

Royal Oak Public Library - Board of Trustees
Tuesday, September 28, 2010
Friends Auditorium
Agenda - Regular Meeting: 7:00 PM

- I. Call to Order/Roll Call
- II. Announcements/Communications
- III. Public Comment
- IV. Approval of the Agenda
- V. Acceptance of the Minutes – August 24, 2010
- VI. Financial Statements
- VII. Library Director's Report
- VIII. Strategic Planning Progress
- IX. Committee and Liaison Reports and Assignments
 - a. Acorn Foundation Liaison
 - b. Fundraising Committee
 - c. Friends Liaison
 - d. Director Goals and Evaluation Committee
 - e. DDA Liaison
 - f. Budget/Finance Committee
 - h. Art Committee
- X. Discussion Items
 - a. 5.20 Reference Service
 - b. 5.30 Association with Other Libraries
- XI. Action items

KR
KR/JK/AB
RH
FH//MH
JK
CA/FH/CG
JK/NH/CA

Adjournment

Daily Tribune, Sun, Sept. 19, 2010 P. 3A
Local authors to talk about their work at book fair

ROYAL OAK — Representing every genre from Michigan history to memoir, more than a dozen Royal Oak authors will talk about how they wrote, published and marketed their titles from 1:30-4:30 p.m. Oct. 9 at the Royal Oak Public Library.

Moderated by Cindy La Ferle, the library's first "writer in residence," the Royal Oak Authors Book Fair will begin with a public panel discussion.

"We have so many authors in Royal Oak and many have achieved national recognition," said La Ferle, a columnist and author of "Writing Home."

This event will represent a sampling of books published by gifted authors in our

community. I also hope we'll provide encouragement for aspiring authors who want to learn more about writing and publishing books."

Featured authors include Judy Davids, guitarist for the Mydolls and author of the popular memoir, "Rock Star Mommy"; and Charles Hyde, editor of the Great Lakes Books series at Wayne State University Press and author of several books on Michigan's automotive history, including "Riding the Roller Coaster: A History of the Chrysler Corporation."

Other participants include Gerry Boylan, whose novel "Getting There" was released this summer. Boylan will talk about

how he marketed his book with a widely publicized "hitchhiking tour" from Detroit to Atlanta.

Royal Oak journalist John Schultz will also discuss the making of his new book on the history of Royal Oak.

The book fair is part of the library's mission to promote reading and local authors, said Rosemary Mirsky, adult services librarian at the ROPL.

"Finding and sustaining your voice as a writer is challenging, and the library is eager to do anything it can to help," she said.

The library is at 222 E. 11 Mile Road. For more information, call (248) 246-3700.

C & G NEWSPAPERS

Royal Oak REVIEW

Serving Royal Oak and Clawson

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ROYAL OAK

All jazzed up

Stu Johnson, a Royal Oak resident and frequent speaker at the Royal Oak Public Library's Jazz Series, will discuss the music of Richard Rodgers and Lorenz Hart during a presentation at 7 p.m. Sept. 14 at the Friends Auditorium in the library.

The presentation will include a short biography, an introduction to their plays and movies, along with recorded versions of their songs. The program is free. For information, visit www.ropl.org or call (248) 246-3727.

Observer & Eccentric | Sunday, September 12, 2010

(SO) A15

er on Tuesday

Book Club

The Royal Oak Historical Society Book Club meets the fourth Wednesday of each month, beginning on Sept. 22, at 7 p.m. Space is limited. Please call (248) 542-7449 to reserve your seat.

History of sound

The History of the Birth of the Detroit Sound will be

discussed at 7 p.m. Monday, Sept. 27, at the Royal Oak Public Library (Friends Auditorium). S.R. Boland, Detroit music historian and promoter, and author of *The Birth of the Detroit Sound: 1940-1964*, and Detroit News music/radio/pop culture writer, Susan Whitall, author of *Women of Motown*, will discuss Detroit's role in the formative years of rock 'n roll.

Royal Oak Public Library – Board of Trustees
Tuesday, August 24, 2010
Friends Auditorium
Minutes – Regular Meeting: 7:00 PM

- I. Call to Order/Roll Call - meeting called to order at 7:04. Attendees included April Bucknell, Michael Fournier, Mitzi Hoffman, Joan Koelsch, Carlo Ginotti, Ron Halstead, Frank Houston, Ken Rosen and Chris Ahn. Also present was Mary Karshner, Library Director.
- II. New Board member Michael Fournier was sworn in.
- III. Announcements/Communications – None.
- IV. Public Comment – Brendan Wehrung requested further discussion regarding the borrowing charges for DVDs loaned from the TLN
- V. Approval of the Agenda – it was moved by Carlo Ginotti and seconded by April Bucknell to approve the agenda. The motion passed.
- VI. Consent Agenda –
 - a. Policy Review – 5.10 Circulation
 - b. Policy Review – 5.101 Circulation Parameters
 - c. Policy Review – 5.13 Interlibrary Loan
 - d. Policy Review – 5.11 Registration

It was moved by Mitzi Hoffman and seconded by Chris Ahn that the Consent Agenda be approved. The motion passed.

- VII. Acceptance of the Minutes – July 27, 2010 – it was moved by Ron Halstead and seconded by April Bucknell to approve the minutes. It was noted that the initials were incorrect under X. Committee Reports/c. Friends Liaison: instead of RN, it should be RH.
- VIII. Financial Statements - End of fiscal year unaudited. The circled items on the financial statement are ones that Mary is going to get back to Julie Rudd with questions. There are remaining questions about encumbered funds. There are questions related to problems with the Property and Casualty line item.

The review of the year end statement looks like that the library has an excess of revenue over expenses. But this is not the final statement. The plan was to use \$15,000 of the fund balance but did not need to because the library obtained a grant for the purchase of computers.

There is still a question about whether an \$80,000 addition to the fund balance is being counted twice.

April Bucknell expressed her desire to consider elimination of the charge for DVD rentals for Royal Oak residents, if the library ends the year with a surplus.

The Director explained that the new salary and benefit figures that are being adjusted based on the contract settlements have not been received which makes development of the budget difficult.

Ron Halstead expressed his concern about not being proactive related to budget development. Carlo Ginotti suggested that we do a review of the dollars in the areas we need to know so we can communicate that to Julie Rudd, the City Finance Director.

Chris Ahn suggested that the Board do a thorough review of the Library budget at the end of six months in addition to one at the end of the year.

- VIII. Library Director's Report – The Library Directors' Report is in the packet but there were additional activities since the report was written that the Director reported.
- 1) Over \$15,000 has been raised from the donation letter mailing. There have been about 330 donors. There has been about a 4% return rate. More donations have been committed.
 - 2) The latest Twigs is being finalized.
 - 3) The director reported on how some of the area libraries are dealing with the reduction in State funding.
 - 4) The Director reported that the TLN informed her that they support local decision making and that ROPL has the right to charge for loans that come from TLN.

Ron Halstead had questions about outcomes of the AFSCME contract related to how the five unpaid holidays will be handled.

IX. Strategic Planning Progress – no meeting held

X. Committee and Liaison Reports

- a. ROOTS Foundation Liaison – there was no quorum at the scheduled meeting so it was rescheduled for next Thursday. **KR**
- b. Fundraising Committee – the committee suggested that the Board start considering a December mailing. **KR/JK/AB**
- c. Friends Liaison – the Friends now have 221 members. They discussed their budget at their meeting. Their Annual Meeting is on September 20, at 6:30. It was noted that the Friends are a very dedicated group. **RH**
- d. Director Goals and Evaluation Committee
The new evaluation tool is not done yet. It will be forwarded in the next week and a half. **FH/MH**
- e. DDA Liaison – See report in packet **JK**
- f. Budget/Finance Committee - nothing to add to earlier discussion **CA/FH/CG**
- h. Art Committee – No update **JK/NH/CA**

XI. Discussion Items - None

XII. Action Items –

- a. Policy Review – 5.50 Library Schedule of Fees (changes suggested). It was moved by Ken Rosen and seconded by Mitzi Hoffman that the revised policy be approved. The motion passed.
- b. Library Closure on Friday, September 3, during Arts, Eats and Beats. It was moved by Ron Halstead and seconded by Frank Houston to approve the closure. The motion passed.

Adjournment – at 8:55 p.m. it was moved by Carlo Ginotti and seconded by Ken Rosen to adjourn the meeting. The motion passed.

Director's Report – September 2010 (Including Youth and Teen Services)

Operational Activities and News

Staffing (including some budget considerations)

Compared to the hectic pace of the rest of the summer, August was slower than June and July and allowed some attention to catching up on many secondary tasks. The added help from the Clawson staff people, who are working here during their library's renovation, has facilitated the reassignment of clerical duties in the wake of Judith's Ligosky's retirement. While the Clawson personnel covered the routine circulation workroom and desk tasks, our library clerks and aides were able to tackle some reassigned duties.

In looking at revenue projections, it was clear that even though the Municipal Clerk III position was included in the 2010/2011 budget, it will be hard to make it through this fiscal year without dipping into fund balance, and next year (FY 2011/2012) has a projected 8% decline in millage revenue. Demand for library service continues to increase and the state continues to mandate 55 hours per week as the minimum for a Class VI library. Trimming the budget while maintaining quality public service is increasingly difficult.

Judith was responsible for ordering supplies, handling invoices and time sheets, maintaining the library's calendar of programs and events, renting the auditorium to outside groups, coordinating volunteers, assembling board packets, preparing and distributing press releases, writing acknowledgments for donations and memorial book contributions, creating displays, and posting meeting notices and holiday closing information in the lobby, etc. All of these tasks have been or are in the process of being reassigned to other staff. An internal posting of a ten-hour a week aide position will help with book processing and inventory and ordering of supplies. The aide currently responsible for all the computer linking has taken over many of the duties regarding donations and Memorial Book Collection paperwork.

One of our pages, Joe Smith resigned. Two library page positions, reviving some budgeted page hours that had not been filled, have been posted through the human resources department with applications due by Sept. 24. We hope to have interviews completed and the new employees selected before the Clawson personnel leave. The Clawson employees should be with us through October.

Melissa Smith was rehired as a part-time Youth Services Librarian. Melissa had been hired in late 2006 and worked here until April 2009 when she relocated to Nevada for a full time job there. She has returned to Royal Oak and I rehired her. Trista Reno, Youth Services Para-professional Librarian, has limited availability because of another job that she holds, so budgeted part-time hours were going unused. With the resumption of programming we needed someone who was available during the weekdays. Melissa returned to ROPL in mid-September.

Budget

There will be a city budget amendment presented to the City Commission in October that will reflect the recently settled union contracts. The city is currently in the midst of their audit.

Fundraising

As of September 21, 376 contributions totaling \$16,855 have been made in response to the appeal letter sent out in July.

ROPL Friends Annual Meeting

The Friends held their annual meeting on September 20. Their budget for FY 2010/2011 was approved, and in addition to their usual strong support of youth, teen, and adult programming, they approved money for several specific collection development needs such as foreign language collection, large print collection, book kits, etc. They also plan to purchase banquet-sized tables for use during their book sales.

The Friends Shop continues to enjoy strong sales of donated books. That is the chief source of the Friends revenue which is in turn used to support ROPL. The Joyce Maierle Volunteer Award was given to Joann Farmilo and Sylvia Simon for all of their behind the scenes efforts for many years in sorting and stocking the Friends Shop. The Friends Shop was overseen by Pamela Lindell until she moved out of the area. Friends Board member Roxanne Plater is coordinating this transition and working with Friends volunteers, Linda Yolkiewicz and Nancy Spigliano, to make sure that all Friends Shop tasks are covered. A Friends Shop volunteer "Meet, Greet, and Mingle" event is planned for Tuesday, October 5.

The Friends have scheduled a special program, The Mothers of Invention, for their next meeting, Monday, October 18 to celebrate National Friends of the Library Week. The program is open to all Friends members.

Brick, Mortar, and Furnishing Updates

Still waiting for:

New curbside drop box: ordered but not yet received and installed

Computer furniture: ordered but not yet received and installed

Community shard project finished artwork: end of October is projected completion

Roof developed additional leaks over the media area. Fortunately the water did not damage any materials. Repairman discovered a sharp metal shard that apparently had blown around on the roof and punctured the surface in several places. I am now in possession of the shard, so it is hoped that we have no further punctures.

New Directors Workshop

A new requirement was added this year in order to obtain state aid: new directors must attend a new directors workshop offered once a year by the State Library. I attended this workshop in Lansing on September 22 along with over 50 other new directors, some of

whom came over 500 miles from the UP to attend. It covered a very large number of topics, most of which I had already encountered and figured out since I had been interim director or director for 51 weeks by the time this workshop was held, but it was very useful to meet the staff people at the State Library who coordinate the state aid applications, Michigan Electronic Library (MeL), MelCat, Michigan Notable Books, etc. I also came away with a better understanding of the interplay of state and federal funding and reporting requirements.

Youth and Teen Services Report

The fall issue of Twigs was completed, sent to the printers, and distributed. Our fall programs are underway. Reading Is Fundamental fourth grade visits are poised and ready to go, but the school system has not responded. The administrator and clerical person involved with RIF in the past are no longer in those positions, so I am still trying to make direct contact with the new people. Planning for Career Choices and Preschool Information Night are underway.

Respectfully submitted,

A handwritten signature in cursive script that reads "Mary Karshner".

Mary Karshner
Director

ADULT SERVICES MONTHLY REPORT AUGUST 2010

Update

August seemed busier than usual. We are attributing that to Clawson being closed and most other neighboring libraries also being closed on Saturdays during the summer. There was also the mad rush of students coming in for books on their summer reading list.

Our Baker and Taylor Standing Order list was cancelled due to budget cuts. This service, automatically receiving titles as soon as they are published, saved a tremendous amount of time in ordering. Time is now spent catching those titles that we feel are still essential while there are still copies available. One would think that less time would be spent in ordering with the budget cuts, but we actually find ourselves spending more time reviewing each selection made, checking circulation statistics of similar books or same authors. Rosemary Mirsky is especially challenged when ordering Fiction, as is Mary Ann DeKane in ordering media, especially DVDs. The magnitude of titles published in these categories is endless, as is the patron demands.

Mary Ann finished weeding the 600s and is busy replenishing and updating the heavily weeded areas. She started checking circulation stats on some media formats to free up space, especially in the TV Series and music CDs. Suzy Kinnen and Sarah Nagelbush continue weeding the 300s and 900s, as well as ordering in those respective areas.

Study guides (Cliff Notes) were removed from the Information Files. They were cataloged, linked, and put on shelves in the 800s. The Geography File was extensively weeded. A final check of the Information Files was completed. Files were condensed into fewer drawers and once all Detroit and Michigan files currently in Storage are weeded and interfiled with the Information Files, a major shift will take place and one bank of drawers will be eliminated. Microfilm was also shifted, freeing one entire cabinet.

The butterfly garden remains healthy. Volunteers attended several planting, weeding, and deadheading sessions. The path, parts of it washed away due to heavy rains, remains an issue. Mary Ann is working on it. She also advertised for additional volunteers through the MSU Oakland County Master Gardener Extension.

We had a grand total of 2056 questions at the reference desk: 1704 reference, 351 directional and 1 virtual reference.

Programs

Rosemary reported there were 73 entries in the August prize drawing. A total of 21 prizes were awarded. She also offered a class in the Novelist database, but no one attended. Novelist improved and updated their interface and features. Rosemary found in preparing for the workshop that the improvements have made it a much more helpful product. The two book groups, Third Thursday Evening Book Group and the Salter Book Group, had a total of 22 people attending. Computer classes were not offered in August.

The adult librarians met for our semi-annual brainstorming session for programming ideas. The Think Green series is returning in October, as are some investing programs. Suzy is planning a program with local resident John Tenney on haunted houses in Michigan, Rosemary is working on a local authors fair, and Mary Ann is starting a Frugal Living series. With Judith gone, the librarians are not only planning the programs, contacting the speakers, but also scheduling them into the calendar and doing press releases.

Government Documents

Rosemary reported that extensive weeding and linking of government documents continued in August. Sarah continued to assist her in that project. Rosemary had been working with TLN to create a better identification system for electronic records of government documents in iBistro. This was finalized. An electronic document will now show "Online Document" in the location field in iBistro, increasing the visibility and eventually use of government documents.

Website Contributions and Book Displays

Suzy created a web entry in Hot Topics devoted to the TV series *Mad Men*. Sarah added two entries in Hot Topics – one on Pakistani Flood Relief and the other on Decluttering Your Life. Sarah also wrote three sets of book reviews for the website: the Hunger Games trilogy, Steampunk (specifically *Leviathan* by Scott Westerfield) and *Wolves Boys & Other Things that Might Kill Me*. Book displays included the TV Series *Mad Men*, Steampunk, Islam, Summer Reading, 50th Anniversary of *To Kill a Mockingbird* and other influential novels from the last five decades, Enjoy some challenging summer fare: life in the digital age, Declutter your life, Jeff Alexander's October appearance for his 2010 Michigan Notable book: *Pandora's Locks: the Opening of the Great Lakes – St. Lawrence Seaway*, the life and music of Rodgers and Hart, and the butterfly garden.

Meetings, Workshops, Webinars

Rosemary participated in two webinars sponsored by Library Journal that covered hot fall titles in anticipation of the big fall push of new releases. Mary Ann attended an Overdrive meeting via teleconference.

Anna Vidal
Head of Adult Services

Support Services Department Report, August 2010

ONLINE CARD APPLICATION IMPLEMENTED

The relief provided by extra staff afforded me a little extra time to implement a new online application service. Residents can now apply for library cards online through a ropl.org webpage. There are some limits of course: Royal Oak adult residents only and they must present ID when they come in to pick up the card as all the same registration policies apply to online applicants. The online application works through the library email and inquiries are sent to my ropl.org email with a usual turn around time of one (working) day. Patrons have a month to pick it up and I send them an email to welcome them and remind them of the ID requirement. I've received about eight applications since the service began about two weeks ago. Usage will likely increase as more residents realize the convenience of the service and it does seem to help reduce staff time and patron lines at the desk.

SECRETARIAL DUTIES REASSIGNED

Although we are still working out the details of the reassignments, staffing levels and time requirements, most of the secretarial duties have been distributed among existing department staff. A large part of the difficulty of this has been in determining how much time these duties take for a reasonably competent staff member to do them. At the same time I am attempting to streamline and rework procedures so as to reduce that workload where ever possible. Eric is implementing technological improvements such as Giftworks software for a volunteer/donor database and I have switched the calendar from Microsoft Outlook to a shared calendar system on google accessible to all staff.

There is also the need to increase the hourly allotment of part time staff who are receiving the extra duties but that of course becomes a budgetary concern. So far the reassignments are as follows: Monica P. is doing the cash management and volunteer coordination duties, Nancy P. is doing the thank-you letters and MBCs, Diane M. is doing the invoices, and I have voluntarily taken on the calendar and room rentals and supply ordering. The latter job I expect will be reassigned soon to someone else and we are also still looking for staff to do the press releases, board packets, and a number of odd clerical jobs such as filing, and inventorying and organizing the supplies.

STAFFING CONCERNS

Clawson staff has fit right into the work routine and their help has been much needed and greatly appreciated. I did give them special projects to work, reports of missing items to check on, lists of patron records to be corrected, linking problems and such. The usual discharging and TLN delivery routing however has taken up much of their time but they also do some shelving and are assigned regular shifts at the circulation desk. Their anticipated departure time is still mid-October and with the added secretarial duties taken on by department staff there is much concern about staffing levels and work loads once we no longer have the extra help from Clawson. Mary and I have begun discussion of adding part time help both through

hiring at the page level and expansion of existing Aide hours. With current and future budget shortfalls though, it will continue to be a struggle to maintain our usual high level of service to our patrons.

Respectfully submitted,

**Matthew M. Day
09/02/10**

Resources and Services Cumulative Statistics

Board Summary

| | | | | | |
|------------------------|--------------|--------------|--------------|--------------|---------------|
| % Yearly Change | 22.0% | 47.1% | 66.3% | 23.4% | -13.8% |
|------------------------|--------------|--------------|--------------|--------------|---------------|

| Collection Activity | Circulation | Circ Renewals | Circ Self Checkout | Interlibrary Borrowing | Interlibrary Lending |
|----------------------------|--------------------|----------------------|---------------------------|-------------------------------|-----------------------------|
| July | 44,087 | 8,274 | 19,106 | 3,582 | 1,318 |
| August | 42,171 | 8,830 | 17,956 | 3,892 | 1,335 |
| September | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 |
| 2010 - 2011 Totals | 86,258 | 17,104 | 37,062 | 7,474 | 2,653 |
| Avg. Per Month | 43,129 | 8,552 | 18,531 | 3,737 | 1,327 |

| | | | | | |
|------------------------|--------------|-------------|--------------|--------------|--------------|
| % Yearly Change | 21.5% | 2.8% | 18.2% | 43.9% | 65.0% |
|------------------------|--------------|-------------|--------------|--------------|--------------|

| Program Activity | Visits | # of Programs | Program Attendance | Museum Pass | Park & Read |
|---------------------------|----------------|----------------------|---------------------------|--------------------|------------------------|
| July | 66,996 | 68 | 2,648 | 99 | 17 |
| August | 66,800 | 12 | 242 | 96 | 16 |
| September | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 |
| 2010 - 2011 Totals | 133,796 | 80 | 2,890 | 195 | 33 |
| Avg. Per Month | 66,898 | 40 | 1,445 | 98 | 17 |

Resources and Services Cumulative Statistics

| | 3.1% | -3.6% | -12.5% | 10.3% |
|--|-------------------|-----------------|---------------|--------------------|
| | New Registrations | Total Inventory | Computer Uses | Website Page Views |
| | 431 | 173,515 | 5,931 | 50,263 |
| | 449 | 174,073 | 6,122 | 48,461 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |
| | 880 | 347,588 | 12,053 | 98,724 |
| | 440 | 173,794 | 6,027 | 49,362 |

| | 9.6% | -82.2% | 5.4% | 162.5% | 23.4% |
|--|--------------------|----------|-----------|----------------------|-----------|
| | Reference Services | Outreach | Days Open | Auditorium Paid Uses | Volunteer |
| | 3,768 | 17 | 26 | 5 | 727 |
| | 3,811 | 17 | 26 | 2 | 467 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 |
| | 7,579 | 34 | 52 | 7 | 1,193 |
| | 3,790 | 17 | 26 | 4 | 597 |

Acorn Foundation
Summary of Activity
08/31/10

8/31/2010

| Sum of Amount | | Flow | | | | | |
|--------------------|-----------------------------------|------------|----------|-------------|----------|--------------|-------------|
| Main Category | Subcategory | Received | Interest | Expense | Refund | Transfer | Grand Total |
| Animal Shelter | (blank) | 194,546.87 | 2,807.24 | (5,220.29) | (150.00) | (191,983.82) | (0.00) |
| | Medical | 1,108.00 | 87.00 | | | (1,195.00) | - |
| | Washer/Dryer | 1,248.50 | 72.04 | (120.59) | | (1,199.95) | - |
| | Capital Improvements | 25,064.36 | 1,302.51 | (7,963.07) | | (9,835.00) | 8,568.80 |
| | As Day Planner | 17,207.00 | 476.05 | (7,195.63) | | | 10,487.42 |
| Endowment | (blank) | 100.00 | 21.80 | | | | 121.80 |
| | Senior Center | 100.00 | 20.73 | | | | 120.73 |
| Farmers Market | (blank) | 6,979.51 | 629.35 | (2,176.72) | | | 5,432.14 |
| | Kitchen | 1,184.00 | 192.01 | (1,105.00) | | | 271.01 |
| Fire Department | (blank) | 23,678.00 | 1,290.68 | (12,066.67) | | | 12,902.01 |
| | Fire Safety Smoke House | 65,793.00 | 5,557.67 | (66,657.00) | | | 4,693.67 |
| | Technical Rescue equipment | 3,000.00 | 256.35 | (1,000.00) | | | 2,256.35 |
| | computer program/grant | 300.00 | 14.88 | | | | 314.88 |
| Library | (blank) | 175,702.13 | 8,345.17 | (34,605.62) | | (116,407.92) | 33,033.76 |
| | RIF | 4,272.00 | 71.05 | (3,967.84) | | | 375.21 |
| | Butterfly Garden | 1,195.00 | 13.10 | (575.79) | | | 632.31 |
| Parks & Recreation | (blank) | 6,518.00 | 160.25 | (714.76) | | | 5,963.49 |
| | Equipment for skate park | 2,500.00 | 400.60 | (1,500.00) | | | 1,400.60 |
| | Dog Park | 31,211.91 | 239.31 | (27,726.67) | | | 3,724.55 |
| Police Department | (blank) | 50.00 | 9.38 | | | | 59.38 |
| | Child Safety | 1,510.00 | 114.73 | (926.88) | | | 697.85 |
| | Royal Oak Citizens Police Academy | 20.00 | 3.55 | | | | 23.55 |

| | | | | | | |
|----------------------------|-----------------------|------------|-----------|--------------|-----------------------|------------|
| Police Department | Community Policing | 200.00 | 2.70 | | | 202.70 |
| RO Historical Commission | (blank) | 5,485.30 | 314.62 | (4,807.12) | 664.67 | 1,657.47 |
| | Plaques | 1,218.50 | 22.71 | (215.53) | | 1,025.68 |
| RO Nature Society | (blank) | 39,742.14 | 1,747.32 | (21,073.38) | | 20,416.08 |
| | Membership | 130.00 | 5.08 | | | 135.08 |
| | 2nd Saturday Workshop | 10.00 | 0.53 | | | 10.53 |
| Senior Center | (blank) | 8,686.20 | 183.85 | | (2,406.33) | 6,463.72 |
| | Transportation | 105,846.37 | 22,251.43 | | | 128,097.80 |
| Star Dream | Fountain Maintenance | 500.00 | 84.50 | | | 584.50 |
| Unrestricted | (blank) | 2,072.16 | 257.90 | | | 2,330.06 |
| Veterans War Memorial | (blank) | 45,485.24 | 2,354.49 | (43,943.67) | | 3,896.06 |
| WROK | (blank) | 8,735.52 | 118.25 | (8,247.53) | | 606.24 |
| | Arena Wiring | 3,200.00 | 71.65 | (3,271.65) | | - |
| Youth Programs | (blank) | 165.00 | 31.31 | | | 196.31 |
| Roundtable Organization | Book | 48,727.00 | 2,518.95 | (25,853.63) | | 25,392.32 |
| | Calendar | 2,949.00 | 102.95 | | | 3,051.95 |
| Hospital Finance Authority | (blank) | 100,000.00 | 781.33 | (17,411.86) | (664.67) | 82,704.80 |
| Grand Total | | 936,440.71 | 52,935.02 | (298,346.90) | (150.00) (323,028.02) | 367,850.81 |

295 309,693.05
701 58,157.76
367,850.81

Royal Oak Public Library
Monthly Activity Report
Fundraising Committee
September 2010

Report of Current Activities

Activities completed include:

- Meeting held September 21st (Ken, Joan, April and Mary attending).
- Reviewed the results of July appeal letter. Total raised is just under \$17,000 from 366 donors (approx. 4% return). Net gain is about \$14,000.
- Set up plan to further review donations to analyze effectiveness of mailer.
- Established schedule and theme for year-end letter.
- Set goals for the rest of the year (year-end letter and completion and adoption of Development Plan)

Plan for Next Month's and Future Activities

- Finalize year-end appeal letter for board review.
- Focus on revising and finalizing Development Plan for board action.
- Coordinate with PR committee to review and revise donor recognition.
- Standing committee meeting the 2nd Monday of next month.

Items for Board Action

- Provide feedback on July appeal letter to the committee.
-

Services Section 5.20 – Reference Service

- A. Reference Services encompasses reference and reader's advisory service.
- B. Reference inquiries may be received in person, by virtual reference via the Library's website (Live Chat), telephone, email, fax or letter. All requests will be given equal consideration.
- C. The source of information will always be cited. Sources are quoted verbatim, with no interpretation on the librarian's part, especially for medical, financial, legal or tax questions.
- D. Time spent by librarians on a question may vary depending on the pace of activity in the reference area, the number of available staff and the resources readily available. Librarians will respond to requests as soon as possible, with questions being answered within two working days unless specific arrangements are made with the patron.
- E. Librarians will assist patrons with their research needs but cannot conduct extensive research projects, do students' homework or create documents for patrons.
- F. Referrals to other agencies may be made when appropriate.
- G. Librarians will assist patrons in placing holds and interloan requests, with a limit of four items.
- H. Patron's identification will be held at the reference desk for materials held at the reference desk, the ready reference shelves behind the reference desk, materials brought from storage, and to gain access to the Local History Room.
- I. In telephone or email inquiries, only the information for the given address will be checked and verified in *Bresser's Cross Index Directory*. No information for nearby addresses will be given.
- J. All transactions will remain confidential. Librarians respect and safeguard all patrons' privacy and identity.

Approved 08/22/00; rev. 05/25/04; rev. 05/23/06; rev. 9/22/09; reviewed 9/28/10

Services Section 5.20 - Reference Service

- A. Reference questions will be answered in the following order
 - a. In-library (in person)
 - b. Live Chat (online)
 - c. Telephone
 - d. E-mail
 - e. Fax
 - f. Letter
- B. Source of information will always be cited. Sources are quoted verbatim, with no interpretation on the librarian's part; especially important with for medical, financial, legal, tax or consumer questions. Personal librarian testimonials will not be included in responses to requests for reference information.
- C. Librarians will take as much time as is required to fully answer a reference information request. If others are waiting and after 15 minutes, librarians will acquire contact information and provide complete information when time allows but within 2 days of the patron request. In general, 15 minutes will be the maximum amount of time to work with one patron. Additional time may be given when the librarian has time available.
- D. In-library questions will be answered as soon as practical. All other questions shall be answered within two (2) working days unless with specific arrangements are made for contacting with the patron.
- E. Referrals to other agencies may be made when appropriate.
- F. If a telephone patron has a number of items to be answered or checked (book titles, addresses, etc.) and if others are waiting, a limit of four (4) items will be checked at the time of the call.
- G. Reference materials do not circulate out of the library.
- H. Library staff will hold patron's identification when patron is using materials from the service desk, shelves behind the service desk, or any historical material from locked cabinets in the Local History Room. Librarian will assure materials have been replaced before returning ID.
- ~~I. Interlibrary Loan. Patrons placing interloans with staff assistance will be limited to four (4) items at a time. Interloans may be placed for all TLN patrons but not Michicard patrons. [replaced by April 2009 ILL policy]~~
- I. When a patron telephones for information from Bressers, a check will be made for the phone number of the address given by the patron, but not for "nearby" addresses.

Services Section 5.30 - Association with Other Libraries (Proposed)

Background

The Royal Oak Public Library Board feels that in order to serve the people of Royal Oak, arrangements may be necessary to allow them to use as wide a range of neighboring libraries as possible. Accordingly, agreements have been reached and shall be pursued with appropriate library systems.

TLN Cooperative Member Libraries

Registered patrons of TLN libraries that are shared automation system participants have full borrowing by means of the TLN shared system and TLN delivery system and use of the computer lab. Walk-ins may borrow new materials generally reserved for residents of Royal Oak. These patrons must show a home library card.

Troy Public Library

May borrow books and media; may use the computer lab with payment of visitor fee. Register in ROPL system and enter barcode from home library card. Must have home library card.

MichiCard

MichiCard patrons (designated by stickers on their home borrowing cards) may borrow books available on the lending shelves but not media. They may use the computer lab with payment of visitor fee. They may not borrow from other libraries via the shared system. ROPL registered borrowers will be provided a MichiCard sticker for their borrowing card on request for use at other MichiCard Libraries.

Adopted 03/27/01; Revised 07/27/04; 08/22/06; Revision for review 9/22/09; revision for review 9/28/2010.

Royal Oak Public Library Policies

Services Section 5.30 - Association with Other Libraries

The Royal Oak Public Library Board feels that in order to serve the people of Royal Oak, arrangements may be necessary to allow them to use as wide a range of neighboring libraries as possible. Accordingly, agreements have been reached and shall be pursued with appropriate library systems.

Adopted 03/27/01; Revised 07/27/04; 08/22/06