



Kalamazoo  
Public Library

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**MEETING AGENDA**

**KALAMAZOO PUBLIC LIBRARY BOARD OF TRUSTEES**  
**EASTWOOD BRANCH LIBRARY – COMMUNITY ROOM**  
**1112 Gayle Street, Kalamazoo, MI 49048**  
**September 24, 2012, 4:00 p.m.**

Approval of Agenda

- I. RECOGNITIONS, RESOLUTIONS AND COMMUNICATIONS
- II. PERSONS REQUESTING TO ADDRESS THE BOARD
- III. CONSENT CALENDAR
  - A. Minutes of the Meeting of August 27, 2012
  - B. Personnel Items
- IV. FINANCIAL REPORT
  - A. Financial Reports for the Period Ending August 31, 2012 (none)  
Note: August monthly report will be presented in October.
- V. REPORTS AND RECOMMENDATIONS
  - Reports
    - A. Summer Reading Games Wrap-Up – Andrea Vernola, Stewart Fritz and Michael Cockrell
    - B. Law Library Update – Caitlin Hoag
    - C. Eastwood Branch Update – Judi Rambow
- VI. COMMITTEE REPORTS
  - A. Finance and Budget Committee
  - B. Personnel Committee
  - C. Fund Development and Allocations Committee
  - D. Director’s Building Advisory Committee
- VII. OTHER BUSINESS
  - A. Board Discussion of Community Attitude, Awareness and Usage Survey
  - B. Director's Report
- VIII. PERSONS REQUESTING TO ADDRESS THE BOARD
- IX. COMMENTS BY TRUSTEES
- X. EXECUTIVE SESSION (if needed)
- XI. ADJOURNMENT

<p style="text-align: center;"><b>Kalamazoo Public Library</b> <i>OFFICIAL MINUTES OF THE BOARD OF TRUSTEES</i> <i>PUBLIC MEETING</i> Date: August 27, 2012 Time: 4:00 Location: Central Library Board Room</p>
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**TRUSTEE ROLE CALL:**

Present: Fenner Brown, Robert Brown, Bruce Caple, Lisa Godfrey, Cheryl TenBrink, James VanderRoest, and Valerie Wright.

Absent: None

**CALL TO ORDER:**

President Godfrey called the meeting to order at 4:00 p.m.

**AGENDA APPROVAL:**

The agenda was amended to include recommendation V. G. Municipal Employees Retirement System (MERS) Delegates. The amended agenda was approved.

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**I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS**

None.

**II. PERSONS REQUESTING TO ADDRESS THE BOARD**

Arlene Larson, 1514 W. North St., spoke to the Board regarding her concerns with using RFID technology in the library citing supposed privacy issues associated with this technology. She also told Board members that she did not like the presence of television screens within the library or the self-check machines.

Trustees thanked Ms. Larson for her comments.

**III. CONSENT CALENDAR**

A. *Minutes of the Board Meeting of July 23, 2012*

B. *Personnel Items*

- Employee Retirement

**Amanda Green** announced her retirement effective October 31, 2012. Amanda began work at KPL in April 1989. She currently holds the KPLSP FTE 1.0 Librarian Assistant 3 position in Teen Services within the Youth Services Department.

DISPOSITION: President Godfrey commented on how long A. Green had been a member of the KPL staff saying that she would be missed at the library. The Board accepted the Minutes of the Board Meeting of July 23, 2012 and the personnel item as presented.

IV. **FINANCIAL REPORT**A. *Financial Reports for the Period Ending July 31, 2012*

Recommendation: Director Rohrbaugh recommended the Board accept the Financial Reports for the month ending July 31, 2012.

Discussion: J. VanderRoest mentioned that the financial report for July was in a different format because of the new financial software being used by the library but that it presented the same information Trustees are accustomed to seeing.

MOTION: R. BROWN MOVED AND V. WRIGHT SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE PERIOD ENDING JULY 31, 2012.

MOTION CARRIED 7-0.

V. **REPORTS AND RECOMMENDATIONS**RECOMMENDATIONS:A. *Code of Service*

Recommendation: Director Rohrbaugh recommended the Board endorse the “Code of Service”.

Executive Summary: The Customer Service Committee, after considerable discussion and deliberation, wrote a “Code of Service” for KPL. While not necessarily the norm, it is not uncommon for libraries to have such a statement to outline what library users can expect and as a basis for staff training and evaluation. J. Cornell, as chair of the Customer Service Committee, described the thought process and the next steps for future projects.

Discussion: J. Cornell told Trustees that this was a major and important project the Customer Service Committee had been working on since last year. The framework for the document was developed after looking at similar documents from other libraries. The document will be used to train and evaluate staff, and will be available to patrons. J. Cornell told the Board that she thinks library staff already do most, if not everything, that is stated in this document, but thought that it was beneficial to give specificity to what “good customer service” meant in a codified document. J. Cornell read the four main points of the document and said that she hoped the Board would support its use.

C. TenBrink asked how many libraries had a document like this and whether KPL had one now. J. Cornell responded that KPL did not have a document of this sort. T. New said that many libraries do have similar documents but that they were often called a “Patron Bill of Rights” and found on library’s websites. R. Brown asked how many people were on the Customer Service Committee and if Human Resources approved it being used to train employees. J. Cornell responded that there were ten library employees on the committee, one of which was HR manager T. New. President Godfrey asked how staff would know patron needs were being met. T. New told her staff would be asking patrons. C. TenBrink asked how the expectation “the library will utilize accurate and effective communication skills” would be met. J. Cornell said that this will require staff to use the “notes” field of patron accounts.

J. VanderRoest asked if the committee would be completing training to prepare staff to meet the expectations of the “Code of Service”. J. Cornell answered that they would be completing training and that this leads into the next project the committee would be undertaking, a one-

point-of-service model. T. New added that the library was already seeing the benefits of cross training with the aide consolidation process. V. Wright acknowledged that this document would set a “level playing field” for expectations of employees at the library and would be beneficial for the organization. R. Brown commented that he has always liked the word patron, but that its use in this document limited the use of this document to patron-staff interactions. J. Cornell said that this was indeed the case but that a similar document would be published that was customized for staff interactions.

MOTION: J. VANDERROEST MOTIONED AND B. CAPLE SUPPORTED THE MOTION TO ENDORSE THE “CODE OF SERVICE” FOR THE KALAMAZOO PUBLIC LIBRARY.

MOTION CARRIED 7-0.



*B. Fringe Benefit Statements and Salary Schedules for Supervisory-Technical Employees*

Recommendation: Director Rohrbaugh recommended the Board accept the Fringe Benefit Statements and Salary Schedules for Supervisory Technical Employees.

Executive Summary: Changes to health insurance, previously discussed with the Board, were reflected in the fringe-benefit statements. Other changes included: the retirement benefit was changed from two days to one day per year of service for employees hired on or after September 1, 2012; tuition reimbursement language was further clarified.

Longevity pay was converted to salary. In the past, Supervisory-Technical employees were eligible for “payment for continuous service from 6 to 28 years with initial amount of \$120 and progressing in \$20 increments each successive year” with payment being made annually. It is more appropriate for professional employees to be compensated based on performance rather than years of service and \$500 was added to the salary schedule as a replacement for longevity. No employees were financially disadvantaged with this change and many were advantaged. A secondary result was that this change also saved work in the Business Office.

The salary schedule for 2012-2013 was changed to reflect the \$1,000 increase to all employees approved at the beginning of the fiscal year, and the \$500 described above. Employee pay was adjusted at the beginning of the fiscal year for the \$1,000 increase; the \$500 increase, upon Board approval, would take effect on September 1, 2012. The salary schedule for 2013-2014 was increased by \$400 as previously discussed.

Both the fringe benefits statement and the salary schedule were discussed in detail by the Personnel Committee and came to the full Board with the committee’s recommendation for approval.

Discussion: President Godfrey asked why FMLA language was deleted from the Fringe Benefits Statements. Director Rohrbaugh answered that this was a federal law and that it was not necessary for it to be in the fringe benefits statements. Other federal laws that may possibly apply to employees were not recorded in the fringe benefit statements. President Godfrey asked if FMLA was recorded in employee handbooks to which Director Rohrbaugh answered that it was. J. VanderRoest drew attention to the changes to life insurance and funeral leave, asking if these changes were simply codifying what they library was already doing. T. New answered that this was the case. J. VanderRoest also asked about the changes to vacation accrual stating that the number of accrued vacation days did not change. Director Rohrbaugh

responded saying that, indeed, the changes in the way vacation was accrued for employees did not result in a change in the number of vacation days employees got but that these changes worked with Novatime, the library's time management software. Director Rohrbaugh mentioned that the change in retirement payout would be effective for employees starting after September 1, 2012 and that the benefit of this change would not be seen for many years. President Godfrey acknowledged that this benefit was likely a carryover from when the library split from the school system.

B. Caple asked what it meant in the Fringe Benefit statements when it talked about "eligible" employees in regards to retirement payout. D. Schiller answered that the employee must have worked at the library for five years. J. VanderRoest asked if an eligible employee's beneficiary would be the recipient of the retirement payout if the employee were to pass away. Director Rohrbaugh said that this would have to be investigated.

**MOTION:** V. WRIGHT MOTIONED AND C. TENBRINK SUPPORTED THE MOTION TO APPROVE THE FRINGE BENEFIT STATEMENTS AND SALARY SCHEDULES FOR SUPERVISORY-TECHNICAL EMPLOYEES.

**MOTION CARRIED 7-0.**



*C. Fringe Benefit Statements and Salary Schedules for Administrators*

**Recommendation:** Director Rohrbaugh recommended the Board accept the Fringe Benefit Statements and Salary Schedules for Administrators.

**Executive Summary:** Changes to health insurance, previously discussed with the Board, were reflected in the new fringe benefits statements. The retirement benefit was changed from three days per year of service to two days for employees hired on or after September 1, 2012. The salary schedule for 2012-2013 reflected the \$1,000 increase to all employees approved at the beginning of the fiscal year; the schedule for 2013-2014 was increased by \$400 as previously discussed. Both the fringe benefit statements and the salary schedule were discussed in detail by the Personnel Committee and came to the full Board with the committee's recommendation for approval.

**Discussion:** Director Rohrbaugh mentioned that the changes in this document were very similar to those seen in the fringe benefits statements for supervisory-technical employees and that Trustees would likely have the same question about retirement payout for employees who have passed away.

**MOTION:** R. BROWN MOTIONED AND V. WRIGHT SUPPORTED THE MOTION TO APPROVE THE FRINGE BENEFIT STATEMENTS AND SALARY SCHEDULES FOR ADMINISTRATORS.

**MOTION CARRIED 7-0.**



*D. Assistant Director Recommendation*

**Recommendation:** Director Rohrbaugh recommended the department head position held by Diane Schiller be reclassified to assistant director, effective September 1, 2012, with the job title Assistant Director for Administrative Services.

Executive Summary: It has become increasingly clear that the work assigned to this position has a level of responsibility, expectations, and critical importance to the organization that is greater than a department head position. In summary, this position has responsibility for business and human resources activity of the library. The job description for this position will not change to any substantial degree; it is already a “full” position. Adding “substituting for the director as needed” is the only change.

Whenever a position becomes vacant, the library will examine the responsibilities and job expectations and often adjust it. In the future, that could include changing this position back to department head level. With this change, D. Schiller would move to salary placement on the assistant director scale. This recommendation was reviewed and supported by the Personnel Committee.

Discussion: J. VanderRoest commented that he has worked with D. Schiller as Treasurer of the Board for years and that he believes this reclassification is very well-deserved and commensurate with the level of responsibility given to the position.

MOTION: J. VANDERROEST MOTIONED AND R. BROWN SUPPORTED THE MOTION TO RECLASSIFY THE DEPARTMENT HEAD POSITION HELD BY DIANE SCHILLER TO ASSISTANT DIRECTOR, EFFECTIVE SEPTEMBER 1, 2012, WITH THE JOB TITLE ASSISTANT DIRECTOR FOR ADMINISTRATIVE SERVICES.

MOTION CARRIED 7-0.



*E. Surplus Endowment Allocation*

Recommendation: Director Rohrbaugh recommended the balance of \$8,741 from the “Teen Wall” allocation be used for some type of wall treatment on the curved wall on the lower level where framed art had been displayed.

Executive Summary: In September 2011, with recommendation of the Fund Development and Allocations Committee, the Board approved up to \$35,000 of the endowment funds available for distribution be allocated for a divider between the teen and the AV area. The wall was installed midyear.

Simultaneous to wall installation, the library dropped circulating framed art; the curved wall by the AV and teen area where it had been displayed is bare as a result. There has been some discussion that a mural appropriate for both AV and teen may be a suitable decoration of this space but an approach or even the decision of a mural as opposed to something else has not been made. This recommendation was discussed and supported by the Fund Development and Allocation Committee.

MOTION: J. VANDERROEST MOTIONED TO REALLOCATE \$8,741 FROM THE “TEEN WALL” ALLOCATION TO USED FOR A WALL TREATMENT ON THE CURVED WALL ON THE LOWER LEVEL WHERE FRAMED ART HAD BEEN DISPLAYED.

Discussion: Director Rohrbaugh explained that this was excess money that was carried over from the teen wall project. She told Board members that a mural had been considered, but that other ideas were also being considered. F. Brown asked why the framed art collection had been dismantled and discontinued. Director Rohrbaugh answered that framed art was not a priority,

was difficult to maintain, and had very low circulation. B. Caple asked if the addition to the wall would likely be something decorative. Director Rohrbaugh said that it may possibly be something decorative but could also be something more technical and interactive. B. Caple said he was uncomfortable with projects being funded for a certain amount of money if, when they came in under budget, the excess money was simply allowed to be reallocated to something decorative not falling under library priorities. He added that this is not found money but money that should likely go back into the endowment.

B. Caple asked if this was the first instance of having excess money from an allocation. Director Rohrbaugh indicated that she thought this may be the first instance. B. Caple said that he thought it was terrific that the project came in under budget and wondered if the library does not have a framework for dealing with excess endowment money following an allocation. President Godfrey noted that the Fund Development and Allocations Committee had addressed this issue and that they supported the recommendation that staff expend this money in the area where the original project was since this space needed to be filled in. B. Caple asked what happened when an allocation project went over budget. Director Rohrbaugh said that this had never happened since the committee always recommended more money for a project than what was needed.

V. Wright said the committee had gone back to the original allocation and the intent of reallocating this money was to allow the library the opportunity to finish up this area. B. Caple asked what would happen if the Board reallocated the money since what the money would be used for was unknown. He asked whether the library would use the money as they thought best fit or if they would come back to the committee or full Board after deciding upon an idea. President Godfrey responded that the current recommendation could be amended; the current recommendation gave management the discretion to decide upon how these funds would be used for the wall. B. Caple said that he did not think library management would make a poor decision about how to enhance this space but that he was more comfortable with the notion that once a project was completed with allocated funds from the endowment, the excess funds would return to the endowment with a completely new recommendation to be allocated.

President Godfrey added to the conversation that each year a certain amount of money is available to be allocated from the interest on the endowment. If this money is not used it is fed into the principal. If this money were to feed back to the endowment it would no longer be available for the library to use. F. Brown wondered if there was an interim place where endowment funds could be housed in the event that a project was finished but remaining work not originally in the allocation could be done to enhance the space. J. VanderRoest withdrew his motion supporting the recommendation with R. Brown's support. Director Rohrbaugh asked the Board if they wanted a specific recommendation for what the money would be used for. President Godfrey indicated that from the conversation that this was likely the case and that if there is no specific recommendation for how the space would be used in the future, than the excess money should return to the principal of the endowment.

**MOTION:** J. VANDERROST MOTIONED AND B. CAPLE SUPPORTED THE MOTION TO TABLE THIS ISSUE INDEFINITELY.

MOTION CARRIED 7-0.



*F. Allocation of Endowment Funds for Planning*

Recommendation: On behalf of the Fund Development and Allocation Committee, Director Rohrbaugh recommend up to \$20,000 of the endowment funds available for distribution be allocated for conceptual design services for planning for the expansion of the public space in the children's room and the reallocation of public space on the second floor adult services area, both at Central Library.

Executive Summary: The annual amount of endowment funds available for distribution in any one fiscal year are determined by the "Endowment Spending Policy" and recommendation by the Fund Development and Allocation Committee. Based on the policy the endowment funds available for distribution as of June 30, 2012, were \$66,535.

The policy states the purpose of fund development "shall complement the strategic plan and enhance the core values of KPL." Spending priorities are those that "shall be for non-recurring expenses, start-up program expenses, extraordinary expenses, or to realize an unexpected opportunity and not for expenditures to supplement a discretionary budget item". The planning services being recommended would not be funded from our operational budget.

The children's room and services at Central library support our #1 priority of service to children. More collection space is needed to move AV from the lower level to the children's room and, as discussed at a previous Board meeting, to create more programming space which could also be used as a play area for children and their caregivers.

On the second floor, the library needs a reexamination of the area from the reference desk area south to the staff offices to maximize use of the space and to allow for the possibility of combining some of the public service desks.

The design services would be phase 1 and would conclude with a concept and budget projection. Phase 2, which was not included in this recommendation, would include the design details, materials selection, and a final budget. The results of phase 1 would determine the feasibility and ballpark costs of such changes to our building. Moving to phase 2 would primarily be based on the outcome of phase 1 and the outlook for eventual funding of the plan.

Discussion: Director Rohrbaugh told Board members that the library was giving more thought to the Children's Room space than the second floor. One of the reasons for looking at the second floor at this time, was that it would be a cost savings to develop two plans at the same time with the architectural firm. She mentioned that the committee liked the idea of allocating up to \$20,000 for the plan of the available \$66,000. Once the plan is developed, the library will either return to the committee with another recommendation for use of the remainder of the money or allow the money to fold back into the principal.

B. Caple asked how long the study would take. Director Rohrbaugh answered that it may take four to six months. How much time it would take would also depend on whether the plan looked at only the first floor or both first and second floors. R. Brown indicated that if the library did not use the extra \$46,000 available for 2012-2013, it would return to the endowment and become unusable. President Godfrey said that this was the problem with the previous recommendation. Director Rohrbaugh reminded trustees that this was phase 1 only and that there was no guarantee that once the plans were developed that they could be implemented.

President Godfrey said that it was necessary for an expert to examine the second floor space to know if the infrastructure to the building could lend itself to any major changes.

MOTION: B. CAPLE MOTIONED AND F. BROWN SUPPORTED THE MOTION THAT UP TO \$20,000 OF ENDOWMENT FUNDS AVAILABLE FOR DISTRIBUTION BE ALLOCATED FOR CONCEPTUAL DESIGN SERVICES FOR PLANNING THE EXPANSION OF THE PUBLIC SPACE IN THE CHILDREN'S ROOM AND THE REALLOCATION OF PUBLIC SPACE ON THE SECOND FLOOR ADULT SERVICES AREA AT CENTRAL LIBRARY.

MOTION CARRIED 7-0. 

*G. Municipal Employees Retirement System (MERS) Delegates*

Recommendation: Director Rohrbaugh recommended that Susan Lindemann be appointed as the officer delegate representing Kalamazoo Public Library at the Municipal Employees Retirement System's (MERS) 2012 annual meeting.

Executive Summary: Each year staff members belonging to MERS represent their fellow staff members and the library at the annual meeting of the retirement system in the fall. Both an officer delegate and an employee delegate are usually sent. The delegates for the 2012 meeting will be Susan Lindemann, officer delegate, and Jeremy Breeding, employee delegate.

Discussion: Director Rohrbaugh reminded Trustees that in the past they appointed the officer delegate who attended the MERS annual meeting. R. Brown asked S. Lindemann if she were willing to attend the meeting to which she answered that she was.

MOTION: V. WRIGHT MOTIONED AND F. BROWN SUPPORTED THE MOTION THAT SUSAN LINDEMANN BE APPOINTED AS THE OFFICER DELEGATE REPRESENTING KALAMAZOO PUBLIC LIBRARY AT THE MERS 2012 ANNUAL MEETING.

MOTION CARRIED 7-0. 

REPORTS:

*H. Legislative Update – Diane Schiller*

Report: D. Schiller gave Board members an update on SB 1040 which changes the MPSERS retirement system. The legislature met for one day in August and passed an amended version of SB 1040 which relieved school systems of some of their unfunded liability. This bill had not been signed by the governor and was therefore still pending. Upon passage, employees in MPSERS would have to make a choice between four different options for their retirement between September 4, 2012 and October 31, 2012 to become effective December 1, 2012. D. Schiller told trustees that the library still had 21 employees in MPSERS that would have to make this quick decision adding that MPSERS was doing their best to contact members to help them work through these changes.

D. Schiller also updated Board members on legislation from 2010 which has been challenged and is working its way through the court system. The legislation withheld 3% of MPSERS members' wages to help bolster MPSERS funds and unfunded liability. This requirement was ruled unconstitutional by the Michigan Court of Appeals in mid-August and may result in the state having to refund over \$500 million. D. Schiller said she would keep Board members informed of further changes to MPSERS as more information became available in the future.

Disposition: Board members thanked D. Schiller for her report.

*I. LEAN in Mel Office – Susan Lindemann and Sam Hughes*

Report: S. Lindemann and S. Hughes presented the first LEAN initiative the library undertook in the Mel office. S. Lindemann began by introducing what LEAN was, an operational philosophy not a program with a start or end date. The goal of LEAN is to eliminate waste and improve efficiency with waste being any action that doesn't add value to the product. With LEAN, as technology becomes better, workers continue to make improvements to the way things are done.

S. Hughes explained the 5S process in the Mel office showing before and after pictures of the space and describing ways the staff had modified their processes to become more efficient. Before 5S, the oldest item in the Mel office had been in the room for five weeks. S. Hughes explained that the turnaround for items since instituting the changes he had described averaged between two and three days. Mel staff work on the oldest items in the office rather than prioritizing types of items as they had in the past. By calculating cycle time and understanding the rate of requests for Mel items, staff can be scheduled to fill demand. S. Hughes showed a diagram of the Mel office which explained workflow through the space, pictures of new tools utilized by staff within the space, and charts and cheat sheets posted throughout the office.

Discussion: V. Wright asked if the Mel staff had received feedback from patrons regarding the changes in the Mel office. S. Hughes responded that patrons have been commenting on how quickly Mel items were coming in and being returned. C. TenBrink was impressed that the turnaround time for Mel items was three days. J. Cornell added that supervisors were strategically scheduling in the Mel office. K. King told trustees that the aide consolidation process that had been taking place helped in strategically scheduling aides in this area of the library. S. Hughes added that the Mel office had become a much nicer environment to work in since they began the 5S process. F. Brown asked if there were busier times of the day or year for this office. S. Hughes and K. King answered that the summer months tended to be slower with less requests from academic libraries. V. Wright told the presenters that it was very nice to see the outcomes and associated statistics following this initiative. Director Rohrbaugh reminded Board members that the library would be continuing to institute LEAN throughout other areas of the library.

Disposition: Board members thanked S. Lindemann and S. Hughes for their interesting report.

**VI. COMMITTEE REPORTS**

- A. *Finance and Budget Committee*—J. VanderRoest said that the committee had not met but that some funds had been reallocated within the budget recently which he had approved and signed.
- B. *Personnel Committee*—The Personnel Committee met to discuss the above recommendations V. B-V. D. already brought before the full Board at this meeting. V. Wright indicated that the committee had had the same questions and concerns as the full Board in reviewing and recommending these items.
- C. *Fund Development and Allocations Committee*—The Fund Development and Allocations Committee met to review and recommend V. E.-V. F. prior to the Board meeting.

D. *Director's Building Advisory Committee*—no meeting.

## VII. OTHER BUSINESS

### A. *Director's Report*

Presentation: Director Rohrbaugh began by mentioning two items that were not included in her report: she told Trustees that the concert celebrating the end of Summer Reading Games with the band Milkshake had been a success with many happy children in attendance, and that the library would soon be announcing the new title for Reading Together 2013. The book is titled *The Submission* by author Amy Waldman who would be visiting the library March 5-6, 2013. Director Rohrbaugh next drew attention to item two saying the first election at the Oshtemo Branch Library had been a success and that the township was pleased with this collaboration. She also mentioned that the Lego Contest had come to a conclusion with the winners being announced earlier that day. Over 400 people had submitted votes for the People's Choice Award. Lastly, she drew attention to a discussion that has continued among library staff as to whether AV cases should be locked or unlocked. The AV unlockers at the self-check machines are problematic and a barrier to increasing use of these machines and the library is considering unlocking the cases and changing the labeling on AV items. The major worry in changing to unlocked cases is that the library may experience a greater amount of theft of AV items.

Discussion: B. Caple asked if the new Hub tags that would be used on AV discs were removable. G. Green responded that they were more difficult to remove than the current RFID tags. He also mentioned that there was a new type of unlocker available from Bay Scan that the library would be testing soon and considering purchasing if the decision was made to continue with locked cases. President Godfrey asked if other libraries with unlocked cases experienced a greater amount of theft. Director Rohrbaugh said that the theft rate was comparable to when cases were locked. President Godfrey asked if a cost analysis was being done in considering these changes. Director Rohrbaugh said the G. Green had been collecting this information.

V. Wright asked how the Reading Together title would be announced. M. Fritz said that the library would have a soft announcement. The book would not be in LINK until the November/December issue but that she would be writing a press release that MLive would likely pick up and that the library would be announcing the title on the library's website, the Reading Together page, and Facebook. V. Wright asked how the discussion in item number four was initiated and Director Rohrbaugh answered that Christine Berro, the director of the Portage District Library, had initiated this meeting and that it was a good learning and sharing opportunity for both libraries. V. Wright also commented that she was happy to read about the Innovation Team in number five and that she thought this was a great way to monitor trends and nice takeaway from a conference.

President Godfrey asked about the monthly statistics attached to the back of the Director's Report noting that the programming numbers were much lower for 2012 than 2011. Director Rohrbaugh said that this may be the result of when programs were held during the summer. She said that she did not believe this reflects the library doing less programming. K. King suggested that the poor weather during the summer could have had an effect on program attendance. President Godfrey asked that these discrepancies be looked into.

Disposition: Trustees thanked Director Rohrbaugh for her report.

**VIII. PERSONS REQUESTING TO ADDRESS THE BOARD**

No one addressed the Board.

**IX. COMMENTS BY TRUSTEES**

- R. Brown told other Board members that he was happy that he went to the end of Summer Reading Games concert and that he saw not only a lot of happy kids but a lot of happy adults too.
- C. TenBrink said that it had been her friend who was in possession of the Marion McConnell collection that was mentioned in number 14 of the Director's Report and that she had been instrumental in its donation to the Local History Room. She was glad to see the Flickr account displaying the pictures and the biography of Marion McConnell on the website. She also mentioned seeing "Recently Returned Carts" in the rotunda of Central Library, expressing that KPS had been utilizing this strategy for 30 years and she was glad to see that some library trends return to favor.

**X. ADJOURNEMENT**

Hearing no objection, President Godfrey adjourned the meeting at 5:29 p.m.

**X** \_\_\_\_\_  
Robert Brown  
Secretary

MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Personnel Items**

DATE: September 24, 2012

**Changes to FTE**

The Supervisory- Technical Youth Outreach Coordinator FTE 1.0 position currently held by **Andrea Enyedi** will be reduced to FTE .75 and the KPLA Library Associate FTE .75 position currently held by **Jill Lansky** in Teen Services will become FTE 1.0 effective September 16, 2012. These changes reflect the personal requests of these staff members and shifting responsibilities within the Youth Services department.

**Return to Agenda**

## MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Board Discussion of Community  
Attitude, Awareness and Usage Survey**

DATE: September 24, 2012

Request:

I would welcome a discussion at the Board Meeting about undertaking an attitude, awareness, and usage (AAU) survey in the next few months. If there is support for such a survey, I would expect to return to the Board at the October meeting with a specific plan.

Background:

It has been over nine years since our last AAU survey. As revenues continue to decline, as we approach the end of our current strategic plan, and as we look to a millage renewal in May 2014, it would be most helpful to have input from our users and our community.

Revenues have been declining, generally in the 3-4% range. As board members are well aware, we have dropped some services and reduced others, reduced expenditures in almost all budget categories, trimmed our salaried staff by about 10% through attrition. Management Team has discussed what I might recommend to the Board for the next level of reductions if we continue our current rate of decline or if revenues decreased substantially. It would be helpful, however, to hear from our users and community – what services are most important to them.

Our strategic plan “ends” in June 2013. Likewise, we want to align our priorities with those of our community and with our revenues. I do not expect to recommend to you another strategic planning process, but rather that we roll over the current plan or tweak it a bit. Input from our community would be important to have in mind throughout that decision making process.

And the millage....we expect to go to the voters in May 2014 for a renewal of our second millage. Part of the campaign will be what a renewal would provide, what a defeat of the millage would mean. Again, we would want to align our campaign, along with our strategic plan, with what is of greatest value to our community.

I look to an AAU study to inform our decisions on which services to reduce or eliminate, the priorities for our strategic plan, and our upcoming millage. All are very interrelated.

**Return to Agenda**

## Director's Report September 2012

### From the director

1. Recent meetings and events attended include many DDA and DKI meetings (in addition to serving on the Boards of each, I am also on a committee for each organization); a First Saturday @ KPL meeting; the Kalamazoo Community Foundation's 2012 community meeting; Friends of KPL monthly Board meeting; many internal meetings; several library programs.
2. News from the September meeting of the Friends of KPL:
  - Friends bookstore is an Amazon used bookstore; Amazon sales in August alone were almost \$1,000
  - Revenue is up almost 18% so far this year
  - The bookstore will have specials each day during KPL's October 8 birthday week, including some books for \$1.40
  - Please encourage Friends membership – big emphasis for the year
3. Reminder of some major upcoming events:
  - 140<sup>th</sup> birthday celebration with Susan Orlean at Kalamazoo Central auditorium, October 12 at 7:00
  - Youth Literature Seminar on November 9 with a pop-up book artist and paper engineer Robert Sabuda; there will be a public program with him the evening before
  - Great Grown-up Spelling Bee on Wednesday, November 14. Details later.
4. Kevin King will be speaking at the Library Network's (suburban Detroit cooperative) quarterly meeting on "Turning Trend Watching into Innovation – How You Can Apply Trends and Fads into Effective Programs and Services".

### Create Young Readers

5. Our current "Reading with Bailey" series finished up in August. Although the usual readers are school-age, we've also had some pre-schoolers who are independent readers this summer. The kids love the chance to practice their reading skills with Bailey who is very patient and loving.
6. First grade visits are soon to begin....the first one is Tuesday, September 25. We are pleased KPS also sees the value in these visits and wants to make them part of the fall first grade experience. At our end, there are two aspects to the visit: the visit itself and preregistering kids for cards to have them ready to distribute at the visit. This year, we are asking KPS personnel to enter the student registration data into an online web form on the KPL server. We would receive the online registrations daily to check for account duplications and to assign library cards. These events require considerable planning and coordination.

### Stimulate Imagination

7. The new urban fiction collections at Eastwood and at Washington Square have proven to be very popular. Shelves emptied quickly. We'll be ordering more copies to keep up with demand.
8. Attendance at summer programs has been strong. Especially worth mentioning is the teen program "Hunger Games: Archery" which attracted over 60 kids. Kruzinga Archery staff presented archery history, techniques, and demonstrations. As staff report, there was a lot of interest in shooting things, even among our staff!

### Connect to the Online World

9. Patrons can now reserve library PCs through the website – [www.kpl.gov/pcres](http://www.kpl.gov/pcres). This service allows library users to reserve a PC at any location for any time up to three days in advance. Users must be present within ten minutes of their reservation; one reservation is allowed per day. This new service is part of the Envisionware upgrade.

### Build Successful Enterprises

10. ONEplace programming is ramping back up after the intended slowdown in programming during the late summer and the intentional gap during the transition in leadership. The next session of the five-part Nonprofit Supervision series has begun with a full class and there is a packed month of webinars and peer learning events planned throughout September and beyond.

### Other

11. We will hold for now on anything permanent or semi permanent on the curved wall by AV and Teen and instead make it our GEEK wall. We'll display GEEK posters and ask library users what they geek. GEEK posters are being prepared and we'll have a display there within the next few weeks.
12. Our expanded geek web pages are live at [www.kpl.gov/geek](http://www.kpl.gov/geek) . Geek photos and videos of "what do you geek" are there along with a t-shirt sales page. Increasingly "geek" will be the face of our marketing.
13. We always see a spike in registration or participation shortly after a LINK is received in households. We do not see quite the same spike from an e-newsletter. Most recent example is that all five sessions of the ONEplace management sessions were filled soon after LINK was delivered.
14. Staff were asked to submit names for the new KPL intranet / dashboard to be launched later this fall. The winner was myKPL!
15. The audit field work is completed and the Finance and Budget Committee will meet with the auditors on October 9. The audit will come to the full board at the October 22 meeting.

16. The walkway connecting Oshtemo Branch and the township park is completed. It is attractive and will make it much easier for users to walk between the two locations.
17. Our new work order system for FM is up and running and will be on our dashboard. The FM work order system will make it easier to assign and track work orders; the planned maintenance module will schedule planned tasks and generate work orders automatically.
18. Bids for the security camera upgrade are due back by mid month. Three vendors have toured the central library to learn about the current infrastructure. The new cameras will transmit in color and provide a much clearer picture.
19. We are pleased Building Restoration will be able to do the exterior work at Washington Square yet this fall. Work will include elastomeric coating of poured ornamentation, re-pointing mortar, clearing gutters, trim and dormer painting, and restoration of the chimney.
20. We also expect to have some exterior work done at Central this fall: removing the oxidization at the base of the pillars under the portico, replacing a fallen tile, re-pointing and calking the half-wall and rebuilding one section, and reinforcing the wall that encloses the dumpster by the parking lot.
21. The board packet will now be sent electronically to staff rather than one copy to each department to route.
22. The library phone tree has been revised, hopefully to be more user friendly and to reduce the amount of wait time. New messages are also being recorded.
23. Questions were raised at the August board meeting about the July program attendance statistics. Indeed upon review, attendance for several programs was missed; revised statistics for July are attached along with August statistics. Attendance this summer is down from last year for several reasons: last year KPS summer school kids visited, they did not this year....a difference of over 400; our end of summer concert attendance was down from the previous year and last summer included a large American Girl party that attracted over 300. On the adult side, fewer ONEplace events were scheduled this summer as we transitioned to a new leadership.

**KALAMAZOO PUBLIC LIBRARY  
LIBRARY STATISTICS  
July 31, 2012**

**Revised**

<b>Agency</b>	<b>Central Library</b>	<b>East wood</b>	<b>Oshtemo</b>	<b>Powell</b>	<b>Washington Square</b>	<b>Total</b>	<b>Year to Date</b>	<b>Prior Year to Date</b>	<b>% Change</b>
<b><u>Print Material</u></b>									
Adult	26,856	1,534	10,955	778	2,784	44,268	44,268	42,465	4%
ebooks	2,266					2,266	2,266	618	267%
Teen	4,989	268	1,586	83	267	7,193	7,193	7,835	-8%
Juvenile	<u>18,205</u>	1,591	10,944	674	1,670	33,084	33,084	29,835	11%
<b>Total Print Material</b>	<b>52,316</b>	<b>3,393</b>	<b>23,485</b>	<b>1,535</b>	<b>4,721</b>	<b>86,811</b>	<b>86,811</b>	<b>80,753</b>	<b>8%</b>
<b><u>Non-Print Material</u></b>									
Audio-Book	2,424	120	1,283	49	116	3,992	3,992	4,166	-4%
Audio-Music	5,438	343	898	303	553	7,535	7,535	8,183	-8%
Video/DVD	32,140	4,374	9,324	3,691	7,219	56,748	56,748	43,031	32%
Other	164	30	295	3	14	506	506	260	95%
Overdrive:eaudiobooks	795					795	795	468	70%
<b>Total Non-Print Material</b>	<b>40,961</b>	<b>4,867</b>	<b>11,800</b>	<b>4,046</b>	<b>7,902</b>	<b>69,576</b>	<b>69,576</b>	<b>56,108</b>	<b>24%</b>
<b>Total Circulation</b>	<b>93,277</b>	<b>8,260</b>	<b>35,285</b>	<b>5,581</b>	<b>12,623</b>	<b>156,387</b>	<b>156,387</b>	<b>136,861</b>	<b>14%</b>
<b><u>Computer Usage</u></b>									
*Onsite Computer Use	9,194	865	1,599	709	854	13,221	13,221		
Computer Usage Remote						2,531,254	2,531,254	2,228,348	14%
Wireless Internet	1,883	341	381	205	162	2,972	2,972	2200	35%
<b><u>Database Statistics</u></b>									
Database Sessions	1,164					1,164	1,164	940	24%
Database Searches	47,932					47,932	47,932	28,420	69%
<b>Total Registrations</b>	<b>460</b>	<b>41</b>	<b>132</b>	<b>19</b>	<b>54</b>	<b>706</b>	<b>706</b>	<b>824</b>	<b>-14%</b>

\* Due to new computer management software being used at the library. Yearly totals are not comparable

KALAMAZOO PUBLIC LIBRARY  
LIBRARY STATISTICS  
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<u>Revised</u>									
Agency	<u>Central Library</u>	<u>East wood</u>	<u>Oshtemo</u>	<u>Powell</u>	<u>Washington Square</u>	<u>Total</u>	<u>Year to Date</u>	<u>Prior Year to Date</u>	<u>% Change</u>
<b><u>Programs/Tours</u></b>									
In-House									
Adult Events	5	0	3	2	2	12	12	15	-20%
Attendance	195	0	98	37	14	344	344	436	-21%
						0			
Teen Events	3	2	2	1	1	9	9	14	-36%
Attendance	72	74	59	30	46	281	281	553	-49%
						0			
Juvenile Events	34	6	11	9	3	63	63	68	-7%
Attendance	806	178	194	327	26	1531	1531	2790	-45%
						0			
<b>Outreach</b>									
Adult Events	0	0	1	1	0	2	2	0	0%
Attendance	0	0	43	80	0	123	123	0	0%
						0			
Teen Events	0	0	0	0	0	0	0	0	0%
Attendance	0	0	0	0	0	0	0	0	0%
						0			
Juvenile Events	0	5	1	0	0	6	6	7	-14%
Attendance	0	99	25	0	0	124	124	194	-36%
<b>Total Events/Classes</b>	<b>42</b>	<b>13</b>	<b>18</b>	<b>13</b>	<b>6</b>	<b>92</b>	<b>92</b>	<b>104</b>	<b>-12%</b>
<b>Total Attendance</b>	<b>1073</b>	<b>351</b>	<b>419</b>	<b>474</b>	<b>86</b>	<b>2403</b>	<b>2403</b>	<b>3973</b>	<b>-40%</b>

**Kalamazoo Public Library  
Library Statistics  
August 31, 2012**

<b>Agency</b>	<b>Central Library</b>	<b>East wood</b>	<b>Oshtemo</b>	<b>Powell</b>	<b>Washington Square</b>	<b>Total</b>	<b>Year to Date</b>	<b>Prior Year to Date</b>	<b>% Change</b>
<b><u>Print Material</u></b>									
Adult	26,683	1,548	11,226	670	2,750	42,877	88,577	87,786	1%
ebooks	2,217						4,483	1,342	234%
Teen	4,652	296	1,587	97	264	6,896	14,089	15,245	-8%
Juvenile	15,842	1,643	10,393	791	1,504	30,173	63,257	58,255	9%
<b>Total Print Material</b>	<b>49,394</b>	<b>3,487</b>	<b>23,206</b>	<b>1,558</b>	<b>4,518</b>	<b>82,163</b>	<b>170,406</b>	<b>162,628</b>	<b>5%</b>
		-	-	-	-	-			
<b><u>Non-Print Material</u></b>									
Audio-Book	2,477	121	1,121	37	145	3,901	7,893	8,584	-8%
Audio-Music	6,419	510	1,083	403	590	9,005	16,540	17,523	-6%
Video/DVD	33,425	4,726	10,078	4,501	8,000	60,730	117,478	92,343	27%
Other	155	49	368	14	23	609	1,115	961	16%
Overdrive:audiobooks	694					694	1,489	739	101%
<b>Total Non-Print Material</b>	<b>43,170</b>	<b>5,406</b>	<b>12,650</b>	<b>4,955</b>	<b>8,758</b>	<b>74,939</b>	<b>144,515</b>	<b>120,150</b>	<b>20%</b>
<b>Total Circulation</b>	<b>92,564</b>	<b>8,893</b>	<b>35,856</b>	<b>6,513</b>	<b>13,276</b>	<b>157,102</b>	<b>314,921</b>	<b>282,778</b>	<b>11%</b>
<b><u>Computer Usage</u></b>									
*Onsite Computer Use	9,790	989	1,626	714	1,003	14,122	27,343		
Computer Usage Remote						2,406,575	4,937,829	4,609,413	7%
Wireless Internet	1,836	313	403	170	142	2,864	5,836	4576	28%
<b><u>Database Statistics</u></b>									
Database Sessions	1,245					1,245	2,409	2033	18%
Database Searches	47,888					47,888	95,820	51560	86%
<b>Total Registrations</b>	<b>490</b>	<b>46</b>	<b>150</b>	<b>20</b>	<b>61</b>	<b>767</b>	<b>1,473</b>	<b>1,647</b>	<b>-11%</b>

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<b><u>Programs/Tours</u></b>									
In-House									
Adult Events	8	1	2	4	0	15	27	32	-16%
Attendance	61	28	20	58	0	167	511	813	-37%
Teen Events	5	2	0	1	0	8	17	21	-19%
Attendance	206	37	0	24	0	267	548	760	-28%
Juvenile Events	40	9	1	8	4	62	125	114	10%
Attendance	1540	189	561	329	149	2768	4299	4411	-3%
<b>Outreach</b>									
Adult Events	0	0	1	0	0	1	3	3	0%
Attendance	0	0	25	0	0	25	148	494	-70%
Teen Events	0	0	0	0	0	0	0	2	-100%
Attendance	0	0	0	0	0	0	0	407	-100%
Juvenile Events	3	1	1	4	0	8	15	11	36%
Attendance	973	9	350	16	0	998	1472	1403	5%
<b>Total Events</b>	<b>56</b>	<b>13</b>	<b>5</b>	<b>17</b>	<b>4</b>	<b>94</b>	<b>187</b>	<b>183</b>	<b>2%</b>
<b>Total Attendance</b>	<b>2780</b>	<b>263</b>	<b>956</b>	<b>427</b>	<b>149</b>	<b>4225</b>	<b>6978</b>	<b>8288</b>	<b>-16%</b>