



**Board of Trustees Meeting**  
Tuesday, August 17, 2010 5:00 p.m.

**MINUTES**

President Shape called the meeting to order at 5:02 p.m.

**IN ATTENDANCE**

BOARD MEMBERS: John H. Burtch, Caroline Diwik, Garret K. Scanlon, Amy P. Sharpe, Mark L. Shy and Krista Sisterhen.

ALSO PRESENT: Ann Moore, Director; Kate Porter, Assistant Director; Kate Hemleben, Fiscal Officer; Kate Hastings, Youth Services Manager; Sherman Wallace, Facilities Manager; John Magill, UA Resident; Kate Magill, Summer Intern Volunteer; Carissa Roberts, Summer Intern Volunteer; Erin O'Brien, Summer Intern Volunteer; Sara Guiliani, Summer Intern Volunteer; Nancy Roth, Administrative Secretary.

**APPROVAL OF THE MINUTES**

Shy made a motion to approve the minutes from the June 15, 2010 regular Board meeting. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

Burtch made a motion to approve the minutes from the July 20, 2010 Special Board Meeting. Sisterhen seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

**RECOGNITION OF SUMMER INTERN VOLUNTEERS**

Kate Hastings, Youth Services Manager introduced four UA high school students who served as Interns over the summer. Hastings said the interns went through an application and interview process before being selected. This was a new program for the library. Hastings said the results were wonderful and that it will be repeated next year. The summer interns assisted with summer reading sign-ups, trained the junior volunteers, managed the database and assisted with other programs. She has provided each intern with a letter of recommendation and a certificate of appreciation.

The four interns were in attendance. They were Carissa Roberts, who volunteered 60 hours; Kate Magill, who volunteered 52 hours; Erin O'Brien, who volunteered 65 hours and Sara Guiliani, who volunteered 60 hours. The Board expressed their appreciation to the interns and asked them some questions about their experiences over the summer. The girls indicated that this had been a very positive experience for them and they learned that the librarians' jobs were more complicated than they realized and required more preparation than they knew.

## **ASSISTANT DIRECTOR'S REPORT**

Porter noted that the recognition for the 100 Star Readers from the elementary schools was scheduled for Thursday. The top 100 readers have been invited with their families to come to the library before the official opening and receive their yard signs.

Summer Reading grand prizes were awarded by random drawing and were won by:

- Stephanie Altieri, Adult winner of a \$100 gift certificate to Moretti's.
- Benjamin Long, Youth winner of an i-Pod Touch
- Becca Turner, Youth winner of free passes to Fort Rapids

4201 people participated in summer reading this year; 2324 of these were youth participants. Porter noted that the youth participation was down about 600 from last year, but last year, Youth Outreach accounted for about 600 participants. This year, Youth Outreach stopped at the end of May, so that pool of participants was not served. Hastings offered her thanks to the Adult Services and Youth Services staff members for making summer reading so successful.

It was noted that the library has become a regular outing venue for many day camps and daycare centers. Hastings said the summer reading program and event programming went extremely smoothly thanks to the help of the interns. Many patrons commented positively about the variety of programming offered over the summer.

## **DIRECTOR'S REPORT**

Moore's written report is included as an Exhibit to these minutes.

There will be a pre-construction meeting on September 1, 2010 at 11:00 a.m. for the Tremont Lighting and Controls project. The start date of September 7 is still the target. All work will be done at night which will make the continued operation of the library simpler during the project.

Simplex has filed for the necessary permit for the fire doors repair but is now waiting for the permit to be issued by the city of UA. Wallace was asked to check into the permit situation and to contact Shy with the information.

Staff In-Service Day is scheduled for September 30, 2010. The library will be closed all day. Wayne Piper, formerly with OLC, will be the presenter.

Moore noted that she would like to schedule a Finance meeting. She noted that she and Hemleben had met with Brian Perera, Finance Director for the State Senate and former Board member, to discuss future projections for state funding. The committee will need to assess this information.

Moore distributed reference information to the Board outlining several levy options that were considered by the Board prior to the 2007 levy initiative.

## **OPERATIONS COMMITTEE**

The Operations Committee had not met and had no report. The committee will meet prior to the September Board meeting. The committee will need to discuss the items on the priority list of needed improvements.

There was discussion about the need to make improvements in the Lane Road and Tremont parking lots. Shy noted that he would like to meet with Joe Valentino to discuss the options for a joint project to take advantage of possible economy of scale for both the city and the library. It was suggested that the meeting should be with the City Manager, Virginia Barney. It was agreed that Moore would follow up on requesting such a meeting.

## **FINANCE COMMITTEE**

Finance Committee meeting notes are included here.

*FINANCE COMMITTEE MEETING  
Tuesday, June 29, 2010 8:30 a.m.*

### ***Meeting Notes***

*The meeting was called to order at 8:33 a.m.*

*IN ATTENDANCE: John H. Burtch, Garrett K. Scanlon, Ann Moore, Kate Hemleben, Kate Porter, Ruth McNeil, Greg Ramage and Nancy Roth*

### **Twelve-Month Communication Plan**

*Moore presented the committee with the concept for a 12-month communication plan that would highlight library statistics and facts related to finance and the functioning of the library. This "factoids" would provide discrete pieces of information that could later serve as talking points for print ads, posters, web site information and other uses. The goal is to provide information to the Board and the public in a shorter, more easily understood and visual format, while continuing to provide the detailed financial information in the monthly Board packets. A couple of simple pie charts were distributed as an example.*

*The idea is to be doing work now that could also have some future utility and benefit. Moore noted that reports from other ETM library directors with recent levies on the May ballot indicate that the old style of communicating with patrons during a levy campaign no longer works. The templates developed would have a consistent look, but each month different information would be featured. The*

*committee engaged in a lengthy discussion of this concept and was in favor of proceeding with it.*

*The committee was asked to think about what ideas and information they would like to have highlighted and to offer their suggestions at any time. Some initial ideas were:*

- 1) Funding and the importance of the local levy.*
- 2) Demonstrations of our fiscal responsibility – The public will need to trust that we will use their tax dollars well.*
- 3) Usage including specific materials circulation breakdowns, foot traffic, etc.*
- 4) Include information sheets with additional facts on a topic for those that would like more detailed information.*
- 5) Demonstrations of the benefits of the library as well as the costs.*

*Moore reviewed the levy preparation timeline as projected by Becky Princehorn at the June Board meeting. She noted that in order to have sufficient material, the library will need to start now in developing the templates to be used and the materials and information to be broadcast. She said that she would like to have the preliminary work completed by December so that monthly spotlights could start appearing in January.*

*There was some discussion about recruiting local volunteer talent to help with this initiative, either in the marketing field or graphic design, etc. Hemleben said that she had initiated some communication with OSU to see about a possible master's level or undergraduate internship for course credit that would involve a university student in the project development. It was pointed out that Columbus State and/or Columbus College of Art and Design might also be a resource.*

*It was noted that having an internal steering committee would be important and that the IT Department should also be included so that web content and options can be fully developed. Moore stressed the importance of being able to have short easily understood information and a fluid and dynamic website that can be easily up-dated as circumstances require. Past levy committees' expertise and current staff expertise should also be solicited.*

### **Electronic Transfers**

*As a part of the committee's on-going discussion about electronic transfers, Hemleben asked Greg Ramage, IT Manager to talk about security features and aspects of the process. It was noted that the library's bank utilizes a two-tiered security system, requiring an electronic logon and password along with a special computer hardware accessory that acts as a random number generator to produce a different pass code every 30 seconds or so. Because both components are necessary and because the hardware component is locked in the Fiscal Officer's office, security was as good as possible.*

*Ramage noted that the public computers at the library are on a completely different servers than the staff computers or the finance office computers. He said there is absolutely no interface between the two systems. Ramage said that he had confidence in the security of the library's computer system. It was noted that the type of encryption used and the additional requirement of a physical object to access to the library's interface with the bank offers a good level of security.*

*Committee members indicated they had less comfort with on-line bill paying than with banking security. The security of outside systems cannot be assured. She noted her on-going concerns with the establishment of proper internal controls and policies. She noted that the library is somewhat unique among the Huntington's commercial customers in that most have a larger financial staff and have more internal oversight and controls.*

*Huntington indicated that the capability exists for them to notify the library when an electronic transfer has been authorized. If a dual administrator account is created, there would be oversight in the form of notification emails. The committee engaged in discussion of this topic. Hemleben provided a listing of the electronic transfers already being done on a regular basis and a listing of those she would like to add noting most vendor payments that utilize electronic transfers are payroll related, such as OPERS and the State of Ohio.*

*Following discussion, the committee agreed that Administration should develop a policy to outline the requirements of authorized electronic transfers. It was noted that most governmental agencies, such as the IRS are moving to make electronic transfers mandatory. It was agreed that the policy should be developed and be ready for action at the August Board meeting.*

### **Website Advertising**

*Moore said that she had talked with Lynda Murray at OLC about having advertising on the library's website. John Iten, OLC legal counsel, has been asked to write an opinion about this. Murray reported to Moore that this is a new area that other libraries are also carefully exploring in the wake of funding cuts. Murray advised Moore that any library taking this step would need to have a well-thought out policy in place. As with other things, such as meeting room use, the library cannot accept or reject ads based on content.*

*Moore said she would like to have Iten's written opinion before going any further with this. Ramage noted that the library's contract with OPLIN expressly forbids the use of OPLIN supported technology for commercial purposes.*

### **Tax Budget Up-Date**

*Hemleben said that in her discussion with the City of UA and the County Budget Office, she has learned that the City has never provided the County Budget Commission with their resolutions of passage of the library's tax budget. In the past UAPL has submitted the tax budget to the city and directly to the Budget Commission at the same time. The committee advised Hemleben that regardless of what the city was empowered to do in terms of submission of the paperwork to the Budget Commission, they did not want to rely on that alone. Hemleben agreed that she would go ahead and submit the appropriate paperwork to the Budget Commission.*

*No future meeting date was scheduled. The meeting adjourned at 9:50 a.m.*

Burtch noted that the committee is waiting on a legal opinion from John Iten, legal counsel for OLC regarding the idea of advertising on the library website.

Hemleben pointed out the additional component to her monthly report which was a graphic representation of income sources for the library and budgeted expenses for 2010. This is part of the initiative to prepare "sound bite" type information in a visual format in preparation for the 2012 levy campaign. Different formats will be used to highlight different informational components. The information will be included in the quarterly program booklet. It was suggested that a Finance tab be added to the website to house the information along with a "contact us" option for patrons to ask their questions directly to the Fiscal Officer.

Hemleben's written report is attached here.

### **Notes from the Fiscal Officer August 2010**

We have just received our first estimate for the 2011 PLF. The State is estimating that UAPL will receive \$2,577,636. This is \$227,669 higher than what the State predicted last year of \$2,349,967.

However, the State did recently reduce our PLF estimate for 2010 by \$40,451. There is no need to revise our expected revenue budget downward. When we approved the permanent appropriations we had already reduced the PLF by 20%. Any gain we receive will be an unexpected surprise.

Speaking of surprises, the July PLF was only down 5%, yes I said 5% from last year. What is even better news is that the August PLF which has just been announced is 5% higher than last year!!!!!! My calculations show we are just down \$211,095 or 11.44% from last year.

If the economy keeps steady, we should be able to comfortably increase the budget for the PLF by 10% before year-end.

Recently the quarterly program has been redesigned to include many facets about the library. A new prominent article is 'Money Matters'. This article has been added to help residents/patrons understand how the library operates fiscally. Money Matters will be in each quarterly publication and will be discussing a different aspect of finances each time. I have always thought that sharing of information is extremely important and this is one way that our financial information can be shared regularly with UA. I am very excited about this month's article. We are explaining our funding sources as well as how we spend it both in words and graphically. I'm including the graphs in this month's packet. When you get yours, check out the background chosen on page 11! Community Relations thought of the little details when planning Money Matters.

Each month I want to discuss a few revenue and expenditure lines. Let me know if you find this information useful.

*Property Tax Revenue* – The Library may ask for an advance of tax revenue held at or received by the County prior to the County's settlement date. In other words, when a resident pays his/her property taxes, the library may request payment up to 90% of what has been collected before the County balances their records and sends the final payment to the library.

The County finalized their records late July and we received our final property tax payment in early August. We have received everything but \$27,600. This amount will not be collected as it is due to quite a few factors such as delinquent payments, changes in commercial tax incentives; residents lower their tax base, etc. In comparison to last year, we did not receive \$37,213 of what was estimated due to these same factors.

*Supplies* – Our budget for all supplies (paper, pens, toilet paper, gasoline for the van, etc) is \$118,265. To date we have spent \$54,594. My projection for the year looks like we will be under budget by about \$24,500 and looks like we will be about \$5,000 less than what we spent last year. Our staff has done a wonderful job looking for lower prices whenever possible. Sherman Wallace has been able to negotiate prices with our facility supply vendors and has reduced the number of light bulbs and multi-fold towels ordered. Nancy Roth has been able to take advantage of the StaplesLink website which reduces prices on office supplies for government entities. These are just a few of the employees who are making a difference with office supplies.

Next Finance Committee Meeting has not yet been scheduled.

Burtch made a motion to approve the June 2010 Financial Report. Scanlon seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

Burtch made a motion to approve the July 2010 Financial Report. Shy seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

RESOLUTION 22-10  
**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:

\$30.00                  David Pickenpaugh

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Burtch made a motion to approve Resolution 22-10. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

**PERSONNEL COMMITTEE**

The notes from the Personnel Committee meeting are included here.

*PERSONNEL COMMITTEE MEETING*  
*Tuesday, August 17, 2010 4:00 p.m.*

***Meeting Notes***

*IN ATTENDANCE: Caroline Diwik, Board Member; Krista Sisterhen, Board Member; Ann Moore, Director; Kate Porter, Assistant Director; Kate Hemleben, Fiscal Officer; Nancy Roth, Administrative Secretary; Mark Mangini, Reference Manager; Jen Christensen, Technical Services Manager; Kate Hastings, Youth Services Manager; Greg Ramage, IT Manager; Vita Marinello, Circulation Manager; Shahin Shoar, Media Services Manager; Annette Heffernan, Circulation Supervisor; Guenther Keim, Circulation Supervisor; Rob Reasoner; Circulation Staff Member.*

*The meeting was called to order at 4:00 p.m.*



## **Hiring Needs Up-Date**

*The committee was informed that most of the current pages were not interested in additional hours, or the additional hours would make them eligible for health care benefits. In the intervening weeks since the last Personnel Committee meeting, two additional pages have left for various reasons and one more is likely to leave before the end of September for college. There were concerns that giving additional hours to staff members that would make them eligible for health care benefits would create an additional expense. In addition, it was pointed out that some staff members in other departments might have issues with select staff being offered additional hours while they are not picking up additional hours in their own departments, despite personnel shortages.*

*Diwik and Sisterhen indicated that Board members have requested additional information. Requests were made for the source data that supports the narrative information supplied previously. It was confirmed that the entry level page position is minimum wage - \$7.30 per hour.*

*Marinello provided the group with an overview of the current page situation. She noted that the library currently has about half the page hours that similarly sized libraries in the area have. Current staff is feeling over-whelmed. Marinello offered details about the current page shortages, duties of the pages and circulation work flow in general.*

*The committee members asked how the move to 99% self-check would affect the staffing levels and possibilities for re-assignment of staff. It was noted that Circulation is already down one position per shift and will still need to maintain a shift of three to cover their various duties and patron needs, even with self-check fully realized.*

*Admin noted that filling some page vacancies would not exceed the budgeted amount. The need to be flexible and to be able to re-assess the areas of greatest need was pointed out. It was noted that many Circulation staff and departmental staff have been flexible and tried to help with shelving as time allowed, but this was not a planned or adequate response to the shortage. It was also noted that accuracy in shelving was important and avoided wasting staff time trying to locate mis-shelved items.*

*The committee agreed that there was a need but still needed to see the data to feel comfortable in making a recommendation to the full Board. There was discussion as to the specifics of the number of page hours needed and the options for accomplishing this. It was noted that Lane Road had recently had a re-assignment of one of their two pages and that they will be losing over half of their page hours if the position is not replaced. Pages salaries amount to about 1% of the total budget but their work impacts the whole library.*

*Following this discussion, which included taking benefits into account, the committee agreed that hiring three pages for Tremont, adding 10 hours per pay to a current page position and hiring a page replacement for Lane Road for 22 hours per pay was a reasonable course of action. The committee requested back-up data from Admin to support this determination, but agreed to bring the matter to the Board at their regular meeting later in the day.*

*Moore requested clarification as to what the committee's decision was on the Deputy Fiscal Officer's position. The committee indicated that they would like a similar financial breakdown for the DFO position that had been requested for the page positions, including current cost, impact on budgeted amount and the true cost, including benefits package.*

*The committee agreed that a standing meeting time should be set so that members could block out the time well in advance of the meeting. It was agreed to schedule regular Personnel Committee meetings on Tuesday the week before the Board meeting at 9:00 a.m. It was requested that a breakdown of the personnel budget be provided to the committee in advance. The committee agreed to review the critical needs listing at the next meeting.*

*The meeting adjourned at 4:50 p.m.*

***NEXT MEETING September 14, 2010 9:00 a.m.***

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Sisterhen reported on the Personnel Committee meeting held earlier that day, noting that it was well attended by 20 staff members. Information had been requested but not received by the committee, however in the course of the meeting; the committee did receive sufficient information to allow them to go forward with bringing the Tremont and Lane Road page proposal to the Board. In subsequent discussion at the Board meeting, it was discovered that information sent to the committee electronically by Porter had not been received by either Sisterhen or Diwik.

The committee said that if the spreadsheet follow-up information confirms the oral information obtained at the personnel committee meeting, the committee was comfortable with approving three page positions at Tremont, adding 10 hours per pay to an existing page schedule and replacing the page position at Lane Road that recently became vacant. The committee would like a 24 – 36 hours to review the information, including salary and benefits, when it is submitted, but then would be willing to authorize Moore to proceed.

There was discussion among the Board members about the hiring issues. It was agreed that the matter did not require Board action if Personnel was satisfied with the information. It was noted that the matter needs to be dealt with quickly

so that positions can be filled. There was some discussion about trying to reduce the number of items returned by limiting circulation, however, it was agreed that the goal of a library is to keep circulation up. It was also noted that limiting items could be a public relations nightmare, especially in view of the approaching levy campaign.

The committee reported that they have requested similar information about the deputy fiscal officer position in order to consider the request to fill that position with a permanent direct hire. It was noted that the committee has set a regular meeting day and time and will be reviewing this request and the critical positions listing at the next meeting.

Moore was asked by the Board if the presence of 20 employees at the Personnel Committee meeting was indicative of a morale problem. She answered in the affirmative. The Board asked how the employees came to be at the meeting. Porter responded that most were managers who are concerned about the problems that the lack of page hours has created. They have asked her several times about what was being done to address the problem, to which she would tell them that the Personnel Committee was considering the issue. She noted that the meetings are public and when employees ask where and when the meeting would be held, they were given that information. Moore also noted that library employees are intelligent people who read the minutes and do keep up with actions being taken by the board and the committees. She noted that people are stretched thin and feel stressed.

It was noted that the library does not need a morale issue at this time. Concerns were voiced about the library's customer service level. Continued cuts can affect the library's ability to meet the expectations of the patrons. Saving \$7,900 in page salaries is not worth it if that means the library is cannot offer first class service. The Personnel Committee indicated that they want to be responsive to critical needs, but have had difficulty in getting information requested. It was noted that the committee and Admin now feel that those miscommunications have been clarified and corrected.

It was noted that staff have been trying to fill in at positions in other departments and still want to offer good customer service. Patrons' satisfaction with customer service is reflected at the ballot box when they vote. Hastings noted when hours of operation changed, or programs and services have been cut, that many patrons commented that the library was "punishing" them for voting against the bond issue. The Board asked if the decision to authorize the page positions would help morale. Porter responded that it would help.

A suggestion was made that some vehicle be available to staff to offer comments, concerns, suggestions and complaints anonymously directly to Admin. Moore and Porter will work on setting up something to allow an open forum for employees.

June 2010 Personnel Report

<u>Effective Date</u>	<u>Employee</u>	<u>Rate</u>	<u>Current Rate</u>	<u>Classification</u>	<u>New PT/FT w/Location*</u>
<b><u>New Hire</u></b>					
June 1, 2010	Davina Little			Youth Librarian	FT/T
<b><u>Change in Status</u></b>					
<b><u>Leave of Absence FMLA</u></b>					
<b><u>Return to Work</u></b>					
June 9, 2010	Paul Korbel			Custodian	FT/T
June 12, 2010	Shahin Shoar			Manager	FT/T
<b><u>Leave of Absence Non-FMLA</u></b>					
June 5 – Sept 1, 2010	Fran Burkett			Circulation	PT/T
<b><u>Terminations</u></b>					
June 12, 2010	Julie Zaveloff			Library Assistant I	PT/T
June 17, 2010	Adam Cassell			Library Assistant I	PT/T
June 17, 2010	Marcia Baum			Library Associate II	FT/T

July 2010 Personnel Report

<u>Effective Date</u>	<u>Employee</u>	<u>Rate</u>	<u>Current Rate</u>	<u>Classification</u>	<u>New PT/FT w/Location*</u>
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**New Hire**

**Change in Status**

June 13, 2010	Sara Coles			Library Assistant 2	PT/L
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July 25, 2010	Stephanie Linn			Library Assistant 1	PT/T
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**Leave of Absence FMLA**

**Leave of Absence Non-FMLA**

**Terminations**

August 29, 2010	Teresa Lambert			Library Assistant 1	PT/L
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August 29, 2010	Damian Kristof			Library Assistant 1	PT/T
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**PRESIDENT'S REPORT**

Sharpe said that the revised draft of the strategic plan will be sent out to the ad hoc committee in the next few days. She said that she hopes to present the plan to the Board at the September meeting.

**OTHER BUSINESS**

Burtch offered an up-date on the UAPL Foundation. He said the Foundation is at a crossroads. The Foundation met earlier in the day to discuss their future. He noted the organization was created in the 1990's as primarily an endowment vehicle to help with library funding when the LLGSF (now the PLF) would start to decline. The initial goal was to raise several million dollars so that the dividend income could be sustaining part of the library's budget. However the fund did not grow, but the Foundation did take on the Miller Park renovation project with success.

Jackee McKnight has retired and the Foundation must decide if they want to hire a new director. In addition due to the donation the Foundation made to the Bond Issue campaign, they may lose their tax exempt 501c(3) status.

Burtch reported that there was discussion at the Foundation meeting proposing that the library hire a development director who would also handle Foundation business. Burtch said that legally, this was not an option. He said another option under discussion would be for the library to hire a development director and that the Foundation would underwrite that salary. There is also discussion about utilizing a development/fund-raising consultant. Burtch said that the Board needs to be thinking about the situation in order to be ready if and when they are approached by the Foundation. They may choose to continue to exist as an advisory Board to the library. Fundraising done right will raise more money than it costs.

Moore noted that professional guidelines from the American Association of Fundraisers suggest that professional fundraisers to not operate on a commission basis but have a fee structured contract relationship with clients. The Board agreed to keep the Foundation situation in mind.

## **ADJOURNMENT**

Burtch made a motion to adjourn the meeting. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

Meeting was adjourned at 6:20 p.m.

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Amy P. Sharpe, President

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Garrett K. Scanlon, Secretary