. She noted that this is probably not accurate and recommends using the 2008 PLF figures for planning purposes. Perera noted that the committee has asked McKeown to review the entire budget to see if \$1.5 - \$2 million could be freed for maintenance projects.

McKeown noted that Bob Fenner had done great work on behalf of the library to obtain the favorable insurance rate. She asked Board members to mention their appreciation to him if they had an opportunity. Burtch noted for the record that Bob Fenner has been an active advocate for the library for many years and also serves on the Board for the Upper Arlington Public Library Foundation. The Board extended their official thanks to Fenner.

RESOLUTION 21-08
General Fund Donation

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library acknowledges and accepts into the General Fund with sincere thanks the following donation:

\$20.00 Jeffrey Prince in memory of Helen Etzel

Kurfees made a motion to approve Resolution 21-08. Magill seconded the motion.
VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

RESOLUTION 22-08
Insurance Coverage

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library accepts the following quotes from Thomas-Fenner-Woods Agency, Inc. for insurance coverage with Westfield Insurance and Cincinnati Insurance for a one-year term commencing September 1, 2008:

Property, Liability, & Auto Coverage \$17,595

(Coverage provided by Westfield)

Property – Blanket Coverage - Building, Contents & Valuable Papers & Records
\$5,000 Deductible

Commercial General Liability - \$2,000,000 aggregate limit, \$1,000,000 each occurrence

Data Processing (Hardware, Media & Data) \$1,000 deductible

Commercial Crime – Employee Dishonesty Blanket Coverage - \$500 deductible

Commercial Automobile (2008 Ford E-250) deductible - \$250 comprehensive, \$500 collision

Umbrella Coverage \$1,142

(Coverage provided by Westfield)

(Annual aggregate & each occurrence limit \$2,000,000)

Directors & Officers and Employment Practices Liability \$6,046

(Coverage provided by Cincinnati Insurance Company)

(\$2,000,000 limit; \$5,000 deductible)

Total \$24,783

Motil made a motion to approve Resolution 22-08. Perera seconded the motion.
VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

Kurfees made a motion to approve the July 2008 Financial Report. Sharpe seconded the motion. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

PERSONNEL

Burtch said that the committee did not meet. He noted that McKeown has distributed an updated personnel report.

<u>Effective Date</u>	<u>Employee</u>	<u>Rate</u>	<u>Current Rate</u>	<u>Classification</u>	<u>New PT/FT</u>
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Terminations

08/06/08	Catherine Wilson			Page	T PT
08/07/08	Jennifer Horne			Lib Asst II/Youth	T PT
08/09/08	Maggie Ervin			Lib Assoc I/Youth Outreach	L PT

New hires

07/24/08	Jennifer Rule	\$10.40 RA 104		Lib Asst II/Media	T PT
08/01/08	Zachary Williams	\$9.55 RA 103		Custodian	T PT
08/04/08	Julie Moran	\$1230.00 biweekly \$31,980 annual RA 107		Librarian/Youth Svs	T FT
08/18/08	Rachel Springs	\$10.73 RA 104		Lib Asst II/Youth	T PT
09/08/08	Gregory Ramage	\$2076.92 biweekly \$54,000 annual RA 110		Information Technology Manager	T FT

End of Temporary Assignment

07/25/08	Kevin Lenander			Library Aide	L PT
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<u>Effective Date</u>	<u>Employee</u>	<u>Rate</u>	<u>Current Rate</u>	<u>Classification</u>	<u>New PT/FT</u>
<u>Change of Status</u>					
08/24/08	Kevin Lenander	\$9.55 RA 103	\$10.40 RA 104	Lib Asst I to Lib Asst II	L PT
09/07/08	Sue Emrick	\$14.91 RA 106	\$1269.75 biweekly \$33,013.50 annual RA 107	Library Associate II to Librarian	M FT L FT
09/07/08	Marcus Hensley	\$2304.75 biweekly \$59,923.50 annual RA 110	\$2139.75 biweekly \$55,633.50 annual RA 109	Interim Manager to Systems Manager	T FT

FMLA Reduced Work Schedule

07/30/08 to 08/27/08 Marcus Hensley Interim Manager Computer Services T FT

Non-FMLA Leave of Absence

08/01/08 to 08/18/08 (return to work date 08/19/08) Joseph Carter Page T PT

Wage Continuation – Ohio Bureau of Workers’ Compensation

08/01/08 to 09/14/08 Joseph Carter Page T PT

Sharpe made a motion to approve the August Personnel Report from the Fiscal Officer. Magill seconded the motion. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

PLANNING REPORT

Burtch noted that the remainder of the meeting was dedicated to further questions and discussion regarding the planning study. He noted that Joel Snyder had put in additional time on the project for this meeting and that Bill Wilson was also present to assist the Board in their discussion. He said that payment was needed for their services.

RESOLUTION 23-08
Additional Services Authorization for Planning Project

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library hereby authorizes the Board President to sign an agreement authorizing Joel Snyder Associates to provide the following additional services:

Conduct a workshop/retreat session with the UAPL Board of Trustees and others for the purposes of reflecting upon the recently completed Tremont Road Main Library Planning Study, discussing related issues, and clarifying UAPL's next steps. These Additional Services include the consulting services of Bill Wilson of Himmel & Wilson Library Consultants for a one-day visit and his travel expenses.

Additional Fee: \$5700.00

This Additional Services Authorization will be incorporated into the Agreement dated 01/30/2008 between the Owner and Architect for the Upper Arlington Public Library Main Library Planning Project.

Sharpe made a motion to approve Resolution 23-08. Motil seconded the motion. VOTING AYE: Burtch, Kurfees, Motil and Sharpe. VOTING NAY: Magill and Perera.

Kurfees asked the reason for the Nay votes. Perera said that the payment represented an effective 10% increase in the cost of the planning study that he did not feel was justified. Magill said that he was concerned that there was no breakdown of services other than what was listed in the Resolution. Moore did note that legal counsel had reviewed the agreement. Magill and Perera requested a breakdown of services be provided by Joel Snyder. Moore agreed to talk with Snyder and to obtain a breakdown.

Burtch called a brief recess to the meeting so that the Board could re-locate to the Storytime Room for discussion. The meeting recessed at 4:32 p.m.

PLANNING REPORT DISCUSSION

The meeting re-convened at 4:40 p.m. Joining the meeting at this time were:

Joel Snyder, Joel Snyder Associates

Bill Wilson, Himmel and Wilson Library Consultants

Mary Ann Krauss, UA City Council

John Forgos, John Forgos & Associates

Burtch said that the purpose of the session was to allow the Board to have a thorough discussion of the Planning Report. He noted that the report had been presented to the Board in May and that there had been ample time for the Board to review the report. He said that Snyder had planned the format of this session along with input from a

committee that included Sharpe. He said that the Board will need to answer the question – Now what?

Burtch said that he had wanted to hear what the community wanted in their library and what the staff wants. He said that these groups were well represented through the focus groups. He noted that the issue of what can be done through the course of correcting deficiencies was also addressed. He noted that the report was the first step in the process and not an end result. The planning study was to address what was reasonably feasible. He said that he did not expect decisions about specifics. Burtch said that a global approach needed to be determined first. Burtch turned the meeting over to Snyder.

Special Note: *Over the next four hours, the group present had a free-ranging discussion of many aspects of the Library Planning project. The following summary should not be considered to be a verbatim report. For the most part, comments, questions and information are not attributed to a given participant, unless it represents a personal viewpoint. There will be a differentiation between the two facilitators (F) and the participants (P). This is a distillation of the discussion and the major points addressed. During the session, a dinner recess was called at 6:20 p.m. The meeting reconvened at 7:35 p.m.*

Snyder asked the group to select which of the three key words in the EXPLORE, GATHER, GROW statement seemed most important to them. The results were:

EXPLORE – Perera, Magill, Mangini

GATHER – Porter, Sharpe, Moore, Krauss, Kurfees, Forgos, Heffernan, McNeil

GROW – Motil, Burtch, McKnight, McKeown

The group gave various reasons for their selections.

F – Libraries often serve as a “third place.” This is a place that is neither home nor work, but can be a place to meet. Starbucks consciously tried to create a commercial “third place” during their planned expansion. Historically libraries have served as a location for public discourse and cultural activities. Being a gathering place is not a new concept.

F – Explore also includes electronic and virtual spaces and resources. The responses from the Prism marketing study mirror the results of the group’s selection among the three words.

F – Two initial assumptions generally were made at the beginning of the process. 1.) Assume the direction of the mission statement, particularly as an outgrowth of the Strategic Planning process. 2.) Assume that library service is not going to be diminished. Looking at libraries serving populations between 25,000 and 65,000, UAPL is #1 both in the number of visits and in total circulation.

P – The report as a whole does seem to have a bias for expansion due to the size of the collection. Are there other ways to deal with the size of the collection? What about re-configuration without diminishing the size of the collection? What are the service decisions and operational realities that go along with a renovation plan?

F – 4-Step process followed with any preconceptions.

1. Confirm goals and purpose of study.
2. Collect Information.
3. Provide 2 scenarios. These were done in the context of the information gathered from the community and staff and other interviews. Expansion scenario and footprint scenario developed.
4. Uncover and test programming concepts.

P - Concerns from the public can be answered with the results of recent surveys conducted. The plan is not different from what public has expressly said they wanted. There will be a need to maintain the relevance and connection of the plan with the patrons' expressed expectations.

F – Collection size is a big issue to be addressed. Public has indicated they value the collection and do not want it down-sized. A fair question to ask as plans progress is, "What is the right sized collection for UAPL?"

P – Library materials are the core product. An increase to 91,000 square feet would make UAPL 4th largest on listing provided instead of 11th. What would be the anticipated impact of the re-opening of the new OSU library. What options have other libraries used?

F – Impact would be minimal as academic libraries are very different from public libraries. Still need to balance the desire for more “community” space with the need to house a large collection. Offsite storage is not used by public libraries very often. Lower Merion library does have an off-site storage facility that is right next door to their library. Experience has shown that storing items off-site cuts into circulation due to the loss of “browse-ability.” Cost of off site storage can be considerable.

P – Weeding goes on all the time. Need for culling depends on the discipline. Computer books are out of date within a couple of years. Seminal works, art history, etc., remain relevant for a long time. The library does have the capability of identifying materials that haven't circulated in x number of years.

F – There is a choice similar to two manufacturing models: the just-in-case model and the just-in-time model. Many larger public libraries operate on the just-in-case model. “Classics” are kept even though they may not circulate frequently. These are considered to add richness to a collection.

P – As a library we are dedicated to gathering and preserving human knowledge. We need to keep the richness of the collection. That is part of what makes UAPL a “third” place. At 91,000 square feet, about 1/3 is dedicated to the collection.

F – Premature to get too finite about space allocation yet.

P – First decision needs to be whether to renovate within the footprint or to go outside the footprint. Then set priorities for the use of the building. Who decides what to include?

Each Board member could prepare a list of 10 items and then go through the lists together to set priorities.

The impact of different choices will have to be considered, such as staffing needs, staff time involved in maintaining a particular service or area.

Much of the selection would have to be the library’s call, not the Board’s since the staff members have the day-to-day experience. Need more research from staff.

F – UAPL is well-located for visits to other libraries. Many good libraries within reasonable driving distance. We would caution you not to lock into small items at the present time. Use larger concepts. Don’t think about coffee shops, but patron amenities. Talk with the line staff at other libraries. Don’t settle for the “Director’s Tour” where everything is wonderful.

KRAUSS: Do not limit yourself to the library acreage. Think about shared spaces and services with other Northam Park users like the Senior Center. A land swap with the City is not impossible. Asked to attend by the Mayor and City Manager in the spirit of cooperation and collaboration. This opportunity may not happen again. The land at Northam Park is held in public trust and some could probably be traded to the library if needed. Open up to looking at developing a 25 year plan. It is not unreasonable to expect to have to do some renovation after 25 years.

The library has an “untainted” reputation like motherhood and apple pie. This can allow the library to look at balloting issues and timing differently.

F – The results of the projected square footage needs are based on a building block approach. There is an assumption of ADA compliance throughout the building. Looked at current collection size and made projections in 5-year increments. There is a modest increase in books and a reduction in media, due to projections for the impact of electronic media and downloads.

The reduction reflected in the Youth Services collection assumes a “right-sizing” approach. Youth collection can be so large that it overwhelms young patrons. (IT WAS DISCOVERED THAT THE YA MATERIALS FIGURES CONTAINED IN THE REPORT MAY BE INCORRECTLY COMPUTED. WILSON WILL REVIEW HIS SOURCE INFORMATION AND NOTIFY UAPL OF THE RESULTS.)

In order to stay within the footprint and offer the public spaces that patrons have indicated they want, the collection would have to be reduced significantly. If the library wants to maintain a large collection and provide public space, expansion outside the footprint will be needed. How much expansion depends on the components selected for inclusion.

P – Meeting the needs of the patrons for space and collection means expansion.

P – When last addition was built in 1987, the collection planned for was between 200,000 and 300,000 items. We are now nearly double that. Security is an issue, particularly in Adult Services, due to the height of the stacks.

P - There is a severe lack of office space for work to be done off the floor. The big collection could be somewhat smaller, but a large collection is one of the things that make UAPL strong and a destination. We provide materials that other libraries don't have.

P – Circulation area is extremely crowded. There are wiring inadequacies that create problems. There is no private area to have conferences or resolve patron disputes. Things will remain crowded if we remain in the footprint. This is an opportunity to create solutions to on-going problems.

P – The expectations from the community for the library are different than in 1985. We have been putting on band-aids for many years. Staying in the footprint is another band-aid.

P – Would hate to pass up an opportunity for change. The library is consistently rated highly in various polls and surveys. But we will start to slide downhill if we don't follow through on this study. There is also a frequently expressed need for quiet space.

P – There is a great deal for enthusiasm among the staff for the expanded plan. There is little enthusiasm for the footprint option.

P - Do we decide what we need or do we decide what we can fund. Proper order would be to decide what space we need and then look at ways to fund that expansion. Don't believe that the library can be “over-reaching” if we are providing what the patrons have said they want.

Magill: I am in favor of doing an expansion outside the footprint, but disagree strongly with the driving assumptions of the report. I do not want any of those assumptions reflected in the final result.

Perera: The expansion option seems right, but do not cut the materials we provide to patrons. Maintain the power of the collection.

Motil made a motion to renovate the library by expanding outside the current footprint. Sharpe seconded the motion. There was continued discussion on the motion.

Perera noted that the end result does not have to reflect the expanded scenario as contained in the current study. He encouraged the Board to look at ways to avoid dismantling the drive-through book drop.

Wilson said that the Board will have to continue to test concepts. He noted that you cannot put 25 pounds of potatoes in a 10 pound bag.

Krauss said that there is nothing wrong with improving your facility every 25 years. Needs change over time.

The Board took a vote on Motil's motion. VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY: None.

Burtch suggested that the next step would be to list priorities and to decide how much space to allot to each. He asked that staff be asked for specific input about their priorities and the space needed. Sharpe volunteered to assist with this project. Moore said that if staff input is solicited again, the Board needs to respect and value that information.

McKeown said that the services libraries provide have changed dramatically. Electronic resources need to be taken into consideration when viewing the collection size.

Moore said that the staff has visited other libraries and has a vision of what could be done at UAPL.

Perera said that going into a capital campaign, the library will have to have its story straight. The library will have to be able to explain why the expenditure is worth it.

Porter noted that OCLC has a publication that could be valuable as the library moves ahead. She said that Media Services manager, Shahin Shoar brought it to her attention. The publication is entitled *From Awareness to Funding*. She said that it addresses the issues involved in marketing yourself to the voters for levy and bond issues.

Moore said that the library staff sells the library every single day by the high quality of the service that they deliver.

ADJOURNMENT

Kurfees made a motion to adjourn the meeting. Magill seconded the motion.
VOTING AYE: Burtch, Kurfees, Magill, Motil, Perera and Sharpe. VOTING NAY:
None.

The meeting adjourned at 8:55 p.m.

John V. Burtch, President

Amy P. Sharpe, Secretary