



**Board of Trustees Meeting**  
Tuesday, December 21, 2010 5:00 p.m.

**MINUTES**

President Sharpe called the meeting to order at 5:00 p.m.

**IN ATTENDANCE**

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

ALSO PRESENT: Ann Moore, Director; Kate Porter, Assistant Director; Kate Hemleben, Fiscal Officer; Julie Whitt, Human Resources Manager; Greg Ramage, IT Manager; Ruth McNeil, Community Relations Manager; Christine Minx, Staff Member; Guenther Keim, Staff Member and Nancy Roth, Administrative Secretary.

**APPROVAL OF THE MINUTES**

Burtch made a motion to approve the minutes of the November 16, 2010 Board of Trustees meeting. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

**PUBLIC RECORDS COMMISSION**

The notes from the annual meeting of the Public Records Commission are included here.

*LIBRARY RECORDS COMMISSION MEETING*  
*Tuesday, December 21, 2010 5:00 p.m.*

*MEMBERS PRESENT: John Burtch, Caroline Diwik, Garrett K. Scanlon, Amy P. Sharpe, Mark L. Shy, Krista Sisterhen and Kate Hemleben, Fiscal Officer*

*ALSO PRESENT: Ann Moore, Director; Kate Porter, Assistant Director; Ruth McNeil, Community Relations Manager; Greg Ramage, IT Manager; Julie Whitt, Human Resources Manager; Christine Minx, staff member; Guenther Keim, staff member; Nancy Roth, Administrative Secretary.*

*The meeting was called to order at 4:58 p.m. It was noted that the Records Commission meeting was a statutory requirement for all libraries. Library Records Commissions are required to meet at least annually.*

*Hemleben reported that there were no changes to submit to the record retention schedule. She noted that there were no records to be submitted to the State Library for permission to destroy.*

*The meeting was adjourned at 5:00 p.m.*

## **ASSISTANT DIRECTOR'S REPORT**

Porter gave a PowerPoint presentation to the Board to clarify the many tasks performed by the Circulation staff. She thanked Moore, Minx and McNeil for their help in preparing the material. Porter noted that self-serve checkout stations were launched in May of 2009 on a trial basis with two stations at Tremont. When budget cuts were made to the PLF in June, the library had to make many cuts and the self-serve stations along with the interior book drops added to the efficiency of the department so that work could be done with fewer staff members. Some notable statistics presented by Porter include:

- 350 new items are placed on the self-serve holds shelf every day.
- Circulation staff has declined 21% since 2008, including the elimination of three part-time positions, three page positions and one supervisor position.
- 4,200 items are returned every day at Tremont.
- Book drops are emptied every hour.
- About 250 cars go through the drive-thru book drop each day.
- Delivery bins to and from the branches are delivered twice each day.
- Most telephone calls go through the Circulation Department. Of those calls, 50% get transferred, 30% involve circulation issues and 20% are information requests.
- Circulation currently has 4 full-time staff members, 21 part-time staff members and 10 part-time pages.

Porter thanked the circulation staff for their cooperation in adjusting to changes in staffing levels and work flow.

## **DIRECTOR'S REPORT**

The Director's written report is included as an exhibit to these Minutes.

Moore noted that the Tremont lighting project is about done. The final inspection has been done and passed. The final step is to complete the programming of the control system. Sherman will be coordinating his schedule with the contractor's in order to get the needed training.

Moore and Porter met with Sharpe and Scanlon about the strategic plan. Information was clarified. Moore said that she hopes to meet with them again in early January and have a final draft ready for the Board at the January meeting.

The library passed the two million circulation mark on December 10<sup>th</sup>. This is about 3% less than 2009. Some possible reasons for the drop are the reduced hours of operation and possible impact of electronic reading devices.

Moore and some others from UAPL met this morning with a representative from CML's marketing division to discuss social media. Moore said they were able to glean information about how CML was able to utilize social media during their recent levy campaign. A lot of information was shared in an hour's time.

## **OPERATIONS COMMITTEE**

Shy reported that the committee met at Lane Road to review items of concern outlined by Moore, Sherman Wallace and Bonnie DeWitt. It was noted that the Larsen study had concerns that the boiler system at Lane Road was obsolete. Shy said it did not appear so to him. The facility is showing signs of deferred maintenance that should be addressed. The committee will pursue getting price estimates for carpeting in the lower level Children's area, replacement of some exterior doors and a lighting project similar to what has been done at Tremont. Shy said that the library can maximize the impact to these improvements without spending a lot of money at the present time.

Moore noted that the facilities staff is down by one full-time position. Admin will be consulting with the Personnel Committee with a plan to fill this position. It is possible that the library will be able to reduce the number of hours and to use those hours more strategically.

## **FINANCE COMMITTEE**

Burtch reviewed the results of the joint Finance/Personnel Committee meeting held on December 14, 2010. The notes from that meeting are included here.

### *PERSONNEL-FINANCE COMMITTEE MEETING Tuesday, December 14, 2010 9:00 a.m.*

#### ***Meeting Notes***

*IN ATTENDANCE: Caroline Diwik, Amy Sharpe, John H. Burtch, Krista Sisterhen, Ann Moore, Kate Porter, Kate Hemleben, Julie Whitt, Nancy Alonzo, Bev Rhodes, Vita Marinello, Sherry Korb, Shahin Shoar, Mary Austin, and Nancy Roth*

The meeting was called to order at 9:10 a.m. The committee members had been supplied with the following documents prior to the meeting:

1. 2011 Budget-Payroll Scenarios, 2<sup>nd</sup> Draft
2. Revenue Sources Estimates
3. 2011 Budget – Revenue vs. Expense, All Payroll Scenarios
4. 2011 Salary Increases in Ohio Libraries as of 12/8/10
5. Consumer Price Index News Release, November 17, 2010
6. Consumer Price Index News Release, January 15, 2010
7. Outline of Proposed UAPL Personnel Policy Manual Changes

### **2011 Temporary Appropriations Discussion**

Hemleben gave a brief review of the information in document #1, #2 and #3. She noted that figures for medical and dental insurance had been increased from the first draft. This increase also triggers an increase in the Library Materials line item since it is based on a fixed percentage of the total budget. The library is on target for the 2010 revenue projection of \$5.8 million. It was noted that revenue projections for 2011 as based on 2010 assumptions, which assumes a 20% reduction of PLF funds. OLC has advised that libraries assume a 15% reduction; so the library has maintained a conservative approach. The December PLF distribution is up 10% from 2009. This is the fourth month in a row of increased PLF distributions.

The library will have about a \$400,000 carryover from 2010. This would be available to cover facilities issues and payroll increases. It was noted that the library has approximately 20 fewer positions than in 2009. Hemleben said the plan would be to put approximately \$200,000 into the Building Improvement Fund to help defray needed repair costs.

Kate Porter reviewed document #4. Most libraries are still in the process of deciding about raises for staff members. Some libraries are deferring their decision until July to see what impact the new state government's budget plan will have on the PLF. OLC has indicated that libraries should not plan on the PLF being restored to the 2008 levels as is currently scheduled for July. There are concerns that there may be additional cuts in order to meet the \$8,000,000,000 deficit.

Hemleben noted that the insurance costs in the budget have been estimated for a 30% increase. She said that the brokers have indicated that the library's increase could be in the range of 15%. All eligible employees have completed the FormFire information so the library's insurance package is now in the bidding phase. Whitt said it is unlikely that the library will have a renewal quote from Anthem before the Board meeting, however, last year the initial renewal quote did come in before Christmas.

*Hemleben said that other items in the revenue stream were unlikely to change very much.*

*Porter briefly reviewed the summary of the Consumer Price Index for 2009 and as for 2010 as of October. The 2009 CPI was up 2.7% and thus far for 2010 it is up 1.2%. Staff received a 2% raise for 2009 and no raise for 2010. It was noted that the minimum wage will go up to \$7.40 as of January 1, 2011.*

*Moore said that she feels strongly that the materials budget should be increased. The library had a stated goal of reaching a 20% materials budget by 2012 and should continue to strive for that. It was noted that circulation is down slightly and several possible impacts were noted – reduced hours of operation, reduced purchasing of new materials, road work in the vicinity of Miller Park and the termination of the Lane Road Youth Outreach program.*

*Committee members noted that each percentage of a pay increase amounted to about an additional \$40,000 to the budget. Committee members asked about the possibility of a one-time supplemental payment such as Cleveland Heights Library has undertaken. Moore voiced concerns that this would be interpreted as a “bonus” by the community regardless of the language the library uses and therefore viewed negatively by the community under the current economic circumstances. Committee members indicated that the library could adequately explain the supplemental payment. This would be compensation to staff for doing a good job during a difficult time.*

*Hemleben said that she had talked with OPERS about the ramifications of such a payment. Her information was that if the payment was attached to a specific even percentage of the employee’s salary, it would be viewed as OPERS income and would be subject to retirement withholding. If, however, the payment is stated as a specific amount or as a function of a portion of a pay period, it would not be considered to be part of OPERS income. Any payment would be subject to income taxes and Medicare withholding. Committee members indicated that these parameters seemed very odd. After some discussion, Moore said that she would request additional clarification from OLC. The approximate cost of a one-time supplemental payment to staff equivalent to one week of regularly scheduled hours is \$48,000.*

*Another option proposed was to make a one-time payment with a specific plan to revisit the possibility of a pay increase in July when the state budget situation has been clarified. Committee members were concerned about sending a positive and appreciative message to staff members.*

*As several staff members were in attendance at the meeting, the committee asked for their input about the general feelings the staff might have about the two options. Each staff member spoke. Generally, they felt that they and their peers would prefer a percentage increase over a one-time payment because of its*

*effect on their OPERS retirement. The staff members present did indicate their understanding of the Board's concern for the possible instability of the PLF and their appreciation of the Committee's willingness to revisit the pay issue later in 2011.*

*There was brief discussion of the facilities needs of which the library has to remain cognizant. There are significant issues that should be addressed to bring Lane Road into good repair. Many mechanical systems at Tremont and Lane Road are becoming older and more fragile. It was noted that bringing Lane Road completely up to standards could cost as much as \$3,000,000. There are current issues at Lane Road that need to be planned for that will cost \$300,000 - \$500,000.*

*Moore noted that the current pay ranges have not been adjusted since they were adopted in 2006 or 2007. The intent of the system was to review and adjust the ranges every two years or so. She said the Personnel Committee should undertake this task in 2011 to keep the pay ranges relevant and competitive with other libraries. Committee members noted that a failure of the 2012 levy would mean drastic cuts in operation and personnel.*

*The committee asked if increasing staffing levels would be a welcome alternative to a salary increase. Staff members present indicated that while additional staff would be welcome, they did not feel that really reflected appreciation of the hard work they have done. It was noted that managers have been strained by having more hours on the desk – losing time for planning, managerial duties and special projects.*

*Moore said that additional positions should be at the discretion of Administration. She, Porter and Whitt can meet and prepare suggestions for the Board. It was agreed that they could have this for the Board at the January meeting. The library is operating at a minimal staffing level currently. Moore noted that some of the results of the staff reduction have been beneficial; making the library less segmented, but additional staff would be helpful.*

*The committee agreed that the temporary appropriations budget to be presented at the Board meeting should be based on scenario #1 with no wage increase. The committee agreed that they would propose a one-time supplemental payment of one week's pay to be made to each employee. It was agreed that this payment could be processed for payment on December 31<sup>st</sup>. The committee agreed to review the possibility of hiring for select part-time positions as recommended by Admin in January. Finally, the committee agreed to re-visit the possibility of an increase based on a percentage of the midpoint of each range in July.*

## **Personnel Policy Manual**

*Whitt briefly reviewed document #7. Some changes were required by the State Auditor, others were recommended by the library's liability underwriter and some were proposed to bring the manual up to date with current practices. The committee had no questions or issues with any of the changes and agreed to recommend approval at the Board meeting.*

*It was agreed that the committee would not meet prior to the January Board meeting.*

## **Adjournment**

*The meeting was adjourned at 10:10 a.m.*

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Burtch made a motion to authorize a one-time payment to staff members, equivalent to one week's regular pay, including the mandated OPERS and Medicare withholding. He noted that the state has a \$6 billion budget deficit that makes financial projections difficult. He said that a one-time payment to staff would not commit the library to an on-going raise that the budget might not be able to support if the PLF gets additional cuts. He said that this approach would allow the Board to recognize the staff's performance during a difficult time and still be fiscally prudent. He said he thought the option would also be defensible to the public.

The Board then entered into a lengthy discussion of the issue with differing opinions offered. A summary of points made by Board members follows:

- Facilities issues and the stated goal of increasing the materials budget should be primary concern. One-time payments to staff or on-going raises should not be considered until after the state budget is clarified.
- Funds for the one-time payment are available in the current budget. A carry-over of approximately \$400,000 is projected and a portion of this money could be used. The plan is to move \$200,000 into the building improvement fund to deal with facilities issues.
- One-time payment with the mandatory benefits would cost the library about \$61,000.
- Staff morale is likely to be negatively affected by failing to act on some type of financial remuneration.
- There are incentives other than money that determine morale. Being part of a wonderful organization is its own reward.
- There are many other ways to reward peoples' good works.
- The current Wages and Benefits expenditures for 2010 are projected to come in \$152,000 less than budgeted due to attrition and not filling positions.

- Costs of health care for 2011 are an unknown factor that could have a major impact on the budget.
- The library should give thought to having employees carry more of the health care burden.
- The library should look at making an adjustment so that staff pays their own portion of the OPERS contribution.
- Morale issues should take priority over maintenance issues at this time.
- Going into a levy campaign with a disaffected staff is not a good idea.
- The library has had no problem in filling open positions when they are available.
- One of the reasons the library is consistently rated highly in professional library ratings is due to the excellence of the staff.
- Staff consistently offers top service to patrons. Upper Arlington patrons can be demanding and staff is adept at handling difficult and demanding situations.
- Staff members have made themselves available for coverage outside of their regular hours, disrupting their personal lives at times.
- It is unlikely that the general economy is going to turn around in the near term. This argues for prudence in the expenditure of any excess funds.
- Workers in all sectors, both public and private, are facing hardships. Library staff should not expect to be treated differently.
- Library is in a better financial position than many of its contemporaries due to hard work of staff at conserving resources and working more efficiently.
- The library is not likely to have another opportunity to reward the staff with minimal fiscal impact on the budget.
- Perhaps some other type of benefit could be increased or given.
- Library staff members do receive an annual total benefits statement.
- Worthington and CML are able to hire. We may lose valuable, talented personnel to other libraries.
- Lane Road facilities issues should be handled through a comprehensive capital fundraising campaign and should not impact a decision about the proposed payment to staff members.
- Continued shortages of personnel are wearing on staff.
- There are a constellation of personnel issues that need to be reviewed in a comprehensive way, including healthcare costs and options, review and adjustment of the current pay ranges and morale issues. A payment to staff should be part of that discussion at a later time.
- Part-time staff did bear a 10% pay cut when their hours were cut by 10%.
- Board should address the proposal as a morale issue only.

Diwik seconded the motion and a vote was called. VOTING AYE: Burtch, Diwik and Sharpe. VOTING NAY: Scanlon, Shy and Sisterhen. The motion failed.

The Fiscal Officer's written report is included here.



**Notes from the Fiscal Officer  
December 2010**

December PLF is up approximately 11% from last December!!! It is the fifth positive month this year. We are down only \$156,700 or about 6% from last year.

I thought I'd take a moment to compare total revenue for years 2009 and 2010. In 2009 we received \$5,984,411 while the year-end projection for 2010 is at \$5,856,465. 2010 is about \$127,946 less than 2009 or 2% less.

The year-end process is under way. The next five weeks will be extremely busy. We are working through closing out purchase orders to reduce the amount of the reserve required for encumbrances (made in 2010) in the 2011 budget, verifying all revenue has been recorded and paying the last invoices related to 2010 before December 31. This process does include preparing the W2s for staff as well as the 1099's for vendors. Once the Board approves the temporary budget, it will go into the accounting system to start the next year. Then purchase orders will be processed quickly so operations can continue with minimal delays.

Next Finance Committee Meeting has not yet been scheduled.

RESOLUTION 29-10  
**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:

\$25.00            Richland Correctional Institution

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Burtch made a motion to approve Resolution 29-10. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

Burtch made a motion to approve the Fiscal Officer's financial report for November 2010. Sisterhen seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

RESOLUTION 30-10  
2011 TEMPORARY APPROPRIATIONS

**INCOME**

**GENERAL FUND 100**

TOTAL REVENUE	5,732,937
ESTIMATED BALANCE AT 1/1/2011	<u>2,347,254</u>
TOTAL REVENUE + BALANCE	8,080,191
LESS RESERVE FOR ENCUMBRANCES	<u>(450,000)</u>
AVAILABLE FOR APPROPRIATIONS	7,630,191

**UAPL FRIENDS FUND 201**

TOTAL REVENUE	100,000
ESTIMATED BALANCE AT 1/1/2011	<u>5,712</u>
TOTAL REVENUE + BALANCE	105,712
LESS RESERVE FOR ENCUMBRANCES	<u>7,963</u>
AVAILABLE FOR APPROPRIATIONS	113,675

**BUILDING FUND 402**

TOTAL REVENUE	-
ESTIMATED BALANCE AT 1/1/2011	<u>1,764,328</u>
TOTAL REVENUE + BALANCE	1,764,328
LESS RESERVE FOR ENCUMBRANCES	<u>(180,494)</u>
AVAILABLE FOR APPROPRIATIONS	1,583,834

**EXPENDITURES**

**GENERAL FUND 100**

SALARIES & BENEFITS	3,458,589
LIBRARY MATERIALS	1,021,855
OTHER EXPENSES	<u>966,543</u>
GRAND TOTAL GENERAL FUND	5,446,987

**UAPL FRIENDS FUND 201**

OTHER EXPENSES	<u>100,000</u>
GRAND TOTAL UAPL FRIENDS FUND	100,000

**BUILDING IMPROVEMENT FUND 402**

OTHER EXPENSES	200,000
GRAND TOTAL BUILDING IMPROVEMENT FUND	200,000

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Burtch made a motion to approve Resolution 30-10. Shy seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

RESOLUTION 31-10

**Authorization to have County Auditor Release Advance Distribution of Tax Dollars**

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library authorizes the Fiscal Officer of the Library, Katherine Hemleben, to receive tax advances and settlements from the Franklin County Auditor for the year 2011.

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Burtch made a motion to approve Resolution 31-10. Diwik seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

**PERSONNEL COMMITTEE**

RESOLUTION 32-10

**To Approve Changes to the Personnel Policy Manual**

BE IT RESOLVED that the Board of Trustees of the Upper Arlington Public Library does hereby approve the amendments and additions to the Personnel Policy Manual as submitted by the Personnel Committee and attached as a Permanent Exhibit to the Minutes.

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Diwik made a motion to approve Resolution 32-10. Shy seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen.

The Fiscal Officer's Personnel Report is included as an exhibit to these Minutes. Diwik made a motion to approve the Personnel Report. Burtch seconded the motion. VOTING AYE: Burtch, Diwik, Scanlon, Sharpe, Shy and Sisterhen. VOTING NAY: None.

## PRESIDENT'S REPORT

Sharpe congratulated Moore on having met with CML about the use of social media. The Ad Hoc strategic plan group will meet for a final review. Moore said that a part of that plan will be handling the imminent dissolution of the UAPL Foundation.

Burtch said that Foundation President is trying to accomplish the dissolution of the organization without having a meeting, via email. He hopes to accomplish this by the end of December. Upon dissolution of the group, the funds currently held by the Foundation will come to the library. Burtch said the library will need to consider how to utilize those funds, which amount to about \$200,000.

Burtch said that his suggestion would be to use the money to fund development activities for the library, either by hiring a development director or by hiring a consultant to handle an organized fund-raising campaign. He said the library should try to segregate the funds so that the money is not eaten up doing building repairs.

## 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.

The meeting was adjourned at 6:15 p.m.

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Amy P. Sharpe, President

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Garrett K. Scanlon, Secretary