

WILLOUGHBY-EASTLAKE PUBLIC LIBRARY Regular Meeting of the Board of Trustees,
Monday, January 25, 2016, Willoughby Library Meeting Room, 7:00 p.m.

CALL TO ORDER

Present: Mr. Buttari, Mr. Mackey, Mr. Monin, Mrs. Petruccio, Mrs. Roche, Mrs. Roseum.
Absent: Ms. Kercher
Also present: Mr. Werner, Mr. Linderman, Ms. Simmons, Mr. Johnson, Ms. Wilson and
Ms. Phillis
Citizens present: Ms. Clark and Deborah Michaels

The meeting was called to order by President Roseum at 7:00 p.m.

Additions to the agenda: no additions

Citizen’s Comment: no comments

Mrs. Roseum presented the minutes of the December 21, 2015 Finance and Planning Committee Meeting, and the December 21, 2015 Organizational Meeting of the Board of Trustees.

MOTION 1-16

Mr. Mackey moved and Mrs. Petruccio seconded that the minutes of the December 21, 2015 Finance and Planning Committee Meeting, and the December 21, 2015 Organizational Meeting of the Board of Trustees be approved as presented.

On roll call the following vote was cast:

Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”,
Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

FISCAL OFFICER’S REPORT

PLF	2015	2016	% Increase
January	\$151,567.15	\$162,594.78	7.28%
YTD	\$151,567.15	\$162,594.78	7.28%

Ms. Simmons discussed the notable expenses for 2015 and also informed the Board that the 5/3 branch at Shoregate will be closing and that she will be meeting with the manager at the Vine St. location regarding the library’s safe deposit box.

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MOTION 2-16

Mrs. Petruccio moved and Mr. Buttari seconded that the Board approve the December, 2015 Fiscal Officer's report:

DECEMBER LIST OF BILLS PAID: **\$ 607,624.66**

DECEMBER FINANCIAL STATEMENT: YTD

	RECEIPTS	EXPENDITURES	BALANCES
General Fund	\$5,303,151.16	\$5,305,840.95	\$3,057,280.55
Grants	0.00	0.00	0.00
Capital Projects Fund	6,681.03	43,047.74	\$1,916,353.41
Building Construction	0.00	0.00	0.00
Computer Information	257.50	52,150.46	153,563.82
Eastlake Coal Plant	0.00	0.00	35,233.00
Fiduciary Fund – Worrallo	5.96	0.00	16,995.99
TOTALS	\$5,310,095.65	\$5,401,039.15	5,179,426.77

DECEMBER INVESTMENTS: **\$3,909,699.63**

On roll call the following vote was cast:

Mr. Buttari "Yes", Ms. Kercher "Absent", Mr. Mackey "Yes", Mr. Monin "Yes",
Mrs. Petruccio "Yes", Mrs. Roche "Yes", Mrs. Roseum "Yes". Motion carried.

MOTION 3-16

Mr. Mackey moved and Mrs. Roche seconded that the Board approve the request for the advance on property taxes in February.

On roll call the following vote was cast:

Mr. Buttari "Yes", Ms. Kercher "Absent", Mr. Mackey "Yes", Mr. Monin "Yes",
Mrs. Petruccio "Yes", Mrs. Roche "Yes", Mrs. Roseum "Yes". Motion carried.

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Mr. Buttari recommended to the Board approval of the 2016 permanent budget as presented.

MOTION 4-16

Mr. Monin moved and Mrs. Petruccio seconded that the Board approve the 2016 permanent budget as presented.

On roll call the following vote was cast: Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”, Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

COMMITTEE REPORTS

AUDIT (Kercher, Monin, Paul Tyler, citizen)

Did not meet

BUILDINGS (Mackey, Buttari, Roche)

Did not meet

FINANCE AND PLANNING (Buttari, Kercher, Petruccio)

Met and recommended the 2016 budget to the Board for approval.

PERSONNEL (Petruccio, Monin, Mackey)

Did not meet

MOTION 5-16

Mr. Mackey moved and Mrs. Petruccio seconded that the Board approve the Personnel Actions report as presented.

On roll call the following vote was cast: Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”, Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

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POLICY (Kercher, Monin, Roche)

Met and recommended the revised policy for the circulation of the Wi-Fi Hotspots.

MOTION 6-16

Mrs. Petruccio moved and Mrs. Roche seconded that the Board approve the amended Circulation policy for Wi-Fi Hotspots.

On roll call the following vote was cast: Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”, Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

ADMINISTRATION REPORT

MOTION 7-16

Mr. Monin moved and Mr. Buttari seconded that the Board accept the list of gifts from July through December, 2015.

On roll call the following vote was cast: Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”, Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

Director’s Report / Rick Werner

Architectural and Design Statement of Qualifications

The Statement of Qualifications for the Willowick and Willoughby renovation work was officially released on Monday, January 11, 2016. It is available on the WEPL website and was published as a legal notice in the News-Herald on January 14. We attempted to publicize it through the American Institute of Architects Cleveland newsletter but, after much delay, we were told that they are not permitted to accept such notices. We have asked them for other avenues to spread the word about the Statement but they have not responded.

Both Tom Johnson and I have heard from architectural firms with questions about the Statement of Qualifications process so we believe that the communication process is working.

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The Statement responses are due on Wednesday, February 3, 2016. We will be asking the Building Committee to meet late that week and the end of the week of February 8 in order to review the proposals and be ready to make a recommendation to the full Board in time for the regular Board meeting on Monday, February 15, 2016.

Customer Service Standards Development

Since last fall, an ad hoc Committee on Customer Service Standards has been meeting to plan for and develop a set of customer service standards for the Library to implement across all four Libraries and in the “back office” functions of Administration, Fiscal, Technical Services, Virtual Services, Facilities, Technology, and Communications.

Trent Ross, the Willoughby Library Assistant Manager, is chairing the Committee. The Committee has developed a thoughtful set of draft customer service standards and met on January 12 to begin the process of identifying measures that we can use to quantify the standards in order to do training of new and existing staff and to use compliance with the standards as part of the comprehensive employee evaluation system.

Our goal is to have the standards developed and ready for introduction and the start of implementation in the last quarter of 2016. We will implement the use of the standards in a careful and systematic manner with due regard for input from all Library staff, including close consultation with our SEIU bargaining unit through the Labor Management Committee. This process is designed to be deliberative and transparent so that the finished product will have buy-in across the whole staff. Among other priorities, we have identified the need for internal customer service to get the same degree of attention and monitoring as customer service to our patrons.

Collection Resources Manager Search

With the news of Ann Marie Cindric’s resignation, we have commenced the search for a new Collection Resources Manager. Eric Linderman will head up the search. Given the importance of that position to the work of the Library, we will prioritize the process in the hope that we can identify a candidate who can spend some time with Ann Marie before she leaves in February.

Deputy Director’s Report / Eric Linderman

Adult Services Planning

In recent years, we have focused our efforts more on services for our adult patrons. While our collections have always been strong, our emphasis in the past was more on programming for children than for adults. By offering more services to adult patrons we are not only serving that large age group better, but we are expanding our appeal to families with members of many ages.

Our main strategy for boosting adult services has been to offer more programs that attract adults to the libraries. One great example has been our recent success with local history presentations,

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which often draw audiences of over one hundred. As we have seen, these programs are linked very well to our popular local history collections. Our 2016 programming budget includes funding that is dedicated to more of these types of programs. Some upcoming local history programs include presentations about Eliot Ness in March and the Terminal Tower in April.

Also, we boosted our technology programming in 2015 and are continuing that trend this year. Our new public training sessions cover Ipads as well as tablets that are similar to the ones we will be lending very soon. In April, we are offering “Free Online Tools for Businesses,” a class that includes great resources for small businesses.

In addition to programming, we are developing our staff more in this area. Our Assistant Manager position, which at one time was nearly phased out, has been utilized to serve the role of manager of adult services at each of our locations. Beginning in 2016, we are increasing the hours of our Assistant Managers, who have been employed on a part-time basis for years. In fact, this is now a full-time position at our Willoughby and Willowick locations. Additionally, we are incorporating new Adult Services Librarian positions, which will be awarded to qualified staff in the bargaining unit during the next few weeks.

Facility Manager’s Report / Tom Johnson

Investigation into the door opening problem at Willoughby revealed that the mechanisms for both the front and back doors are the same size, even though the doors are different. We removed the inside front door unit and swapped it to the outside back door, saving over a thousand dollars. Propping the inside door open doesn’t cause the draft issues and gives us time to replace the faulty unit. The contractor had indicated that the original problem was caused by a different unit which was not true and that purchase order is being cancelled.

We have received the rest of the toilet tissue dispensers for City Hall. We now have consistency for our supplies.

The OLC convention this year will be at Kalahari and I was selected to be part of the Expo team, responsible for vendor setup and other display functions.

Maintenance has been using the cold weather to do cleanup and re-grouping before the refresh activities. Also to do planning for those projects which are pending spring weather.

Communications Report / Lori Caszett

* The W-E Library Boosters held a clearance book sale on Saturday, December 5th that raised \$447.35. The grand total of both book sales was \$1452. Their Annual Fund Drive raised \$225. Annual Meeting to be held on Saturday, January 30th at 11:00am at the Eastlake Library.

* Michelle Hudson provided her annual book review to over 50 Breckenridge Village residents.

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- * The library donated encyclopedias to Royalview Elementary and 3 boxes of children's books to an 8 year old patron who started an organization called 'One Kid, One Book'. Her mission is to provide every child in the United States with a book.
- * The News-Herald published an article on the new Playaway Launchpads.
- * Lori Caszatt was appointed to the Lake Communicators Board of Directors for a 3 year term and was program day advisor for Leadership Lake County's Government Day.

Technical Services Report / Ann Marie Cindric

- *The Technical Services Department began ordering new materials January 4, 2016:
 - 32 AV carts received (1,120 items)
 - 26 Adult book carts received (1,300 items)
 - 24 Juvenile/YA book carts received (1,200 items)
- *Ann Marie Cindric and Lynette Jordan to attend a half day OLC workshop, "Best Practices in Evaluations that Inspire" on 2.2.16
- *Agency Ordering Deadlines to begin:
 - February 1, 2016: Eastlake Library
 - February 8, 2016: Willoughby Hills Library
 - February 15, 2016: Willoughby Library
 - February 22, 2016: Willowick Library
- *Developing a standardization plan for the labeling of materials and the handling of special genre collections, seasonal collections and displays; anticipated deadline February 29, 2016

Virtual Services Report / Melanie Wilson

- *eMedia circulation continues to rise. WEPL experienced a 32% increase in eMedia circulation from 2014 to 2015.
- *I have continued my partnership with the Lake County Council on Aging into 2016. I'll be teaching 3 classes at the COA computer lab during the winter session.
- *We have a new partnership with the Eastlake Senior Center. I'll be offering gadget assistance from 9:00-1:00 at the Eastlake Senior Center on January 21st.
- *I hosted the annual Get to Know Your Gadget workshop at Eastlake on January 9th. All sessions were completely booked. I have scheduled several additional one-on-one sessions for patrons unable to attend the January 9th event.
- *Launchpads are circulating well. Patrons are starting to ask for them and request them.
- *Sarah Vargo and I spoke at the School of Innovation on January 14th as part of SOI's Professional Speaker Series.

Network Systems Report / Biagio Di Cioccio

I have replaced many staff computers that were not performing well to decrease some frustration.

I have been working with multiple print companies to find a printer for PR that meets their needs for the newsletter and other print jobs better.

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I am looking forward to implementing virtualization soon to manage the library computers easier and proactively.

Eastlake Library Branch Report / Amy Senning

In December Eastlake staff set up a giving tree for the Lake County Humane Society. We are just collecting all of the donations to take today, January 21. We have an estimated total of around \$300 worth of items and gift cards (see photo on our library facebook page). LHS will be sending a speaker to our March staff meeting to talk about all the great work they do to benefit our local animals. We (Eastlake Library) are planning to incorporate a local nonprofit into each of their staff meetings this year.

Amy Senning's brand new Coffee and Color Club is off to a great start. With 13 attendees and more patrons very interested, we are hoping this club will stay a regular affair at Eastlake. Upcoming dates are February 11th, March 10th and April 14th at 10:30 a.m.

Tax appointments are booking up fast as usual. The AARP is setting up in the Eastlake meeting room on our usual Wednesday nights from 5:30 to 8:00 p.m. This program is yearly February-April.

We rearranged the large print/paperback area and got rid of the paperback spinner racks. It looks much more open in that area and we have had positive feedback from our public.

The Eastlake Children's department is gearing up for a new round of storytimes and family programs, starting with "Febrairy Fun" which is a game and craft-laden celebration of holidays that happen in February, including Valentine's Day, Groundhog Day, Chinese New Year and President's Day. Other family programs include Family Craft Night and Pete the Cat's Groovy Party.

Willoughby Library Branch Report / Deb Mullen

Children's

The introduction of the WE Promise program seems to have greatly increased the number of circulating Juvenile books and the patrons are very excited about the program.

Juv	2015	2014	2013	2012	2011
Books					
Sept	5734	5515	5593	5537	5684
Oct	6836	5887	6326	6120	7004
Nov	6335	5423	5847	5935	5859

New Staff

*We welcomed Sarah Silbaugh into the children's department. One of Sarah's first goals is to establish outreach relationships with Willoughby Day Cares/Preschools.

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*We also welcomed Stefani Kurbos as our new 12-hour page; Stefani has an interest in Librarianship

* Our Practicum Student, Stephanie Provenzale, begins Tuesday, 1/19 and will primarily work alongside Sarah Vargo in Children's.

Upcoming Programs of Note:

* Willoughby has 3 programs in February about the Underground Railroad in Ohio.

* On February 9, the Lake County Historical Society will present a program about Lake County stops on the Underground Railroad.

* On President's Day, February 19, Restore Ohio Hope is presenting a Children's program in the afternoon and an adult discussion in the evening about an Underground Railroad stop in Cleveland.

* We will be publicizing the event to the schools and home schoolers.

Willoughby Hills Branch Report / Holly Ferkol

*Willoughby Hills Library will be opening on for the first time on Friday, January 29th. We will be open 11:00-5:00 every Friday. Our patrons will be very happy because they have wanted Fridays opened since 2003.

*We had a Lego Club program for children and parents on Saturday, January 16th and it was a great success. There were 50 people in attendance and everyone enjoyed the program.

*Chrystal Carr Jeter, our Children's Librarian, attended the ALA Winter Conference in Boston. She was a presenter at the conference.

Willowick Library Branch Report / Mollie Burns

Significant events, programs:

Maximize Your Social Security Benefits where financial advisor, Lee Quignano of Johnnycake Financial Services, Inc. focused on Social Security benefits for adults, and offered strategic planning in regard to when to claim benefits.

Happy Bookers Book Discussion group had a lively program discussing Boston Girl by Anita Diamant in which Addie Baum recounts her remarkable story to her 22 year old granddaughter. Addie is the daughter of Jewish immigrants and was born in the North End of Boston. She grew up in a crowded tenement with her 2 sisters. At the time Addie grew up the North End was a melting pot of the neighborhood.

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Our Children's Programs included Lego Club, Let's Make Art Club, Story Times, and always a big hit, Officer Dan and Jager so that the families can see how helpful a dog can be in fighting crime.

Our Children's Librarian, Rachael Chicone, has been attending literacy meetings at Royal View Elementary School in order to exchange ideas about promoting a love of reading.

Mark your calendar and plan to attend: Valentine's Songs with Judy Crawford

Join Judy Crawford as she sings your favorite love songs made famous by Tony Bennett, Frank Sinatra and many more. Refreshments will be served.

Staff Changes/Developments:

We are in the process of hiring an Assistant Manager, and also a Page position.

Training:

Mollie Burns attended A Day for Branch Managers that was sponsored by NEO-RLS.

COMMUNICATIONS

Mr. Werner informed the Board that the WEPL Boosters will hold it's Annual Meeting at Eastlake Library on Saturday, January 30th from 11:00-1:00. Also, Friday January 29th there will be a reception at the Willoughby Hills Library celebrating the start of Friday hours.

NEW BUSINESS

A discussion was held regarding the levies', the Library could put the renewal of one of the levies and the ballot on as early as 2017. Mr. Werner, Ms. Simmons and Mr. Linderman will look at the levy possibilities, possibly merging the 2 renewals and the start of fundraising for the levy campaign.

OLD BUSINESS

Mr. Werner reported that the date of the Years of Service dinner in April may be changed due to conflicts with the room being scheduled at the Willoughby Hills Community Center. An email will be sent out to confirm the date and location.

NEXT MEETING: Monday, February 15th 2016, 7:00 p.m., Eastlake City Hall

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MOTION 8-16

Mrs. Petruccio moved and Mr. Monin seconded that the Board adjourn into executive session to discuss the hiring and compensation of a non-bargaining unit employee at 7:45 p.m.

On roll call the following vote was cast: Mr. Buttari “Yes”, Ms. Kercher “Absent”, Mr. Mackey “Yes”, Mr. Monin “Yes”, Mrs. Petruccio “Yes”, Mrs. Roche “Yes”, Mrs. Roseum “Yes”. Motion carried.

The Board returned to open session at 8:45 p.m.

ADJOURNMENT

MOTION 9-16

Mr. Mackey moved and Mrs. Roche seconded that the Board adjourn at 8:48 p.m.

On roll call the following vote was cast: All “Ayes.” Motion carried.

Respectfully submitted,

Board President

Secretary