



# Royal Oak

## Agenda

### Royal Oak Public Library Board of Trustees

Tuesday, October 22, 2024, 7:00 p.m.  
Royal Oak Public Library Friends Auditorium  
222 East Eleven Mile Road  
Royal Oak, MI 48067

Anyone planning to attend the meeting who has need of special assistance under the Americans with Disabilities Act (ADA) is asked to contact the city clerk's office at 248-246-3050 at least two (2) business days prior to the meeting.

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	Pages
1. Call to Order	
2. Announcements/Communications	
3. Public Comment	
4. Approval of Agenda	
5. Approval of Minutes	2
Approve minutes of the September 30, 2024 Library Board regular meeting.	
6. Financial Reports	
7. Director and Staff Report	5
8. Subcommittee/Program Reports	
a. Friends of the Library liaison	
9. New Business	
a. Declare items as surplus	13
Declare furniture as surplus: two study carrels and eight chairs.	
10. Adjournment	



# Royal Oak

## Minutes

Royal Oak Public Library Board of Trustees

**September 30, 2024, 7:00 p.m.  
Royal Oak Public Library Friends Auditorium  
222 East Eleven Mile Road  
Royal Oak, MI 48067**

Present: Shannon Carlson  
Michelle Cook  
Melanie Macey  
Lauren Jasinski  
Christine Jones  
Joshua Sipes  
Shannon Tierney  
Amanda Woods

## 1. Call to Order

The meeting was called to order at 7:00 pm.

## 2. Request to Enter Closed Session

Moved by: Michelle Cook  
Seconded by: Shannon Tierney

Request to Enter Closed Session under Section 8(a) of the OMA to consider a periodic personnel evaluation of a public officer, employee, staff member or individual agent who has requested a closed session.

Ayes (8): Shannon Carlson, Michelle Cook, Melanie Macey, Lauren Jasinski, Christine Jones, Joshua Sipes, Shannon Tierney, and Amanda Woods

### Motion Adopted (8 to 0)

### 3. Closed Session

#### 4. Return to Open Session

Moved by: Michelle Cook  
Seconded by: Shannon Tierney

Return to open session at 7:49pm

Ayes (8): Shannon Carlson, Michelle Cook, Melanie Macey, Lauren Jasinski, Christine Jones, Joshua Sipes, Shannon Tierney, and Amanda Woods

Motion Adopted (8 to 0)

**5. Announcements/Communications**

**5.a 1,000 Books Before Kindergarten**

Youth Services Supervisor Leah Kenney presented on the rebranding of the "1,000 Books Before Kindergarten" program.

The Board discussed additional opportunities for outreach through schools (Early Childhood Center) as well as daycare facilities

**6. Public Comment**

None.

**7. Approval of Agenda**

Moved by: Michelle Cook

Seconded by: Amanda Woods

Approve agenda as presented.

Motion Adopted

**8. Approval of Minutes**

**8.a Approve minutes - August 27, 2024 Policy Subcommittee**

Moved by: Lauren Jasinski

Seconded by: Shannon Carlson

Approve minutes of the August 27, 2024 Policy Subcommittee.

Motion Adopted

**8.b Approve minutes - August 27, 2024 Budget Subcommittee**

Moved by: Christine Jones

Seconded by: Shannon Tierney

Approve minutes of the August 27, 2024 Budget Subcommittee.

Motion Adopted

**8.c Approve minutes - August 27, 2024 Library Board Meeting**

Moved by: Christine Jones

Seconded by: Shannon Tierney

Approve minutes of the August 27, 2024 Library Board regular meeting.

Motion Adopted

**9. Financial Reports**

**10. Director and Staff Report**

**11. Subcommittee/Program Reports**

**11.a Facilities Committee**

Discussion of the engineering estimate for the loading dock repairs.

**11.b Friends of the Library Liaison**

**12. Old Business**

**12.a Policy 5.11 Registration - August 27, 2024 revision - follow-up**

Director Irwin followed up with information for the Board regarding library card registration for youth under 18 years of age.

**13. New Business**

**13.a Declare items surplus**

Moved by: Michelle Cook

Seconded by: Shannon Carlson

Declare five electronic items listed as surplus.

Motion Adopted

**14. Adjournment**

The meeting was adjourned at 8:38pm.

Moved by: Michelle Cook

Seconded by: Shannon Tierney

Motion to adjourn.

Motion Adopted

**DIRECTOR MONTHLY REPORT**

October 2024

**Board Subcommittees**

Board Officer Nominating	Carlson, Tierney
Budget/Finance	Jones, Sipes, Woods, vacant
Facilities/Space Utilization	Cook, Jones, Tierney, Woods
Fundraising	Jasinski, Carlson, Tierney
Policy Review	Carlson, Cook, Jasinski
Strategic Planning	Sipes, Jasinski, Macey
Director Goals and Evaluation	Macey, Cook

**Strategic Plan - Actions and Results**

- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.
  - The city moved to a new phone system on Friday 10/11/24. Staff went through training that week.
  - Megan, our substitute librarian, is taking a class in managing and developing a Library of Things from the Public Library Association.
  - Stephanie, our Administrative Assistant, attended Niche Academy's "The New Basics of Professional Customer Service." She is also taking an Excel class with Verizon Skill Forward Edx.
  - I started a staff suggestion box on 10/16. It is too new to report on, but I hope the staff take advantage of it!
- Long Term Goal 1- Continuously upgrade and maintain the physical space and functionality of the library to meet the evolving needs of the community.
  - New furniture ordered & received for the silent study room. Got some discounts when ordering on Amazon Prime Day.
  - 10/14: City Commission approved the Roof project.
  - Angela Fox, the City's Sustainability Manager, is hiring a firm to write the RFP for the rooftop solar.
- Long Term Goal 2- Invest in and make accessible innovative technologies.
  - LibCabinet (aka Vickie) is to be installed on 11/14.
    - We are going to do a soft opening without a lot of fanfare. Once we make sure everything is working properly, then we will do a ribbon-cutting.
  - I met with Chris Gomez (City IT Manager) and Ed (Library IT Specialist) to review the security cameras to prepare an RFP for the upgrade, which was budgeted as part of the CIP this year.
- Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library.
  - I am looking forward to hiring a new Librarian III to manage adult services.

**Financial Report**

- 271-000-40200 Property tax Revenues: just over \$22,596 in revenues recorded since the September financial report to the Board.
- We look to be on track for the year so far.

**Statistics**

- September ends the first quarter of the new fiscal year. This gives us a good look at where we are with our various statistics.
  - Visits: are up 6.8%
  - Circulation is fairly even, with a 5.3% increase in children's circulation and 3.5% overall.
  - Database use is way up, thanks to PressReader.

- PC use, wireless and website hits are fairly even with last year.
- App launches are up, but that is to be expected due to it being new last year.
- Programming and volunteers seem to be fairly steady, participation wise.

### City

- 10/11 I participated in a department head interview panel for the two City Manager finalists.

### Facility

- The Michigan Department of Health & Human Services offered free portable air cleaning systems to public libraries. We are allowed 3 per floor, so I ordered 6. They also provide replacement filters.
- Need another repair on the boilers. Each time something is repaired, something else seems to be affected. But at least one is running properly and we are not freezing.
- The ADA paddles were not working at the 11 Mile entrance, but have been repaired.
  - The batteries were dead, but the unit has consistently had trouble responding. The technician adjusted a sensor in the header and it should have an improved response.

### Professional Development

- PPLD Cohort – we discussed change management, but our instructor had a technical glitch in the middle of the meeting so we ended it early.
- On Friday 10/4, Kristen Edson (Director of the Livonia Public Library) and I visited with the staff from the Library of Michigan and received a tour.
  - I learned a lot about what they provide and their mission.

### Staff News

- Our adult librarian Blair has left the library; she will be working closer to home. We wish her the best. We are currently seeking her replacement.
- Matthew Day, our Adult Services Supervisor, has retired. We thank him for his 36 years of service to our community. We are seeking his replacement at this time.
- Ed, our IT specialist, will be visiting other libraries to see how their OPACs (aka library catalog computers) are set up in their building.

### Patron Feedback

- Received a complimentary letter for allowing access to the study rooms.
- Received a compliment from a Berkley resident (who loves her library) and was happy to find out she could use our library as well, and that we offered more hours.
- Spoke with a patron who is unhappy about the diminishing collection of print magazines, the smaller computer lab, and general “antagonistic” attitude of the library. We had a discussion and I shared information that hopefully quelled some of her concerns.
- A patron was upset that a staff person asked him to not bring his scooter into the library.
  - I did speak with the staff person. Our Patron Behavior Policy needed some clarification for staff.
  - We ordered scooter locks for checkout for the day you are here (similar to the bike locks).

## **Security Issues/Suspensions**

- We had 12 security incidents in September.
- Incidents of note:
  - Multiple incidents of belongings being left in the landscaping and being hidden under the wooden benches on the terrace.
  - Bugs returned in the DVD
  - Man cursing and threatening people in the computer lab
    - In October, he repeated the same behavior. He crumpled up our Patron behavior Policy and threw it at the staff. He is now out for 1 year.
  - The masturbator returned. The police escorted him from the building.
  - We had another man here who was fondling himself. He left before we could speak with him. He returned on another day, but left before we could identify and speak with him.
  - One man looking at porn in the computer lab.

## **ACCESS SERVICES MONTHLY REPORT**

**September and October 2024**

### **Strategic Plan - Actions and Results**

**Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.**

- Short Term Goal 1- Conduct a space study to better utilize what we have
  - I cleared several storage spaces in the Access staff room for the pending Library of Things reorganization. The most expensive and bulky items will have placeholders on the main LoT shelves but be stored more securely. The checkout procedure will be similar to the one we use with video games.
- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development
  - New Library Aide Mac has been onboarded; a process made substantially smoother by their experience as the Youth Services intern.
- Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services
  - September was Library Card Sign-Up Month, and we issued 261 new cards, which is about average for monthly card registrations. Several of the new patrons did report being reminded to get a card by our banners and social media posts.

### **Outreach**

- Access Services staff will be joining Youth Services staff at two Halloween events this month: Royal Oak Spooktacular on Sunday, October 10<sup>th</sup> and Trunk or Treat at the Sal on Wednesday, October 30<sup>th</sup>.

### **Staff News**

- We are delighted to welcome Mac to the Access Services team! They started on October 7<sup>th</sup> and have already tackled some of our “when time permits” projects!

## ADULT SERVICES MONTHLY REPORT

October 2024

- The Director is currently acting as the Adult Services Team Supervisor.

### **Strategic Plan - Actions and Results**

- Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.
  - Ivoire, our new computer aide, is in the midst of his onboarding. This involves a lot of training and interaction with other staff and the public.
    - Kudos to Bray, our senior computer aide, for showing him the ropes. Bray has kept the computer lab under control while we were in the hiring process. She has truly been stellar.
  - Andrew has taken Reports training from TLN.
  - Gillian is attending a Booklist Webinar on 10/29 - Graphic Novels for All
- Short Term Goal 3- Continually maintain and enhance our physical and digital collections
  - The team has been weeding collections.
  - We are replacing the bags for book club kits. The others didn't have a zipper, and they were causing issues when being shipped to other libraries.
- Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services.
  - We are discussing possibly adding additional genre-based newsletters from LibraryAware (from EBSCO).
- Long Term Goal 4- Ensure best practices in library governance, management, and curation in all areas of the library.
  - Gillian received a compliment about our health books (specifically 616-618s) and that the patron was very glad we had so many helpful and specific books. Donna curates the collection – well done Donna!
  - Gillian completed the weeding of both graphic novel sections, as well as the Sci-Fi Fantasy; they are continuing the Adult Graphic re-labeling project of having series be under the Series title instead of the author.

### **Staff News**

- Ivoire, our new Computer Aide, started on Monday 10/7. He has caught on quickly and is going to be a great member of the team. Welcome Ivoire!
- Andrew, one of our new part-time librarians, is looking forward to two poetry programs, one on October 16 and one on November 20. The first is about writing poems about paintings, and the second is about writing narrative poems. He has a background in reading and writing poetry and is excited to present these programs. The poetry about paintings program is totally filled up!
- Gillian would like to highlight Gabby's coolheaded nature when dealing with the recent incident about the patron who was masturbating in the library. She immediately got assistance and stayed calm and in control of the situation.
- As the acting supervisor of this department, I only have great things to share. With both the supervisor and a full-time librarian being vacant, we are fairly bare bones in adult services. Every librarian on this team has been willing to adjust their schedule and take on programs planned by the former staff. Our substitute librarian Megan has taken on additional hours and desk shifts at the adult reference desk – thank you team and thank you Megan!
- In addition, our computer aides Bray & Ivoire are doing a great job working together in the lab. Bray's guidance has made Ivoire's onboarding much easier.

## **September Programs**

- Community Book Club
- ESL Conversation Club
- Native Plant Workshop
- Queerdos: A literary and just plain social club
- Short Story Book Club: We Have Always Lived in the Castle
- Therapy Dogs for Adults
- Thursday Night Book Club: Love in the Time of Cholera
- Knitting and Crochet Club
- Suicide Prevention 101
- Stereotypes on Arab Americans

## **YOUTH SERVICES MONTHLY REPORT**

**September – October 2024**

### **Strategic Plan - Actions and Results**

**Royal Oak Public Library provides opportunities for all to learn, connect, create, and innovate.**

- **Short Term Goal 2- Employ and retain happy, welcoming staff and provide for their ongoing professional development.**
  - Mac's Michigan Works' Work Experience internship ended on Friday, October 4<sup>th</sup>. They were a great addition to the youth team and were able to help us complete quite a few collection maintenance projects while assisting at the youth reference desk. We are thankful for their support and dedication during their time with us and are excited that they were hired as a Circulation Aide.
  - Tracy will be working additional hours to help balance her collection development and program coordination responsibilities. She will be working twenty to twenty-four hours a week depending on her workload and availability.
- **Short Term Goal 3- Continually maintain and enhance our physical and digital collections.**
  - Continuing to weed J Graphic, J600s, and YA Fiction.
  - Continuing to inventory J500s, J900s, and we finished inventory for the Beginner Readers.
  - Continuing to add the last 4 digits of the item number to the hub stickers of the JBlu-Rays and JDVDs and weeding the collection for condition throughout the project.
  - The vinyl collection genre project is almost complete. We have a few more waiting on labels and then all 529 albums will be classified.
- **Short Term Goal 4- Capture community's attention and effectively communicate our available resources, programming, and services.**
  - We're working on our digital newsletter and youth program flyer for November. We will release them late next week.
  - Becca created an ad to be included in the November edition of Royal Oak High School's Acorn NewsMagazine.
  - Emily started coordinating our 2025 Preschool Information Night (PIN). PIN is scheduled on Monday, January 13<sup>th</sup> from 7 – 8 pm at the Farmers Market. Emails were sent to local preschools, daycares, and other early literacy organizations inviting them to attend the event and to be included in our 2025 Royal Oak Area Preschool and Child Care Directory.
  - We're continuing to plan programs for our 2025 Winter/Spring session (January through April).

- Updating our Winter Reading Bingo Challenge in Beanstack. This will be the second year of the challenge. We plan to start it with the opening of the ice rink and the challenge will end a week or so before Winter Blast.

## **Programs**

- Library Card Sign Up Month Scavenger Hunt
- Grandparents' Day Celebration – 9/7
- Family Story Time – 9/10, 9/17, 9/24 & 10/1
- Toddler Story Time – 9/11, 9/18, 9/25 & 10/2
- Baby Size Story Time – 9/12, 9/26 & 10/3
- Maker Baby: Fingerpainting – 9/14
- Makerspace Book Club – 9/17
- Baby Size Special: Playdate – 9/19
- Visit with the Author: Devin Scillian – 9/21
- Read to the Dogs – 9/23
- Minecraft Block Busters – 9/24
- Five Nights at Freddy's Creepy Crafts – 9/25
- Family Lego Time – 9/26
- 1000 Books Before Kindergarten Party – 9/28
- Story Time with Sparky the Fire Dog – 10/2
- Heartstopper Party – 10/3
- Kids Costume/Dress Up Clothes Swap – 10/4
- Spooky Sensory Play – 10/5
- Ghost Scavenger Hunt

## **Outreach**

- Tracy and I attended the Community Wellness Expo at the Farmers Market on Wednesday, September 11<sup>th</sup>. We issued library cards, and shared information about the library's programs, resources, and services. We also brought the button makers. They're a great way to introduce the community to our Makerspace and the other products and services we offer there.
- Tracy hosted her first meeting to plan the 2025 Royal Oak Schools Art Show at the library. She is working with Art Teachers, Alesha Beistline and Nancy Sly, on the coordination of collecting and displaying the art and working out a timeline for the opening and closing of the show. We anticipate the show opening from late March to early April.
- Becca curated and delivered our first high school book bin. She delivered approximately 50 YA titles that explore identity, including fiction, memoirs, and graphic memoirs.
- Jennifer delivered a school book bin to St. Mary's and has been emailing teachers about library card sign up, the Friends' Teacher Book Giveaway, and our school book bin delivery service.

## **Professional Development**

- I attended "Suicide Prevention 101" presented by Oakland County Health and Human Services on Tuesday, September 17<sup>th</sup> and attended "The Palace Project" presentation on Wednesday, September 25<sup>th</sup>.
- Emily watched the Booklist webinar, "Winter 2025 Librarian Preview" and is preparing to do two presentations at conferences in the spring and fall of next year on creating a vinyl collection. She is collaborating with another librarian from Brighton District Library on this project.

- Becca watched the Booklist webinar, “Romance and Love Stories for All Ages”.
- Tracy watched the recorded staff training, “Computer Security Policy and the Freedom of Information Act.”
- Barb watched the recorded staff training on employee recognition.

### **Staff News**

- **Volunteers**
  - We have 5 weekly volunteers who are here 12 hours a week.
  - Volunteers completed 21 shifts for a total of 34.5 hours.

### **Patron Feedback**

- Patrons thought our first annual Costume Swap program and collection were great ideas. We had seventy swappers at the event and hope to build larger participation next year.



## Monthly Statistics September 2024

	Sep 2024	Sep 2023	% change	Year to Date	23/24 YTD	23/24 Year-End	% of total
Visits	14,455	13,871	4.2%	49,688	46,522	185,907	26.7%
# of cardholders	26,116	29,196	-10.5%			26,851	
<b>Circulation (includes renewals)</b>							
Children	15,376	15,298	0.5%	51,732	49,110	185,742	27.9%
Teen	1,322	1,358	-2.7%	4,542	4,773	15,433	29.4%
Adult	10,610	10,921	-2.8%	33,805	33,683	132,494	25.5%
eMaterials	15,473	14,471	6.9%	47,475	45,277	189,599	25.0%
<b>Total</b>	<b>42,781</b>	<b>42,048</b>	<b>1.7%</b>	<b>137,554</b>	<b>132,843</b>	<b>523,268</b>	<b>26.3%</b>
<b>Database use</b>	<b>15,956</b>	<b>2,308</b>	<b>591.3%</b>	<b>63,138</b>	<b>6,171</b>	<b>26,455</b>	<b>238.7%</b>
<b>Inventory</b>							
Physical Items	129,425	138,097	-6.3%			130,993	
<b>Reference Transactions</b>	<b>1,416</b>	<b>1,583</b>	<b>-10.5%</b>	<b>4,466</b>	<b>4,536</b>	<b>17,899</b>	<b>25.0%</b>
<b>InterLibrary Loans</b>							
Lending	2,103	2,045	2.8%	6,515	6,234	26,288	24.8%
Borrowing	5,209	4,868	7.0%	15,956	14,294	58,059	27.5%
<b>Public Internet, Wireless &amp; Website</b>							
Uses (sessions) of public PCs	1,529	1,363	12.2%	4,479	4,469	18,011	24.9%
Uses of wireless logins	1,685	1,697	-0.7%	5,347	5,007	20,162	26.5%
Website hits	11,384	10,763	5.8%	34,057	35,339	138,051	24.7%
<b>Library App</b>							
# of new devices	81	174	-53.4%	301	594	1,754	17.2%
Launches	6,683	3,191	109.4%	20,727	5,885	46,503	44.6%
<b>Programs &amp; Outreach</b>							
# of Programs & Outreach Ages 0-5	11	14	-21.4%	24	31	120	20.0%
Attendance Ages 0-5	372	551	-32.5%	898	815	4,410	20.4%
# of Programs & Outreach Ages 6-11	2	5	-60.0%	8	12	51	15.7%
Attendance Ages 6-11	14	26	-46.2%	47	172	1,744	2.7%
# of Programs & Outreach Teen	2	2	0.0%	3	9	27	11.1%
Attendance Teen	4	18	-77.8%	11	79	431	2.6%
# of Programs & Outreach Adults	11	15	-26.7%	31	39	181	17.1%
Attendance Adults	88	142	-38.0%	346	401	1,879	18.4%
# of Programs & Outreach All Ages	5	2	150.0%	15	9	60	25.0%
Attendance All Ages	223	128	74.2%	889	729	6,745	13.2%
<b># of Volunteers</b>	<b>35</b>	<b>36</b>	<b>-2.8%</b>	<b>122</b>	<b>131</b>	<b>515</b>	<b>23.7%</b>
<b># of Volunteer Hours</b>	<b>188</b>	<b>281</b>	<b>-33.1%</b>	<b>712</b>	<b>909</b>	<b>3,466</b>	<b>20.5%</b>

Items for Surplus

Two 4-person wood study carrels

168" w x 36" d x 30" h

Dividers add an additional 2ft of height



8 wood study chairs

18" w x 17" d x 32" h

