

WILLOUGHBY-EASTLAKE PUBLIC LIBRARY Regular Meeting of the Board of Trustees  
Monday, January 23, 2017, WEPL Administrative Offices, 7:00 p.m.

**CALL TO ORDER**

Present: Mr. Buttari, Mr. Mackey, Mr. Monin, Mrs. Roche, Mrs. Roseum.

Also present: Mr. Werner, Mr. Linderman, Ms. Simmons, Mr. Johnson, Ms. Lastoria, Ms. Mullen and Ms. Wilson.

Absent: Mrs. Petruccio and Mrs. Polewchak

Citizens present: Deborah Michaels

The meeting was called to order by President Roseum at 7:02 p.m.

Additions to the agenda: *No additions*

**Citizen's Comment:**

Deborah Michaels relayed a message from a patron at Willowick Library that there are a few potholes needing attention, Mr. Werner addressed the issue stating that it is on the agenda this year to have them repaired, Mr. Johnson added that the holes will be temporarily filled in with gravel.

Mrs. Roseum presented the following minutes:

- December 13, 2016 Finance and Planning Committee Meeting
- December 19, 2016 Finance and Planning Committee Meeting
- December 19, 2016 Organizational Meeting of the Board of Trustees
- January 12, 2017 Building Committee Meeting
- January 12, 2017 Special Meeting of the Board of Trustees

The previously approved minutes of the November 21, 2016 Regular Meeting of the Board of Trustees needs to be amended to correct the name of the recommended general contractor from Lakeside to Lakeland Management Systems.

**MOTION 6-17**

Mr. Mackey moved and Mr. Buttari seconded that the following minutes:

- November 21, 2016 Regular Meeting of the Board of Trustees be approved as amended.
  - December 13, 2016 Finance and Planning Committee Meeting
  - December 19, 2016 Finance and Planning Committee Meeting
  - December 19, 2016 Organizational Meeting of the Board of Trustees
  - January 12, 2017 Building Committee Meeting
  - January 12, 2017 Special Meeting of the Board of Trustees
- be approved as presented.

On roll call the following vote was cast:

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

**FISCAL OFFICER’S REPORT**

<b>PLF</b>	<b>2016</b>	<b>2017</b>	<b>% Increase</b>
<b>January</b>	\$162,594.78	\$160,628.74	-1.21%
<b>YTD</b>	\$162,594.78	\$160,628.74	-1.21%

**MOTION 7-17**

Mr. Monin moved and Mrs. Roche seconded that the Board approve the December, 2016 Fiscal Officer’s report:

DECEMBER LIST OF BILLS PAID: **\$494,052.28**

DECEMBER FINANCIAL STATEMENT: YTD

	RECEIPTS	EXPENDITURES	BALANCES
General Fund	\$5,367,526.39	\$7,166,949.98	\$1,257,856.96
Grants	\$3,571.00	\$0.00	\$3,571.00
Capital Projects Fund	\$1,833,779.51	\$256,560.96	\$3,493,571.96
Building Construction	\$0.00	\$0.00	\$0.00
Computer Information	\$661.49	\$42,850.58	\$111,374.73
Eastlake Coal Plant	\$0.00	\$0.00	\$35,233.00
Fiduciary Fund – Worrallo	\$4.25	\$0.00	\$17,000.24
<b>TOTALS</b>	<b>\$7,205,542.64</b>	<b>\$7,466,361.52</b>	<b>\$4,918,607.89</b>

DECEMBER INVESTMENTS: **\$2,079,904.24**

On roll call the following vote was cast:

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

**MOTION 8-17**

Mrs. Roche moved and Mr. Buttari seconded that the Board approve the request for the advance of taxes collected.

On roll call the following vote was cast:

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

**COMMITTEE REPORTS**

**AUDIT (Polewchak, Monin, Paul Tyler, citizen)**

*Did not meet*

**BUILDINGS (Mackey, Buttari, Roche)**

Mr. Mackey stated that the committee met on January 12<sup>th</sup> and the construction is on schedule.

**FINANCE AND PLANNING (Buttari, Polewchak, Petruccio)**

Mr. Buttari stated that the committee met this evening prior to the Board meeting and is recommending approval of the 2017 Permanent Budget.

**MOTION 9-17**

Mr. Buttari moved and Mr. Monin seconded that the Board approve the 2017 permanent budget as presented.

On roll call the following vote was cast:

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

**PERSONNEL (Petruccio, Monin, Mackey)**

*Did not meet*

No Personnel Actions report

**POLICY (Monin, Polewchak, Roche)**

*Did not meet*

**ADMINISTRATION REPORT**

**MOTION 10-17**

Mr. Monin moved and Mrs. Roche seconded that the Board accept the list of gifts from July through December, 2016.

On roll call the following vote was cast:

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

**MOTION 11-17**

Mr. Monin moved and Mr. Buttari seconded that the Board accept the January 23, 2017 Surplus List.

On roll call the following vote was cast:

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

Mr. Werner informed the Board that the donation process with ReStore is going well, he also passed out photos of the original brick wall from the Carnegie building that was discovered during the renovation at Willoughby Library. The intent is to incorporate the brick wall into the new design, maybe displaying old photos on the wall along with an explanation of the importance of a Carnegie Library.

Ms. Wilson presented the Key Trends from 2016

- eMedia circulation continues to increase. In 2016, we saw an increase of 12.63%
- Largest increases was in our Gale Courses enrollment (6 week online courses on everything from anatomy to QuickBooks to word & excel) – increased from 142 to 374 in 2016
- Hotspots most popular of the new circulating technologies that were launched in 2016. We will be adding an additional 13 to the collection to have a total of 40.
- Undertook the digitization of phase 1 of the News-Herald microfilm – this lead to 2 new partnerships 1 with the Internet Archive (1879 – 1922, 2,000 views) and a partnership with CPL to host digital photos of Willowick.
- Interest in technology classes continues to grows (this echoes trends release in the PEW 2016 Library Survey) - areas that are growing in libraries are classes and programs (by 10 points from 2015 – 2016) and the use of library computers to take online classes.
- Continue to add new technology classes. To best meet patron needs we launched a new 1 on 1 tech tutor service at the end of 2016... so far very popular... sessions are booked up through early February. Looking to adding additional sessions to accommodate the demand.
- Additionally, we continue to expand our outreach tech services. I teach a monthly class at the Council on Aging, offer programming at Eastlake Senior Center. Resource hub for Encore NEO & one on one sessions with Breckenridge Village.

In October 2016, we conducted the Impact Survey in order to gauge how patrons use technology at the library. We had 191 participants. Highlights:

Top 3 technology tools used at the library:

- Search engines (72%)
- Library printers (66%)
- Email (64%)

Top activities that patrons engage in while using the library’s technology:

- Social inclusion (47%)
- eGovernment (38%)
- Health & wellness (36%)
- Employment, eCommerce, & Entrepreneurship (34%)

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Common comments shared by WEPL patrons:

- More computers, faster computers
- More space & privacy between computers
- Improved printing privileges
- 87% felt that public access to computers and Internet at the library are important or very important to have available for others in the community

## **Director's Report/Rick Werner**

### Willoughby and Willowick Renovation Updates

Lakeland Management Services and its subcontractors continue to make progress at both Libraries. The weekly meetings convened by LMS and Jason Nolde keep all of us informed and on task. The responsibility for maintaining and updating the Gantt chart that outlines the project milestones and timeline has transitioned from the Fleischman firm to LMS. We will be posting the most up-to-date timeline on the Board's OneDrive site. The working relationship among LMS, the Fleischman firm, and Library staff continues to be quite positive and productive.

At the Willowick Library, the installation of the three new boilers is complete except for some instrumentation that will be added as soon as it is available. The heat is back on and has worked (almost too) well during this week of warmer temperatures. The work in the lower level continues to move along. The Children's Department, the staff break room, and the meeting room are taking shape day-by-day.

In addition to the heroic and hard work of the Willowick staff to complete the boxing of the non-fiction collection during the three-day closure, Tom Johnson, Greg Heinrich, and Bob Thompson have disassembled all the non-fiction shelving so that it can be cut to its new height. We anticipate that LMS will be moving to the upper level by early February. Just before that, we will move the Children's Department to the lower level.

At the Willoughby Library, work proceeds in the old Children's Department, soon to be the new home of the Young Adult Department, non-fiction, and periodicals. We have "uncovered" a portion of the original Carnegie Library exterior brick wall. At Tom Johnson's suggestion, Jason Nolde is working on a way to showcase part of the original wall as LMS completes the upper level. Thanks to the work of the Willoughby staff and Maintenance, the Children's Department is open and operating in its new space, even without carpet.

Deb Mullen and Tom Johnson have had discussions with the leadership of the Willoughby Historical Society about how we can work with them to get their space carpeted when the construction work moves to the lower level. We have made the decision to add the purchase and installation of carpet in the Historical Society space to the overall Willoughby project at cost of \$2,500.00. Willoughby and Maintenance staff will be assisting the Historical Society volunteers to prepare their space for the carpeting as well as the relocation of the door that is part of the design plans.

With thanks to the Board for approving the funding for the furniture and technology purchases, we are proceeding to place those orders so that we can synchronize (as best we can!) the delivery of the new computers and furniture with the construction schedule. We have started work with the shelving vendor to schedule the reconfiguration of the existing shelving at both Libraries.

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Lori Caszatt and I, in collaboration with the Deb Mullen and Mollie Burns, will begin planning for the public roll-out of the renovated buildings in May. We would welcome suggestions from the Board and staff about creative and fun ways to reintroduce both Libraries to our patrons and communities.

We continue to be grateful to the staffs of both Libraries, the Maintenance guys, and our patrons for their patience, good cheer, and endurance as the construction work proceeds.

#### WEPL Boosters

The Boosters held their 2017 Annual Meeting on Saturday, January 14, 2017 at Eastlake Library. Dawn Roche attended the meeting as did Lori Caszatt, Eric Linderman, and me. The Boosters elected their leadership for the coming year and reviewed their 2016 accomplishments. We will post their 2016 financial and programmatic summaries on the WEPL Board OneDrive site for the Board's review.

Among other Booster activities planned for 2017, I wanted to remind the WEPL Board of the Trivia Night Boosters fundraiser that will be held at the Eastlake Library on Saturday, February 18, 2017. I am hoping that WEPL Board members will consider attending the event as well as contributing \$15 to the assembly of a WEPL Board gift basket to be used as part of the raffle at the event.

#### Board Award

With the call out for Board Award nominations, I wanted to let the Board know that the Award presentation will be part of the Employee Recognition luncheon event that will be held as part of the 2017 Staff Day at the renovated Willowick Library. We have tentatively scheduled the Staff Day for Monday, June 19, 2017. We will confirm that date as we approach the end of the renovation process.

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### **Deputy Director's Report/Eric Linderman**

#### Customer Service Committee

I have been involved in recent meetings of our Customer Service Committee, which is working on our customer service guidelines. The committee looks at both "internal customer service" which is concerned with the practices of staff toward other staff, and "external customer service," which is about our interactions with the patrons who visit our libraries.

This committee is mostly focused on developing core measures of good customer service. One way we are trying to achieve this is by first identifying such practices for each job classification and then reinforcing these behaviors through peer coaching. Much of this plan will be introduced at the next staff development day in the spring. The group is also working on a customer service training program that will include video demonstrations of good and not-so-good service practices.

#### Materials Moving Projects at Willowick and Willoughby

Earlier this month we completed a substantial relocation of library materials due to construction at the Willoughby and Willowick libraries, during the days that the Willowick library was closed for heating repair. I was more involved with the project at Willowick while Rick spent time at Willoughby, where they needed to move the Children's Department. The staff at both libraries did a great job of working together to complete these projects efficiently.

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At Willowick, Mollie Burns and Kathleen Jozwiak coordinated the very large task of getting the nonfiction collection put into boxes so that our maintenance crew could move them to temporary storage. The success of the project was due to how well the process was coordinated. Willowick staff members were assigned sections of the collection, which we boxed and labeled in the correct order.

Mozilla Web Training Program

Melanie and I have continued our work with the Mozilla Foundation on the web literacy project. Our next step will be to train staff at each of our libraries on the program. We are planning to involve four staff members at each location in the training. Following these next training sessions, our group will meet to discuss the next steps for integrating the curriculum into our public programming.

Services for Readers

As you may have seen on our website, Melanie has put together a “Reading Challenge” this year, for both public and staff. The challenge is for participants to read and report on books from each of twenty-five categories in order to qualify for a prize drawing in early 2018.

The Reading Challenge is a good example of how we are adding new technology to some traditional services in the 21st century. We understand that WEPL’s growth depends on our understanding of the library’s relevance in the communities. We need to know which old services are less in demand, like research assistance, and which new services need to be further developed, such as technology training. There are also certain traditional services which the public library can uniquely provide, as long as they are presented in ways that appeal to a contemporary crowd.

Among these library traditions are reading recommendations and book discussion programs, such as book clubs, summer reading and this Reading Challenge. Sometimes there are other sources in the community for these kinds of activities, but they are not equipped to provide the same experience as the public library, where we have community-owned resources and knowledgeable staff all in one place. As technology and information needs change, librarian-led reading activities such as the Reading Challenge are still in demand.

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**Facilities Manager’s Report / Tom Johnson**

Habitat for Humanity ReStore was at Willowick and took all of the discarded furniture in the garage that was from Willoughby upstairs. They will be at Willoughby this Friday to take the rest of the upstairs furniture as well as a few pieces from the downstairs. They were very pleased to get these donations.

The new boilers were installed at Willowick during the three day shutdown. They are definitely heating up the building, even a little too much. The remainder of the HVAC equipment has not been delivered yet and so we have on-off control, rather than a modulating system. But at least we can deal with winter weather. The installers were extremely meticulous with ensuring everything lined up and fit while maintaining level and plumb. Congratulations to them.

The staff at Willowick also took that time to box the non-fiction collection. Maintenance moved those boxes and all of the shelving into the old TSD space so the Phase 3 area will be ready for construction. We are making sure that children’s’ is also ready for the move to the lower level. Preparations for moving the trolley are in progress. The look may change slightly but the character will remain.

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The children's department at Willoughby found a new home during the shutdown as all of their material was moved to the east end of the building. The carpet has not been installed but all of the collections are available. Thank you to all of the Willoughby staff that helped, and I would particularly like to single out Mary Beth Carroll and Sarah Silbaugh who not only moved books but assisted with the mechanical parts of the move as well. Their knowledge and enthusiasm were a great benefit.

Many hours have been spent monitoring the various construction tasks and answering field questions. I have found all of the subs so far to be knowledgeable and professional. The work in the electrical, HVAC, particularly boilers, drywall, ceilings, and other general carpentry tasks, has all been of high caliber. No one has been averse to making small changes and everyone is cooperative. The Library hired the right people on this project.

### **Collection Resources / Trent Ross**

The Technical Services Department was nominated for multiple awards in December. First, Lynette Jordan was nominated for employee of the month for her leadership and team building efforts. In addition to Lynette's personal nomination, TSD was nominated for the Group of the Year award.

TSD added a total of 62,675 to the collection in 2016. 76,525 items were discarded, and the entire collection was reduced by 6% to 259,248 items. The decrease in overall collection size reflects the stringent weeding conducted by Willoughby and Willowick to prepare for the refresh.

Additionally, in 2016 standing orders were reassessed and consolidated within fewer vendors. These vendors were able to match or exceed previous vendor's discounts. This comparison shopping, and the reduction of unnecessary or unused resources, our standing order total for 2017 was lowered to \$25,900, a 26% reduction. Finally, having the majority of standing orders on order from a single vendor simplifies the receiving of materials for TSD and the selection process for all our materials selectors.

A number of minor adjustments made to the 2017 Collection Resources Manager's materials budget. These changes were made with materials trends and the Willowick and Willoughby library's building refreshes in mind.

The most notable of these adjustments was a significant decrease, 26%, in the funds directed towards the purchase of CDs. These items have been on a steady and increasingly downward circulation trend. Additionally, after the completion of the refreshes, both Willowick and Willoughby will have permanently reduced CD collections. While this collection's importance is decreasing it is not yet an obsolete collection.

The second most significant change was an increase in funds directed towards the purchase of DVDs and Blu-Rays. DVDs have remained popular and Blu-Rays continue to rise in popularity. More importantly these items make up roughly 40% of the physical materials annual circulation, but in 2016 only 28% of the materials budget was dedicated to these items. This increase, now 32% of the budget, goes a little ways into correcting this imbalance.

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### **Communications & Development Report/Lori Caszatt**

- Michelle Hudson and Lori Caszatt conducted 2 book discussion groups at Grace Woods, part of Breckenridge Village. 30 people attended.
- Lori Caszatt was the advisor for Public Safety & Justice Day for Leadership Lake County on December 7th.



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- Fraser Video Productions was hired to document the construction projects at Willoughby and Willowick Libraries. Video footage will be taken throughout the construction process.
- The LSTA grant funding from the State Library was received and all preliminary paperwork has been submitted. The poetry workshops with Eastlake Police officers and Eastlake Middle School students will occur in January.

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**Network Systems Administrator Report/Biagio Di Cioccio**

- Caitlyn, IT intern, has made a manual for the 3d printer to be used in conjunction with the printer to aid people in using and troubleshooting.
- I made a 2017 budget for the Technology department including software, hardware and refresh items.
- The Technology Department procured and ordered computers for public access for all libraries from CDWG and Lenovo Financial Services.
- I became a member of NorthEast Ohio IT Advisory Group to help initiate training for local IT staff and IT training for library staff.

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**Eastlake Branch Report/Amy Senning**

- We had a wonderful turn out for our Collinwood fire program last evening, 70 patrons. Mr. Edward Kern the speaker and author of a book on the topic sold twenty autographed books.
- We've had an increase in circulation lately as we are seeing some patron usage from Willowick and Willoughby. Our hotspot usage continues to be extremely popular.
- The update in children's is that story times resume at the end of the month, and we're pleased to now offer a weekly Pirate Ship Playdate & Craft, as well as a monthly Special Needs Story time.

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**Willoughby Branch Report/Deb Mullen**

- The Willoughby Library continues to serve our patrons to the best of our ability despite the challenges of the renovation project.
- Our Homeschool programming has remained ongoing at the Willoughby Senior Center and we are soon to be offering storytimes at our Willoughby Hills location and at the Willoughby Senior Center. We also continue to be the location of choice for students and groups who are able to hold their meetings without the benefit of a private room.
- For the most part, patrons are very supportive and patient with our "dust" and in fact excited for the upcoming changes. We've already received much positive feedback from Children's department users—especially in terms of a larger space and beautiful wall color.
- I'm really proud of and grateful for my staff members who have been hardworking, flexible and cooperative, especially in regards to the boxing and moving of materials!

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**NEW BUSINESS**

Mr. Mackey brought up the topic of the upcoming levies, discussion was held as to when to place the levies on the ballots – early 2018 and 2019, both at the same time or separate? Ms. Simmons informed the Board that the recommendation is that one levy will have an increase in millage and years and the second levy, a renewal. Questions were asked regarding leadership on the Levy Committee, what money does SCIU contribute and possible fund raisers. Mr. Mackey will initiate emails to find out if past Board members, Boosters and past applicants for vacant Board positions would like to help on the committee.

**OLD BUSINESS**

Mrs. Roche reminded the Board of the Boosters Trivia Night on Saturday, February 18<sup>th</sup> at Eastlake Public Library.

**NEXT MEETING:** Monday, February 20<sup>th</sup>, 2017, 7:00 p.m., WEPL Administrative Offices

**ADJOURNMENT**

**MOTION 12-17**

Mrs. Roche moved and Mr. Buttari seconded that the Board adjourn at 8:06 p.m.

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

Respectfully submitted,

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Board President

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Board Secretary