



BALDWIN PUBLIC LIBRARY
MINUTES, REGULAR MEETING
October 19, 2009

1. Call to Order and Roll Call

The meeting was called to order by President Ann Conigliaro at 7:31 pm.

Library Board present:

Ronald VanderMolen
Michael Earl
Ileane Thal
David Underdown
Andrew Harris
Ann Conigliaro

Absent and excused:

None

Library Staff present:

Matthew Church, Interim Director
Doug Koschik, Interim Director
Lois Griffin
Connie Ilmer
Josh Rouan

The meeting was held at the Baldwin Public Library, Rotary Donor and Tribute Rooms, 300 W. Merrill, Birmingham, MI 48009.

A quorum was established.

2. Consent Agenda

Conigliaro reviewed each item of the consent agenda.

Motion to approve the consent agenda.

1st Harris
2nd Thal

Conigliaro stated that item B would be removed from the consent agenda before being approved.

The motion was approved unanimously.

3. Financial Reports

Steve Pollack referenced the financial report on page 36 and the Year to Date Variance Report on

page 37. He noted that the auditors are in the process of writing an audit report. No adjustments are foreseen. Revenue from Beverly Hills and Bingham Farms are below the budgeted amount by \$10,000. This is due to the reduction in property values in Beverly Hills and, in the case of Bingham Farms, the decline of the Library budget. Pollack noted that there is normally a chance to recalculate the budgeted amounts from the communities, but this was not possible this summer due to management turnover. He noted that one line item was over budget because Books and Beyond was printed recently, but that the year to date budget was on track.

4. President's Report

Conigliaro started by discussing correspondence between Robert E. Toohey and Larry P. Neal, as it appears on page 40 of the Board packet. She indicated they would briefly touch on the correspondence, which she noted was lengthy. Conigliaro noted she drafted a response, which appears on page 44. Because this response would come from the Board, she said it was appropriate that the Board approve the wording. Since there was no objection she stated she would send the letter.

Conigliaro went on to discuss conversations with the City of Troy. She noted that this was mentioned in last month's meeting and offered a brief overview of the situation. Early in September City Manager of Troy John Szerlag sent a letter to Conigliaro expressing a desire to share resources. He wanted to see if there were opportunities to share resources with Baldwin. She indicated Szerlag had asked Birmingham City Manager Tom Markus to attend a meeting, along with Conigliaro. Conigliaro stated that the Board would let Troy sort out their issues. She did not want to close a door to sharing resources but also does not want the Board to be actively involved in Troy's financial issues. She stated that the Board would look at resource sharing with Troy in the face of survival, but that no decisions would be made in the near future.

Conigliaro stated that she was invited to a luncheon at the Kiwanis Club, where Koschik was concluding his term as president. Because of Koschik's work Kiwanis gave the Library a donation of \$200 to go towards the purchase of non-fiction audio-books. Conigliaro thanked Koschik for a job well done for both the Kiwanis and the Library

5. Board Committee Reports

Conigliaro then introduced the Finance Committee. Earl stated that the month looks good. There is a surplus for the Year to Date budget. Some of this will be spent down due to the reduction of revenue from contracts and State aid. Nonetheless, the Library should be on course for the year. He reported that the Committee talked about looking ahead. The fund balance, in order to operate the Library at the current level, will draw down \$650,000 from the fund balance this year. That will leave the Library with \$740,000 going into the 2010 – 2011 fiscal year. Earl noted that if the millage remains the same, and the Library operates at the same level, another \$650,000 of the \$740,000 will be spent in the 2010 – 2011 fiscal year. He then noted that going into the 2011 – 2012 fiscal year the Library will start with less than \$100,000 in the fund balance. This will be when the Library will "hit the wall." The committee recommended that staff start to look at opportunities for revenue and scenarios as to what the Library would look like if things don't change.

Conigliaro then introduced the Building Committee. VanderMolen stated that there were a number of suggestions for capital improvements at the last Board meeting. He reported that he and Church

looked at each item and prioritized the improvements. He referred to page 48 of the Board packet. He noted that he and Church prioritized the improvements on a list numbered one through six. The most important of these was the carpet as one enters the Library. He noted that this was not a high price item, costing only \$832.50. The second issue was the carpet in the corridor just inside of the doors where the security gates were. He said the traffic pattern was worn down and should be replaced. The next items (three and four) were the Grand Hall furnishings where VanderMolen noted that the chairs were very beat up and looked terrible. Numbers five and six referred to the carpet in the circulation area in front of circulation desk. He opined that this was not too bad. Church agreed. He then moved on to note that the stairway coming down to basement had two issues. First, the carpet was starting to pull away from walls, which could become an issue. He also noted that the carpet is dark and walking down the stairs one can't see as well as would be ideal. VanderMolen then opined that the improvements on the first floor would be important, while the last two items could be put off.

He then moved on to note that the other issue, which is important, was that there is only one dedicated catalog computer in the Birkerts wing, and that it was placed way at the back wall. He noted that this is problem for patrons as well as staff members. He noted the Library could use existing computers to place at least one to three additional computers there. He noted that adding computers to the Birkerts wing would require some electrical work. Church reported that there were three quotes for the necessary electrical work. Lee was the lowest, and Baldwin had worked with them previously. VanderMolen emphasized the priorities, with number one as putting dedicated catalog computers in, then replacing the flooring at the building entrance, then reupholstering and fixing the chairs in the Grand Hall. He stated that the total cost for those improvements would be \$12,000-\$15,000 if it was all added up.

Conigliaro asked if these suggested improvements fall within the budget. Earl stated that it would come in under the budget. Harris stated that the budget was \$25,000. VanderMolen stated that the carpet and furniture improvements came out to around \$23,000. Earl clarified that the highest priority items came out to \$14,327 and that wiring would be an additional \$2,975 - \$3,000. Combined that would be around \$17,000. VanderMolen stated that it was nice that the Library can use existing computers as catalog computers. Koschik stated that the computers to be used in this proposed project are ones that the Library used to have available for the public. Conigliaro stated she needed a recommendation from the Building Committee. VanderMolen stated that the carpet did not need to be replaced in the Circulation department, but that the Library should add catalog computers and follow through with items one through four, holding off on the other two.

Conigliaro then initiated a vote to approve the recommendation of the Building Committee to proceed with improvements one through four, totaling \$14,327 and adding catalog access to the Birkerts addition.

All voted in favor of approving the Building Committee's recommendation.

Conigliaro then introduced the report of the Communications Committee, consisting of Earl and Conigliaro. The purpose of the Committee is to develop a strategy for community partnering and visibility using external resources. Proposals were received from two vendors, Silver Tree and Lovio George Communication and Design. Conigliaro then presented an executive summary of both proposals.

Lovio George has a history of working with libraries and municipal organizations, particularly one of the Grosse Pointe libraries, where they improved relations between the Library and the city. They also worked with major downtown development programs. Conigliaro stated that Lovio George was of the opinion that the Board needs to take immediate steps to harness a lot of opportunities, especially with the approaching holiday season.

She continued by noting that the other company the Committee had met with was Silver Tree, which has been a historic player with Baldwin - they prepare Books and Beyond for the Library. While the committee thought that Silver Tree's proposal was an excellent compliment to what the Library has in place now, they did not think that it would establish an immediate communications link with other groups in the community.

The overall cost for each proposal was comparable. Conigliaro noted it would be a wise investment because it has the ability to garner Beverly Hills' support. Earl underscored Conigliaro's point that while it seems like a lot of money, if it could keep the support of Beverly Hills then it would be well spent.

Member of the public Joan Heinicke stated that the Library has so many fans and so many patrons who are enthusiastic, and that those patrons would be able to use their enthusiasm to support the Library. She opined that this would be a way to make local institutional connections. She stated that the Library has a great resource in its patrons. Conigliaro thanked Heinicke. Member of the public Sheila Brice applauded the Board for organizing a Communications Committee. She suggested that before the Board goes to an outside vendor that she would urge the Board to look at the Beverly Hills website and newsletters and the Bingham Farms newsletters.

The Committee recommended that the Board engage the services of Lovio George. She affirmed that using the tools in existence was part of this idea to engage Lovio George. She indicated that the Communications Committee would remain in existence. Earl amended the recommendation to add that the Board would engage Lovio George, for a cost not to exceed \$20,000.

Motion to engage Lovio George Communication and Design for an initial marketing and communications plan not to exceed \$20,000.

1st Conigliaro

2nd VanderMolen

The motion was approved unanimously.

Conigliaro then introduced the Search Committee. Thal stated she had electronically sent out a report by a group of librarians entitled "The Library Board's Practical Guide to Finding the Right Library Director." Thal stated she thought that it was top of the line and expressed hope that the Board would use it. A job posting for the Royal Oak Library Director position was also sent as an example of a director job posting. Thal indicated that she had brought along a list of available resources to the meeting tonight. She had included two local consulting firms, which the Board can choose to use one or not. Hartzell-Mika Consulting is run by Dr. Joseph Mika and his wife and NPPN, or Non-Profit Personnel Network, is run by Gary Dembs. She also mentioned the American Library Association, the Michigan Library Association, Jobline, and Careers.com. She also stated that Jean Taber, retired Director of Canton Public Library, was currently available to serve as an interim director. She stressed that finding a new director was a very difficult thing to do, and very time

consuming.

Thal then stated how much she enjoyed being part of the Library Board. Thal said she counted members of the Board, staff members, and the public as friends that she might have missed knowing had she not been on the Board. She said that while the Board had not always agreed they had spoken with one voice. Thal wished everyone good luck and stated again that she would miss them.

Conigliaro stated that as there are new members of the Board that will be elected, the Board will have to redo Committees. Conigliaro then said that with the departure of Martha Custer the Board had the opportunity to have Associate Directors step up as Interim Directors, and that they were asked to do this with Board approval. Conigliaro stated that so far they have both done an excellent job and that the Library was as a result not without a director. She opined that the Board can take its time. She stated that it remains to be seen how long the Library can operate with two Interim Directors. On a whole the Library is fortunate to have Koschik and Church sharing the duties of director. She stated that this would be the model for the next few months. She stated that there were a number of tasks before the Board with a higher priority than finding the right director. Conigliaro then thanked Church and Koschik.

6. Library report

Conigliaro then introduced the Library report starting on page 51. Koschik and Church had attended a meeting at City Hall where City officials and members of various boards talked about plans for Shain Park. There they learned about the proposed streetscape on Martin (north of the Library) and Bates (east of the Library). Koschik stated that the City was still mulling over what to do. Koschik stated that what was a given is that Martin will be a two way street with angled parking to make up for the parking spaces lost from the former parking lot across from the Community House. Koschik noted that this would reduce green space. He stated that this proposal would involve building up the lawn on the Library's north side and that there would be a parapet wall, but that this was not a given. Most of the trees on the north side of the Library will be taken down and those trees will be replaced. Koschik also said that work would be done on Bates, but that the City was vague on that point. Koschik stated that as part of the City's 2016 Duany plan there would be a proposed entrance on Martin Street, which used to serve as the old entrance to the Library when it was constructed in 1927. Duany suggested that the Library open an entrance on Martin Street.

Koschik noted that most of those involved in planning said that it was the Library's decision. The City wanted to hear from the Library as to what the Library suggested. Koschik noted that the planners were thinking about a stairway entrance on Martin but not a handicapped ramp. Koschik opined that the Library would likely want a handicap entrance, as well as a book return for the proposed new entrance. He also stated that the Library would need an entrance chamber. He noted that this would have an impact on seating in the Grand Hall and would require re-envisioning traffic routes in the Library. Koschik stated he thought that the other entrance, on Merrill, should remain. He noted that most libraries of Baldwin's size have only one entrance, and that there were security issues with multiple entrances. Church and Koschik opined that this concern was somewhat overstated, but that at a minimum the Library would need security gates at the new entrance. Koschik noted there were many cost issues associated with a new entrance. He opined that he saw the sense behind a Martin Street entrance, as the City wants Martin to be a civic promenade. Koschik reported that he and Church think the Library should take this opportunity seriously, talk

with staff, and evaluate the situation. After that they would report back to the Board. Koschik also stated they would be communicating with the City Commission and Board. He noted that next year work will begin on Martin Street, but that the Library would not necessarily have to put in an entrance. The work will be done next spring and early summer. There was then discussion regarding the prospect of a Martin Street entrance.

Conigliaro then noted that the content of the Board packet was being revisited. Specifically, she stated that including copies of communications between the Directors and the public was under review. For now the packet will contain such content, but it will be recapped correspondence rather than facsimiles of said correspondence. Anything significant will be included. The Board will evaluate if this is too much or too little information.

Koschik gave an update on State funding. He noted that the Legislature was still working out a budget deal. As it stands now state aid is being cut by 40%. The direct impact on Baldwin will mean receiving \$11,000 - \$12,000 instead of \$19,000. On top of that there is a concern about the impact on library cooperatives. Koschik stated that a large percentage of cooperatives' income comes from State aid. He said that the impact on The Library Network, the Suburban Library Cooperative, and other cooperatives remain to be seen. He stated that it appears funding for MeLCat and statewide databases will be preserved. He said that this was not certain but that the situation was hopeful.

Koschik gave a report on technology at the Library. He stated that for a number of years the Library has been using MetroNet as its ISP (Internet Service Provider). The Library had a 10 megabit pipeline through MetroNet. Koschik found that the Library could double its bandwidth to 20 megabits and keep the same cost by moving to TLN. He stated that once the E-Rate discount kicks in, the Library will be spending \$12,000 instead of \$24,000 a year. Koschik reported that the Library has cut off the Comcast cable modem that previously supported the public wireless network. He stated that it was no longer needed as an additional cost savings. He indicated that the contract with TLN will last until June 30, 2012. He stated that the LAN (Local Area Network) was updated three years ago. He stated that was still satisfactory and that he saw no need to make changes there. He then commented on the Library's computers and servers. He stated that the Library has over 100 computers on staff member desks and for the public. He noted that more than half of those are more than three years old. He reported that many are outmoded and cannot handle new software, such as the Sirsi software. Koschik recommended the Board approve spending \$2,400 dollars to upgrade the memory in the existing computers, rather than purchasing new machines. This would be at approximately \$70 per computer and the computers would work better for staff. Koschik said he had developed a computer replacement schedule. He said that Library had not been keeping the computers up to date, and that more than 50% were more than three years old. He said the Library has been using them wisely, but it is getting to a point where things are collapsing at the last minute. Koschik reported that the servers are in the same situation. 50% are more than three years old. He noted that last year the Library installed Exchange 2007 on new servers. The Library also installed Acronis software for backups. In addition, the Library migrated from SquirrelMail to Microsoft Outlook for email services. Koschik stated that the goal in doing so was to move to standard products. He stated that what the Library had was good when first developed but became outmoded. Koschik stated that the Library also contracted with Core3, a local company, for support. This has worked out well and there is no need to reconsider that.

Koschik stated that the ILS (Integrated Library System) is the heart of any technology at the Library. This is the software that handles all of the Library's operations: acquisitions, serial control,

cataloging, and reports. The Library's current system comes from SirsiDynix and is called Symphony. This was implemented three and a half years ago. Within the next year the Library will have to decide how to proceed. He noted that the last time the Library bought an ILS it spent \$200,000 plus the cost of yearly maintenance. He stated that the wear and tear on staff during a migration is horrible, and that there are costs associated with training. He said the experience was generally not pleasant. He opined that there would need to be major long term savings present in order to justify another switch.

He then went on to report on the Mitel telephone system, which the Library acquired in 2003. He also stated that the Library had a service contract with SunTel since 2007, which is slated to end in late 2009. Koschik stated they should not renew for three years, but a one year renewal would be more advisable. He opined that the Library was not in a situation to move systems, as probably one year would be needed to prepare for such a move. He noted that City Hall thinks it would be a cost savings for the Library to move to their Mitel system. Koschik proposed to investigate that possibility. He said he would meet with Judy Rumps, the director of IT for the City and the two of them will discuss the phone system. Koschik commented that in 2003 there were several justifications for the Library getting its own system. The old system had the tendency to malfunction and incoming calls would go to the City Clerk's office.

Koschik then moved on to talk about public access. He noted that wireless internet has become more popular. In 2009 the Library purchased EnvisionWare for time management and printing. Koschik then moved on to discuss accounting and payroll. He stated that the Library had acquired CompuTrain in 2002. He reported that the Library was having problems with this software. He also reported constant dealings with company to address and fix problems. The company has had to modify software. Koschik expressed concern with this software. He also noted that the time clock component of this system has been problematic. Koschik advised looking at alternatives. While he noted that moving all of the data would be a horrible process, there were enough problems to justify looking for a replacement. He stated that it is important to have a system that interacts with City software correctly. He then noted that the Library had implemented its new website one year ago. He noted that the website is hosted externally and is very stable. At this point there is no need to reconsider the new website; it is serving the Library well.

Koschik noted that the Library standardized and is using Office 2007 on all of its computers. The Library also began using Unique Management, which is an agency used to retrieve long overdue items. Koschik stated that the Library has been using Evanced, which takes care of the Library's event calendar. Koschik stated that the Board approved software for the staff entrance a year ago. The Library uses Spam Stops Here and TrendMicro as antivirus protection. Ghost is the imaging software for public computers. Deep Freeze is used to protect public computers. Acronis is the backup software. Koschik stressed that it is important to run backups. This is done with Sirsi and other systems. For graphics the Library uses Photoshop and Print Shop, and also Acrobat for preparing the Board packet. Koschik stated that the computer lab was set up a year and a half ago for instructional purposes. All the computers there have the full Microsoft Office Suite, as well as Premiere Elements, Photoshop Elements, and free software such as animation software and Skype.

Koschik concluded by hoping that the report was helpful and an accurate summary of issues that Koschik will be looking at in the future, as well as things that the Library can let slide. He noted the Library was concerned with cost and sharing services. He reported that he and Church met with Jim Pletz (Director of The Library Network), who suggested ways that Baldwin could use TLN's services.

He stated that the Library was interested in working with the City of Birmingham and with other libraries. He expressed hope that by meeting regularly with Judy Rumps and Tom Markus the Library could achieve these goals, and that these would hopefully lead to cost effective measures.

7. Liaisons

Friends of the Baldwin Public Library liaison Warren Spatz stated that he had a few things to discuss. He indicated the Friends had two ongoing projects. The first is preparation for the Friends Semi-Annual Book Sale, taking place from November 13 to 16. The second is a continuing campaign to solicit memberships for the Friends. He reported that the Friends currently have 254 members.

Beverly Hills liaison Lee Peddie thanked Koschik, Church, Conigliaro, and Underdown for attending the Beverly Hills Council meeting. She stated that there was a great amount of time and effort that went into Church and Koschik's presentation.

8. Miscellaneous Business

Conigliaro drew attention to the proposed changes to the City Contract on page 60 of the Board Packet. Harris proceeded by giving some background information on the contract. He then proceeded to give an update on how the proposed contract had been reworked with Timothy Currier and Michael Salhaney. Harris then noted that the longer the Board waits to sign the contract, the more the Library will be paying the City this year since the old amount for services is higher than the new contractual amount, and until the contract is signed, the City will charge the Library the old amount. Harris thus recommended that the Board let him authorize the final agreement after the City agrees to the necessary changes.

Thal moved that the Board approve the contract with the City of Birmingham to provide Administrative Services to the Library in the amount of \$104,889 to be paid from budget line item 3056 (Administrative Services) contingent on the City's approval of the proposed changes.

1st Thal

2nd VanderMolen

The motion was approved unanimously.

Harris then noted that there was a problem with the language of the motion just passed. Earl amended the motion. It now reads: To authorize Mr. Harris to settle the contract consistent with the overall objective of the Board. Harris stated that he understood what the Board wanted and that he would not deviate from the Board's wishes. Conigliaro affirmed that Harris was trusted to authorize the contract. The Board accepted the amendment.

Member of the public Warren Spatz noted that on page 60 of the Board packet the Board had previously discussed item 1b in the proposed contract, which concerned the City providing banking and investment services to the Library. Spatz noted that this had not been amended. He expressed concern that this would allow the City to dictate what was done with the Library Trust. Spatz also wanted clarification on what the City meant by including language about maintaining the Library. Conigliaro thanked Spatz and indicated that the Board would seek clarification on those points.

Conigliaro then introduced a motion:

Motion to approve the purchase of memory for 35 computers from CDW-G in the amount of \$2,398 from budget line item 2022 (Technical Services Supplies).

1st Conigliaro
2nd VanderMolen

The motion was approved unanimously.

9. Information Only

Conigliaro then briefly touched on items in the Information Only section of the Board packet.

Conigliaro then went back to the Consent Agenda. She stated that the minutes should read to reflect that there was no discussion of Church and Koschik's compensation other than a question from the public, and that Conigliaro had nothing to do with that question or statement. She also noted that on the same page the phrase "City law" should read "City policy."

Motion to approve the September 21 minutes as amended.

1st Harris
2nd Earl

The motion was approved unanimously.

10. Public Comment

Conigliaro opened the meeting to public comment. There was none.

Conigliaro then made a statement regarding the departure of VanderMolen and Thal. She thanked both VanderMolen and Thal on behalf of the Board, and repeated that they would be missed.

11. Adjournment

Motion to adjourn the meeting.

1st Thal
2nd VanderMolen

The motion was approved unanimously. The meeting was adjourned at 9:40pm.