

NORTHVILLE DISTRICT LIBRARY  
**Board of Trustees**  
**Regular Monthly Meeting**  
Thursday, October 27, 2022  
7:00 p.m.  
Friends Community Room

1. Call to order: Nicholas Vlisides
  - 1.1 Roll Call
  - 1.2 Approval of the Agenda
  - 1.3 Approval of Meeting minutes- 09/22/22
  - 1.4 Citizens' Comments
2. Correspondence
3. Reports to the Board:
  - 3.1 Northville District Library Director's Report
  - 3.2 Friends of the Northville District Library Report
4. Budget and Finance Review:
  - 4.1 Bills over \$1,000 for approval
  - 4.2 Financial Report
  - 4.3 Reserve Transfer
5. Overdue Fines
6. Committee Reports:
  - 6.1 Facilities Committee
    - Project Updates
7. Announcements and Comments:
  - 7.1 Confirm next Board Facilities Committee Meeting for  
**Wednesday, November 16, 2022 TBD**
  - 7.2 Confirm next Board Finance Committee Meeting for  
**Tuesday, November 15, 2022 at 9:30 a.m.**
  - 7.3 Confirm next Regular Board Meeting for  
**Thursday, November 17, 2022 at 7:00 p.m.**
8. Adjourn Regular Meeting

NORTHVILLE DISTRICT LIBRARY (NDL) BOARD OF TRUSTEES

Regular Meeting Minutes

Thursday, September 22, 2022 – 7:00 p.m.

Carlo Meeting Room, Northville District Library

**1. Call to Order:**

Vice chairperson Robert Sochacki called the meeting to order at 7:00 p.m.

**1.1 Roll Call** - Present: Trustees Joe Corriveau, Carol Doyle, Robert Sochacki, Deborah Stanifer, and Thomas Thompson. Also present: Laura Mancini, Library Director; Maria Williams, Assistant Library Director; Carla Eggert, Business Operations Specialist; Samantha Loree, Adult Services Librarian; Denise Stacer, Friends of the Northville District Library Vice President. Absent: Trustees Alan Somershoe and Nick Vlides.

**1.2 Approval of the Agenda:** **MOTION:** Carol Doyle made a motion to approve the agenda. Deborah Stanifer seconded the motion. Motion passed.

**1.3 Approval of Meeting Minutes, 08/25/22:** **MOTION:** Thomas Thompson made a motion to approve the August 25, 2022 regular meeting minutes. Carol Doyle seconded the motion. Motion passed. **MOTION:** Thomas Thompson made a motion to approve the minutes of the August 25, 2022 closed session. Joe Corriveau seconded the motion. Motion passed.

**1.4 Citizens Comments:** None

**2. Correspondence:** None

**3. Reports to the Board:**

**3.1 Northville District Library Director's Report-**

**Baker and Taylor Cyber Attack:** Laura Mancini reported that Baker and Taylor, one of the largest suppliers of books to public libraries in the United States, suffered a major cyber-attack earlier this month, bringing their operations to a complete halt. September marks the start of the fall publishing season which often features the most high-profile titles of the year as publishers wish to take advantage of Christmas season purchases. While most Baker and Taylor operations have now been restored, the attack will likely result in the delay of some best sellers making it to the library shelves in a timely fashion. The NDL Librarians have been working to make arrangements with other book vendors, but so have other libraries resulting in an industry-wide back-up in the delivery of new titles.

**Cars and Coffee:** The September Cars and Coffee event went much smoother than the previous month. The volunteer coordinator for the event, Kevin McLaughlin, met with Laura to review the agreement the Library made with Mayor Turnbull for the event. Mr. McLaughlin communicated this information to the event volunteers and there was very little disruption to library operations during the event. Special thanks to Maria Williams, Robert Sochacki and Carol Doyle for coming to NDL that morning to ensure that all was well.

**Heritage Week Programs:** The Library had two local history programs during Heritage Week. Mayor Turnbull gave his annual Northville History program on Sept. 13<sup>th</sup>. Joe Oldenburg also presented a program on Northville's Waterford Village, presenting the program one night at the Library and the following evening at Township Hall. Both programs were well attended.

**New Book Clubs:** The NDL is starting two new book clubs this fall. The Library has partnered with Northville Senior Services to offer a book club for the 55 plus population.

The club, which has adopted the moniker of The Next Chapter, had its first meeting this week at the Community Center. In October, the Youth Department will start a graphic novel book club for ages 8-12. Graphic novels are some of the highest circulating items in the Youth collection, so we are hopeful that this new initiative will generate some interest.

**Services Update:** With the start of the school year, the Library has returned to Sunday hours and is now open 7 days a week. The study rooms that were damaged in the August flood have been fully repaired and have reopened to the public. Also reopening to the public for the first time in 2½ years is the Friends Community Room. Pointe Alarm has begun wiring the building for more key swipe pads to access the non-public areas of the library including the Youth Office, the lower level work room, and the mechanical areas. We will also be putting a door swipe on the Book Cellar due to the continued loss of keys to this area. Cellar volunteers will be given swipe cards to access this area.

**Strategic Plan Update:** The completion of the Strategic Plan is entering its final stages and Laura expects to have a final document to distribute to the Board in early October. When the plan is received the Board will need to schedule a special meeting to discuss it in depth.

**Youth Department:** In-person inside story times have resumed for the first time in 2½ years. The Youth Department will be doing story times for different age groups three times a week now. The first group of story times was held last week and the attendance was good.

The new dyslexic collection debuted in September and the NDL received a very nice voicemail message from a Northville parent thanking us for providing this resource. She has a dyslexic child and mentioned the difficulty the family has in obtaining reading materials in this format.

The Youth Department book walk at Mill Race Village will conclude at the end of this month. In October, a Halloween themed book walk will go up in the park behind the library. The featured book will be *The Little Girl Who Lost Her Boo*.

**3.2 Friends of the Northville District Library Report:** Friends Vice President Denise Stacer reported that the Friends will participate in the NDL Volunteer Fair this Saturday, Sept 24, from 11am to 1pm in the Carlo Meeting Room. The Friends held a pop-up sale on the front porch of the Library from 9am to 1130am, during the September Cars and Coffee event. They had several carts of used books and left over merchandise from the Friends Gift Store for sale. Proceeds were \$174 from used books and \$41 from store merchandise. The drawback was having the tables set up on the porch made it look like the library was open and many people had to be turned away prior to the Library opening at 10am. They are planning to hold this sale again on Oct. 8. Used book sales are going well with total sales around \$4,000 for the summer months. The donation bin on the front porch, while very nice, has to be emptied twice a day. Library staff has been helpful, but Linda Bastien is hoping to set up a regular volunteer schedule for this task. The Friends will be providing an imprinted tote bag for the October Take and Make craft kit from the Youth Department. The bags replaced the traditional summer reading tote bag during the pandemic and have been quite popular. The Friends Patron, Lifetime and Business members are listed on the back of the bag. The Friends Gift Book program added 44 books to the Library collection. The Friends Cider on Sunday event will return this year on Oct. 16<sup>th</sup> from 1:30-4pm in the Carlo Meeting room featuring cider and donuts from Parameters Cider Mill.

#### **4. Finance Report:**

**5.1 Bills over \$1,000 for approval:** Deborah Stanifer presented the List of Bills over \$1,000 for September 2022. **MOTION:** Deborah Stanifer made a motion to approve these bills in the amount of \$118,284 for payment. Thomas Thompson seconded the motion. Motion passed.

**5.2 Financial Report:** Deborah reported that we are 75% through our fiscal year and our total expenses are at 78% of budget. Interest on the J Fund continues to increase with the rise in interest rates.

**5.3 Third Quarter Budget Amendments:** Deborah Stanifer reported that several items require budget amendments this quarter.

**MOTION:** Deborah Stanifer made a motion to amend the budget for Continuing Education/Training by \$2,000 to take the budget to \$17,000. Thomas Thompson seconded the motion. Motion passed.

**MOTION:** Deborah Stanifer made a motion to amend the budget for Memberships by \$1,000 to take the budget to \$6,000. Carol Doyle seconded the motion. Motion passed.

**MOTION:** Deborah Stanifer made a motion to amend Building and Equipment Maintenance by \$64,000 to take the budget to \$199,000. Joe Corriveau seconded the motion. Motion passed.

**MOTION:** Deborah Stanifer made a motion to amend the budget for Legal Services by \$8,000, to take the budget to \$18,000. Joe Corriveau seconded the motion. Motion passed.

**MOTION:** Deborah Stanifer made a motion to amend the budget for Strategic Planning by \$4,000, to take the budget to \$64,000. Carol Doyle seconded the motion. Motion passed.

**MOTION:** Deborah Stanifer made a motion to amend the budget for Elevator Renovation \$550.00 to take the budget to \$49,328.00. Carol Doyle seconded the motion. Motion passed.

#### **5. Committee Reports**

**5.1 Facilities Committee-** Robert Sochacki reported that the Facilities Committee has reviewed the three bids library staff have presented to have the library air ducts cleaned. The Facilities Committee is recommending acceptance of the bid from Sanivac. **MOTION:** Joe Corriveau made a motion to approve the Sanivac proposal for duct cleaning in an amount not to exceed \$33,000. Carol Doyle seconded the motion. Motion passed.

#### **6. Announcements and Comments:**

**8.1** The next Facilities Committee meeting is scheduled for Wednesday, October 19, 2022 at 10:00 a.m.

**6.2** The next Finance Committee meeting is scheduled for Tuesday, October 25, 2022 at 9:30 a.m.

**6.3** The next Board Meeting will be held on Thursday, October 27, 2022 at 7:00 p.m.

The meeting was adjourned at 7:40 p.m.

09/29/22

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## Library Board Statistics Report September 2022

	Current Month	This Month Last Year	Percent Change
<b><u>Library Cards</u></b>			
New Registrations	235	197	19.29%
City Residents with cards	3,165	3,130	1.12%
Township Residents with cards	10,725	10,825	-0.92%
<b><u>Gate Count</u></b>	10,718	8,114	32.09%
<b><u>Circulation- Audience</u></b>			
Adult Materials	12,650	7,955	59.02%
Teen Materials	2,222	1,014	119.13%
Youth Materials	14,507	7,451	94.70%
<b>Totals</b>	29,379	16,420	78.92%
<b><u>Circulation- Format</u></b>			
Number of Print Items	23,593	13,069	80.53%
Number of Audiovisual Items	8,186	5,181	58.00%
Number of e-book downloads	4,101	4,038	1.56%
<b>Totals</b>	35,880	22,288	60.98%
<b><u>Interlibrary Loan</u></b>			
Items loaned to other libraries	922	934	-1.28%
Items borrowed from other libraries	3,120	2,135	46.14%
<b>Totals</b>	4,042	3,069	31.70%
<b><u>Reference Questions Asked</u></b>	2,471	1,991	24.11%
<b><u>Technology</u></b>			
Database Searches	4,878	6,588	-25.96%
e-Content Downloads	521	778	-33.03%
Hot Spot Check-Outs	14	14	0.00%
Public Computer Usage	485	308	57.47%
Website Usage	18,099	16,379	10.50%
Wireless Sessions	1,460	415	251.81%
<b><u>Meeting Room Usage</u></b>			
Carlo Meeting Room	24	0	NA*
Friends Community Room	13	0	NA*
Study Rooms	278	0	NA*
Study Room Turnaways	26	18	NA*
*Meeting Rooms closed due to COVID-19			

### Library Board Statistics Report September 2022

	Current Month	This Month Last Year	Percent Change
<b><u>Programs</u></b>			
Number of Adult Programs	12	13	-7.69%
Adult Program Attendance	179	159	12.58%
Number of Teen Programs	2	2	0.00%
Teen Program Attendance	8	6	33.33%
Number of Youth Programs	11	7	57.14%
Youth Program Attendance	289	351	-17.66%
Number of Tech X-Pert Sessions	8	10	-20.00%
Tech X-Pert Attendance	8	10	-20.00%
<b>Total Programs</b>	33	32	3.13%
<b>Total Program Attendance</b>	484	526	-7.98%
<b><u>Social Media</u></b>			
Facebook Followers	3,106	2,216	40.16%
Instagram Followers	1,725	1,479	16.63%
Pinterest Followers	194	193	0.52%
Twitter Followers	1,659	1,551	6.96%
<b>Total Social Media Followers</b>	6,684	5,439	22.89%

\*Meeting Rooms closed due to COVID-19

To: Library Board Members

From: Laura Mancini

Re: Elimination of Overdue Fines

Date: October 27, 2022

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For the past several years, public libraries have started to eliminate charging patron overdue fines for late materials. It is estimated now that 44% of public libraries in Michigan no longer charge overdue fines and that number is expected to continue to grow. In June, the Novi Public Library eliminated fines and the Plymouth District Library has now followed suit. Other neighboring libraries including the Canton Public Library and the Farmington Community Library are also fine free. I am recommending to the Library Board that the Northville District Library eliminate overdue fines effective December 1, 2022. You may wish to consider the following factors in making your decision:

- Need to stay Competitive with Peer Libraries

Northville residents are fortunate to have several excellent public libraries within a short distance from where they live. The Novi and Plymouth libraries are the neighboring libraries used most frequently by Northville residents. Both facilities are larger than the NDL and thus have larger collections. Northville residents can check out items from both libraries now without incurring overdue fines. Why would a resident want to check out a book from the NDL and potentially be charged a fine when they can now get the same book from our neighbors without having to worry about a late fine? If the NDL continues to charge overdue fines, we are disincentivizing our patrons from using their own library.

- Fees for Missing and Damaged Items

Eliminating overdue fines does not mean that patrons will not be charged replacement costs for missing or damaged items. If a patron loses or damages an item beyond repair, they will continue to be billed for the replacement cost of the item plus a processing fee. This practice will continue to remain in place. An item is considered lost 21 days after its due date unless it has been renewed.

- Patron Experience and Staff Efficiency

Collecting overdue fines from patrons can be an onerous experience for staff as patrons do not like to pay them and frequently challenge their assessments. NDL circulation staff estimate that, when a patron is informed of the incurrence of overdue fines, 50% of the time the patron will dispute that finding. Time then has to be spent

reviewing the matter with the patron and negotiating the payment. Given the small amounts that fines can be, more money is spent in staff time trying to collect the fine than the actual fine itself. Additionally at times, these transaction can be unpleasant and require management intervention. If overdue fines are not collected, staff time does not have to be spent trying to collection relatively small amounts of money and can be focused upon their other tasks. The interaction between the staff and the patron also becomes more positive and patrons leave the library with a better impression of the service they received.

- Declining Fine Revenue

Fine revenue has significantly decreased over the last years at the NDL. The Library migrated to a new ILS system in 2018 and patrons are now automatically sent reminder notices that their items are due via email or text. Last year, automatic renewals were put into practice. If there is a not a hold on a specific item, the ILS system will automatically renew it for up two additional loan periods. These measures have led to decrease in the amount of overdue books returned to the NDL. Listed below is an overview of the decrease in fine revenue of the last few years:

<u>Fiscal Year</u>	<u>Fine Revenue Collected</u>
2017	\$44,124.00
2018	\$45,208.00
2019	\$17,807.00
2020	\$13,937.00
2021	\$9,126.00
2022	\$12,626.00 (estimate)

The last five years have seen a 72% decline in the amount of fines collected and revenue is not expected to return to 2017-2018 levels.

- e-book usage

An increasing percentage of book circulation is now made up of e-books. Because of their format, e-books do not have overdue fines associated with them. Therefore, the issuance of fines only applies to physical items instead of all the items in the collection. This practice discriminates against patrons who prefer to use physical materials.

- Expanded Access to Northville Residents

The issuance of fines makes it more difficult for low-income patrons to use the NDL. With limited funds at their disposal, they have to prioritize where they send their



money and library fines can end up last on that list. After reaching a certain fine threshold, patrons can no longer check out materials from the library or use other services. It can be argued that the very patrons who need the library the most, cannot use library services because of economic barriers that they cannot overcome. Although the Northville communities are very affluent, there are pockets of low-income residents. Eliminating overdue fines make the NDL more accessible to these residents.