



Board of Trustees Meeting
Tuesday, June 9, 2009 5:00 p.m.

MINUTES

President Burtch called the meeting to order at 5:07 p.m.

IN ATTENDANCE

BOARD MEMBERS: John H. Burtch, Bryce Kurfees, John Magill, Caroline Diwik, and Amy Sharpe.

ALSO PRESENT: Ann Moore, Director; Kate Porter, Assistant Director; Kate Hemleben, Fiscal Officer; Greg Ramage, IT Manager; Mark Mangini, Reference Manager; Sherman Wallace, Facilities Manager; Ruth McNeil, Community Relations Manager; Diane Sturges, UA Resident; Robert Harmon, UA Resident; Dave Mastracci; UA Resident and Nancy Roth, Administrative Secretary

EXCUSED ABSENCES

Magill made a motion to excuse the absence of Brian Perera. Sharpe seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill, and Sharpe. VOTING NAY: None.

APPROVAL OF THE MINUTES

Magill made a motion to approve the minutes of the May 12, 2009 Board meeting. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill, and Sharpe. VOTING NAY: None.

PUBLIC COMMENTS

There were no public comments.

UAPL FOUNDATION

Jackee McKnight was not present at the meeting. There was no report.

ASSISTANT DIRECTOR'S REPORT

Porter introduced Greg Ramage, IT Manager and Mark Mangini, Reference Manager. Ramage and Mangini presented a brief demonstration of new résumé writing software that will soon be available to patrons. Ramage noted that it would be available on all public workstations at all locations. The software can assist patrons in preparing up-to-date résumés through a simple interactive interview process. The software is very intuitive and easy to use. It also provides links to current on-line job listings specific to a

given profession. The software also has video samples of interview situations with explanations of why certain questions might be asked and reasonable responses.

The Board indicated that the presentation and the software were a valuable resource for the library to assist patrons who may be looking for employment. There was discussion about the need for the library to be more aggressive in getting information to patrons and the best way to make patrons aware of the addition of this software to the workstations. Board members suggested that news releases, static displays and other efforts be utilized

McNeil noted that the marketing pieces for the roll-out of this service were not all in place yet. She noted that the installation of the software had not yet taken place on the public computers. She said this would be part of a 4-library collaboration to offer patrons employment assistance during difficult economic times. She noted her appreciation of the Board's input. She said that this reflects a shift in the library's emphasis on promoting programming to the promotion of products and services available at the library. Porter noted that addition of this type of service is announced on the website and on the Bright-Board by Circulation.

Moore said that the library will need to continue to market itself via the internet. She noted that her experience during the recent bond campaign has reinforced the belief that this is an important medium to reach people. She said that Sara Klein from the Reference Department has been doing some work with social networking and the library. Moore said she would arrange for Klein to present some of her projects to the Board in the near future. Magill noted that the website keeps getting better and better.

Moore said she would like to take the demonstration of the résumé software to other organizations that are also focusing on offering employment assistance. Kurfees indicated he would follow up with Moore on this, as he had noted two local churches who were offering these types of services – Upper Arlington Lutheran Church and the Vineyard.

Porter reported that Friday was the first day of Summer Reading. She noted that on Friday alone, 1179 people had signed up. This included youth and adult patrons. She thanked staff members and the Volunteens for their help in manning the sign-up table. She noted that 85 Volunteens are signed up to help with Summer Reading over the next two months.

Porter said that Saturday was Read Down Fines day at Tremont. She said that 120 people participated. She noted that the number of patrons participating continues to increase. She said that due to the size of the group, she will be having discussions with managers and others about other ways to structure the event so that everyone can be accommodated.

Kurfees asked about adding banners to the regular mailings that are sent to notify people of reserves and first warning notices to advertise library events, programs and

services. Porter said that currently the Virtua software may limit the library's options in this type of effort. The Board had a brief discussion about the advisability of doing mass e-mail newsletter mailings to patrons. Magill suggested that the Board continue the discussion at the July Board meeting.

Porter noted that new format in the statistics report with the bar chart replacing the pie chart. The Board offered suggestions to refine this. Kurfees said he would like to see a total chart and Sharpe said she would prefer a line graph with a last year comparison.

DIRECTOR'S REPORT

Moore pointed out the monthly circulation statistics that indicated that self check accounted for 18.62% of the check-outs at Tremont in May. She noted that the stations became operational on May 14th. Sharpe noted that circulation staff has been great in helping patrons through the self-check process.

Moore asked the Board to consider the summer meeting schedule. She noted that she would be out of town during the week of the regular August Board meeting. She said that due to vacation schedules, it would be helpful to move the July Board meeting back one week. Burtch noted that historically, the Board often meets later in July and does not meet in August. He said that unless there was compelling business, it would be appropriate to cancel the August meeting.

The Board had a brief discussion of the individual schedules for the summer. Due to several conflicts, it was agreed to keep the July meeting on its regularly scheduled date of July 14th and to cancel the August Board meeting. It was noted that committee work should continue over the summer.

Moore said that she, Porter, Hemleben, Diwik and Sharpe met with John Forgos to review maintenance needs following the failure of the bond issue. She said that a listing has been prepared for discussion by Finance and Operations. She noted that Finance would be meeting on Friday morning and the listing, which includes cost estimates, would be a part of the agenda. She suggested that it would be helpful if Operations could join that meeting, however, Magill was unavailable. **(An Operations Meeting was later scheduled for Friday afternoon, following the Finance meeting in the morning.)**

Moore said that cost cutting measures continue to be studied. She said that mailing costs can be reduced by no longer mailing direct deposit notifications to employees' homes. She said that these notifications are generally distributed at the library, but according to the Personnel Policy, employees have the option of having them mailed and some have availed themselves of this option. She said that she would like the Board to amend the Personnel Policy to remove that option. After brief discussion, the Board agreed that this was an appropriate step to take.

Magill made a motion to remove the following sentences from the Personnel Policy. "Staff members may elect to have their paycheck/direct deposit

notification mailed to their home address rather than delivered to their department. This designation must be made in writing and forwarded to the Fiscal Officer.” Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

Moore noted that a lighting sample had been set up in Adult Services by Purdy electric. She noted that even this improvement did not light the space sufficiently and caused shadows over the shelves.

Moore said that the most recent PLF distribution was not as bad as previous months.

Burtch said that Finance should meet Friday. He said that Finance should determine how much they feel the library can safely spend and that Operations should then decide how and on what projects to spend the funds.

OPERATIONS COMMITTEE

The notes from the Operations Committee Meeting are included here.

OPERATIONS COMMITTEE MEETING

Tuesday, June 9, 2009 4:30 p.m.

Meeting Notes

PRESENT: Amy Sharpe, John Magill, Ann Moore, Kate Porter, Kate Hemleben, Nancy Roth.

The meeting was called to order at 4:45 p.m.

Moore said the purpose of the meeting was to review and discuss the draft of the change in the Internet Policy. She said this was initiated because of the installation of the time-management, pay-for-printing system that was installed in December.

Porter said that she, IT Manager Greg Ramage and Reference Manager, Mark Mangini had reviewed the policy. She said they looked at several other policies from other libraries that ranged from highly specific to very general policies. She said they determined that the library’s current policy was adequate if up-dated to reflect the current system. She said that the introduction was condensed to reflect the current society’s familiarity with the Internet. She noted that the previous internet policy had been reviewed by legal counsel and that no substantial changes had been made and no changes at all were made to the disclaimer.

The committee had a brief period of discussion as to the actual working of the time-management of the EnvisionWare system. Magill voiced his concern that a daily limit of 5 hours was excessive and might result in people being unable to access a public station fairly. Porter explained that the software allows for sessions to continue only if

no one is waiting for a computer. She noted that the patron logs into the system to request a computer and is told what time and where a computer will be available.

Magill suggested that these safeguards be made clear at the Board meeting. Porter said that the system is working well as far as time management is concerned. Magill said it was important to let the Board know that the language of the disclaimer, previously approved by legal counsel, has not been changed.

The committee agreed to recommend the up-dated policy for approval at the Board meeting.

The meeting adjourned at 4:56 p.m.

Sharpe said the committee would recommend the revisions to the internet policy to reflect the installation of the time-management/pay-for-printing system. Porter noted that she, Ramage and Mancini had reviewed the policy and looked at other libraries' policies. She noted the disclaimer stayed the same and the previous policy had been reviewed by legal counsel. Ramage noted that the changes simply corrected inaccuracies.

Internet Policy of the Upper Arlington Public Library

Introduction

The Upper Arlington Public Library provides access to the Internet and other electronic resources to satisfy the evolving needs of the community.

As with other library materials, it is the parent or legal guardian of minor children who assumes responsibility of supervising access to Internet resources in the library. Parents are reminded that filtering can provide only a degree of protection from Internet sites that may be deemed inappropriate. It is important to remember that filtering systems are not perfect. Even with a filter, it is possible that inappropriate sites will be accessed and also legitimate sites will be blocked.

The library cannot control or monitor material which may be accessible from Internet sources. It is not possible to apply the same selection criteria that are used for other materials. UAPL upholds and affirms the right of each individual to have access to constitutionally protected material. Library-provided Internet access may not be used for unauthorized, illegal or unethical purposes. Access to and/or display of obscene language and sexually explicit graphics as defined in sections 2907.01 and 2907.31 of the Ohio Revised Code is not permitted. Patrons must be sensitive to the fact that Internet screens and printers may be subject to view by library patrons of all ages.

Disclaimer

Information available through the Internet is not warranted by the Upper Arlington Public Library to be accurate, authoritative, factual, or complete. The availability of networked information via the Upper Arlington Public Library does not constitute any endorsement or ratification of that information. The Upper Arlington Public Library is not responsible for the content of networked information available. The use of the Internet to engage in any activity that constitutes violation of local, state, and/or federal laws is strictly prohibited.

All users of this service agree to hold the Upper Arlington Public Library harmless from any and all claims, losses, damages, obligations, or liabilities directly relating to the use of the Internet, caused thereby or arising there from. In no event shall the Upper Arlington Public Library have any liability for lost profits or for indirect, special, punitive, or consequential damages or any liability to any third party, even if the Upper Arlington Public Library is advised of the possibility of such damages.

Specific Guidelines

Library workstations and data ports are shared resources and not for the exclusive or excessive use of a single person. Users may have access to library computers for up to five hours per day if no one else is waiting for a computer. Users must have a library card and PIN to access library workstations.

Printing is available for a fee. The library is not responsible for printing errors or money lost on printing deposit accounts.

Patrons downloading from library data ports and through wireless access to their own computers do so at their own risk. The Upper Arlington Public Library is not responsible for any loss of data or other liability that may occur from patron use of the library's Internet services.

Respect the privacy of others by not misrepresenting yourself as another user: by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking unauthorized access to any computer system, or damaging or altering software components of any network or database.

Access to the Internet is normally available during library hours, but may be subject to interruptions due to periodic upgrades, maintenance, or technical difficulties.

Misuse of library-provided Internet access may result in the loss of Internet and/or library privileges.

Sharpe made a motion to approve the revised Internet Policy. Magill seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

FINANCE COMMITTEE

Hemleben reviewed the notes from the May 15th Finance Meeting. Those notes are included here.

FINANCE COMMITTEE MEETING Friday, May 15, 2009 8:00 a.m.

Meeting Notes

IN ATTENDANCE: Brian Perera, Caroline Diwik, Ann Moore, Kate Porter, Kate Hemleben and Nancy Roth.

The meeting was called to order at 7:59 a.m.

2007/2008 AUDIT

Hemleben distributed information about meetings of the Audit Committee. She said that according to the Auditor of State's office, public entities can conduct post-audit conferences with an auditor present as Executive Session. She said that this seems to be somewhat at odds with information from OLC. Hemleben said that she will continue to seek clarification.

Hemleben said that the audit went well. She said that the library may need to expand the audit next time for a higher fee. She said that the current audit does not include a review of the cash management system in place. She suggested that the Auditor should take a look at this. The committee agreed that this would be an appropriate step to take during the next audit.

Hemleben said there were three non-compliance issues to discuss. She distributed a copy of the Auditor's findings to the committee.

1. **Expenditures Exceeding Appropriations.**

Hemleben said this finding involved the transfer of the \$1,500,000 into the Building fund at the end of last year. She said the library should have done a resolution to certify the transfer to the County Budget Commission in order to record the transfer with that board. She said because of the large amount, the finding automatically will be in the final written report. Hemleben noted that there were no corrective measures to be taken regarding this issue at the present time.

Hemleben said that there was also a 2007 shortfall noted of \$184,448. She said that there was no paper trail for this item for Ron Pratt and Sherry Peterson to

follow when they did the end of the year work, so they did not realize that a certification to the County Budget Commission was needed for the action in 2008.

Hemleben noted that the library can respond to the finding by letter if they choose to and the response will be included in the final Audit report. The committee agreed that the library should be on record to explain the variance. Hemleben will prepare a response letter.

2. Outstanding Check List

Hemleben said this item was on the audit list from the 2005-2006 and since steps were not taken to address the issue, it moved from an oral warning to a written notice. She said that the library will need to take care of preparing an un-cleared check listing and to prepare a policy to deal with un-cleared checks. She noted that she will have to check statutory requirements regarding unclaimed funds in order to prepare a draft policy.

3. Prior Certification

The Auditor had some issues with PO's being issued after the invoice date. She said that a "then and now" certification should resolve the issue. She noted that Issues regarding the blanket PO's and super blanket PO's will need to be addressed through preparation of appropriate policies.

The committee agreed that they would like to have a post-audit conference with the Auditor. This option had been waived in past years. The committee discussed a possible timetable for this meeting. The date of August 10th was discussed as a first alternative. Hemleben said she will check with the Auditors as to their availability on that date. She said the goal would be to have the policies for outstanding checks and for the PO process ready for the post-audit meeting.

CREDIT CARD POLICY

Hemleben distributed a draft of a proposed credit card policy. She said that the current system is not secure since only her name is on the credit card but others use it for purchases. She said that the Committee should determine the appropriate credit limit for credit cards. Hemleben said that the Auditor suggested that the policy be specific about which employees are issued credit cards, but that she would prefer the policy be written with more flexible language so that it does not have to be up-dated when personnel changes.

Hemleben noted that currently, staff often have to make purchases on their own credit cards and then submit them for reimbursement. The committee agreed that staff should not have to make library purchases on their private credit cards. Hemleben said that she is working on opening more commercial accounts with frequently used local vendors which will also help this situation.

Moore noted that the policy would help in the efficient operation of the library. She said that the cards would be held in Administration unless needed for a purchase. It was noted that purchases would still have to go through an approval process similar to a PO and receipts would be reconciled with the charge card bill each month.

Perera asked if the Auditor suggested that the policy specify the card holders by name. He suggested that specifying the position, such as Youth Services Manager or designee, would be more flexible and still meet the intent of the Auditor's suggestion. He said that the policy could also refer to a listing of names to be held in Administration by the Fiscal Officer. Diwik agreed that it appeared that the policy has proper controls in place. Moore said that since the Auditor passed on the policy, she thought it was appropriate to move forward with the policy.

Hemleben suggested that the library institute a similar policy to deal with open charge accounts, such as the Lowe's. Receipts from charge accounts are turned in to the Fiscal Officer and matched with the monthly bill. The committee agreed that it would be a good idea to have a policy that mirrors the credit card policy. It was agreed that both policies should be prepared for action at the June board meeting.

FINANCIAL REPORTING

Income Statement

Hemleben distributed and reviewed a sample income statement. After some discussion, the committee agreed that the format presented by Hemleben was a good summary sheet for the monthly financial reports. Hemleben noted that currently the Salary/Benefits expenditure line is about \$200,000 less than projected. She noted that she had made adjustments for expenditures that only occur once in the year.

Cash Balance Sheet

Hemleben distributed a Cash Balance summary. She noted that the summary shows the current budget assumption income and expenditures. It also shows a "worst case scenario" that assumes a 30% reduction in PLF funding. Under current assumptions, the library would have \$940,886 on hand at the end of the year. Under worst case scenario assumptions, the library would have a loss of \$401,758 at the end of the year, leaving only \$285,131 in cash reserves.

Moore asked if there was a statutory requirement establishing a minimum percentage of cash on hand. Perera said that the rule of thumb in government was a ½ of 1% cash on hand balance.

Hemleben noted that a recent workshop that she and Porter attended discussed budgeting with a focus on the goals of an organization's strategic plan. She said that the library needs to move in that direction to plan, particularly when funding is so tight. Expenditures should be made in direct support of initiatives that support the stated

goals of the organization. The committee entered into a brief discussion of the implications of this type of performance planning.

Moore said that she needs to know how much the Board is comfortable spending before priorities are set. She noted that libraries across the state are making severe cuts in hours, staffing and services due to budget issues. She said that it is important to look at the return on investment and the focus of the strategic plan. The committee agreed that they would like to see this worksheet on a monthly basis.

Revenue & Expense Statements

Hemleben distributed and reviewed worksheets detailing 2009 Revenue and Expenditures. Perera noted that the worst case scenarios would result in nearly \$1,000,000 less in PLF funding. Moore said that in light of that, how much would the Board want to commit to spend on the building.

Perera suggested that the Board should review the Larsen study and see which mechanical systems are aging out. Moore said that the on-line survey for staff was created based on the deficiencies noted in the Larsen study. Diwik said that safety issues need to be considered first. Perera said that the Board should wait to hear the results of the staff survey before committing funds to any project.

Moore cited the elevator as an example of a possible safety issue. Porter suggested that John Forgos' input would be helpful in setting priorities. Perera said he would first want to see the staff's input and then try to develop a critical needs list. Diwik said a critical life-safety issues listing should also be considered. Moore said there will be some tough consequences for decisions affecting the facilities in light of the budget. Hemleben said that the Board will need to decide an appropriate level of cash reserves.

Diwik suggested that the library develop a list of items that could be cut in the face of reduced revenue. Moore noted all of the easiest cuts have been made, such as reduced landscaping expenditures, cuts in materials budgets and reduction of supply purchases. Moore said now that self-checkout has started, the library will monitor its use to see if staffing in circulation needs to be cut. She said that the Board has consistently said that they do not want to reduce the hours of operation yet. She noted that if that becomes a necessity, the early morning weekday hours would be candidates for the cuts.

Hemleben said that the library should keep performance based management in mind when making cuts as well. She noted that this type of perspective helps get levies passed because data is readily available to support the claims of value and/or need.

Perera said that the committee will need to look more closely at budget impact of the worst case scenario.

The committee scheduled their next meeting for Friday, June 12, 2009 at 8:00 a.m.

The meeting adjourned at 9:10 a.m.

Hemleben said that she will be looking at other libraries' policies regarding un-cleared checks. She said she will also talk with the Auditor's office about this.

The Board had discussion about the finding from the Auditor regarding the \$1.5 million transfer at the end of 2008 into the Building Fund. The Board questioned why that transfer was considered to be an expenditure. The Board asked Hemleben to do some research on this transfer process and how to manage it correctly. Hemleben said that she had talked with the clerk of the Budget Commission about their expectations. She said that the Board took appropriate action in passing the Resolution, but that the County Budget Commission should have then been notified. Hemleben said the issue came when the expenditure exceeded the allocated amount of a particular line in the budget.

**RESOLUTION 16-09
To Approve Credit Card Policy**

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library does hereby approve the Credit Card Policy as proposed by the Finance Committee and attached as a Permanent Exhibit to the Minutes.

Hemleben reviewed the credit card policy which is included as an exhibit to these minutes. Diwik made a motion to approve Resolution 16-09. Sharpe seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

Hemleben asked for comments from the Board about the new format for the financial reports. Kurfees suggested that a line showing the net cash balance be added to the bottom of the first page. Board members generally agreed that the summary sheet was helpful. Moore said that she has found the new format to be very clear and helpful.

Kurfees made a motion to approve the May 2009 financial report. Magill seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

**RESOLUTION 17-09
General Fund Donations**

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 donations:

\$500.00	Dr. Martin Peter & Marjorie Sayers
\$25.00	In Memory of Eugene Dennehy by Donald & Kay Hughes
\$25.00	In Memory of Eugene Dennehy by Maxine Cramton
\$25.00	In Memory of Eugene Dennehy by Pauline Hodges & Robert Justus

Sharpe made a motion to approve Resolution 17-09. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

Magill asked about the integration of the Sayers collection into the main adult collection. Porter said that the integration was a part of a major shifting of materials in Adult Services. She noted that the items in the Sayers collection still have a special label and can be searched for by the collection name in the catalog. Magill said he found the collection to contain works of enduring value that should be highlighted.

PERSONNEL

Burtch said that the Personnel Committee did not meet. Diwik made a motion to approve the Fiscal Officer's Personnel Report, which is included here. Sharpe seconded the motion. VOTING AYE: Burtch, Diwik, Kurfees, Magill and Sharpe. VOTING NAY: None.

Fiscal Officer's 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

New hire

4/8/09	Sara Coles	\$7.30 RA 101		Page Tremont Circulation	T 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 in Status</u>					
<u>Leave of Absence</u>					
4/1/09	Shahin Shoar			Media Svs Mgr	T FT
To 5/3/09(returned to work 5/4/09)					

PRESIDENT'S REPORT

Burtch said that following the Board meeting, he, Moore and McNeil would be representing the library at a meeting with the Upper Arlington Community Foundation. He said that local non-profits have been invited in order to learn about grant funding opportunities and processes through UA Community Foundation.

Burtch said that when he suggested thinking outside the box at the May meeting, he did not intend to imply that staff levels or service hours would be cut. He said the library has to be realistic and be prepared to meet the financial challenges. He said that there is no intention to cut hours or staff, but that the library will do what it must do to survive. He noted that in reviewing the news clips from OLC, it is clear that the library is in a much stronger position than many libraries across the state that have been forced to cut services hours and lay off staff. He noted that the operation levy makes a big difference in the library's financial health.

Moore said that the library has always budgeted conservatively. She said that staff has done a good job in cutting costs in many different ways. Burtch offered his thanks to Hemleben and the staff for keeping a close watch on the library's financial health.

ADJOURNMENT

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

The meeting was adjourned at 6:35 p.m.

John V. Burtch, President

Brian Perera, Secretary