

SHAKER HEIGHTS PUBLIC LIBRARY
Board of Trustees
Regular Meeting
Tuesday, April 13, 2010

Attendance

Members Present: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Members Absent:

Staff Present: Mr. Dickinson, Ms. Miller, Mr. Piskac, Ms. Switzer

Others: Evelyn Krent, League of Women Voters Representative
David J. Uram, Principal, PIRHL

Dr. Whyte called the regular meeting of the Shaker Heights Public Library Board of Trustees to order at 6:36 p.m. in the Main Library Boardroom.

President's Report

A. OBM Budget Manager Presentation and OLC Trustee Dinner

Dr. Whyte said that she attended the State Office of Budget and Management informational meeting on Friday, March 12, along with Mr. Dickinson and Mr. Piskac at the Cuyahoga County Public Library Middleburg Heights Branch. Dr. Whyte said Ms. Sabety, Director of the State Office of Budget and Management, provided an overview of the State finances, but did not elaborate about the Public Library Fund. Dr. Whyte asked Mr. Dickinson and Mr. Piskac for their comments about the meeting. Mr. Dickinson said the consensus of attendees that he had spoken to suggest the State was giving itself high marks for performance while Library funding was declining. Mr. Dickinson said the State funding percentage for Libraries during the past year was reduced from 2.22% to 1.97%, which contributed to the overall lower Library funding. Mr. Dickinson said Mr. Piskac has a Public Library Fund distribution report showing 2010 funding activity in comparison to 2009. Mr. Piskac said he is optimistic about the State revenue projection, but very cautious about what actually may happen by June if the State does not reach its revenue projections. Mr. Piskac reviewed the Public Library Funding year-to-date actual to estimate comparisons and commented the current year negative funding gap is slowly closing. He said if the trend continues the library should receive the actual PLF revenue estimate for the year. Mr. Dickinson said May funding is a larger funding month at 12.4% of the total funding year and may be a funding indicator for the rest of the year.

Dr. Whyte announced if any Trustee was interested in attending the OLC Trustee Dinner to contact Mr. Dickinson to register.

Ms. Shatten arrived at 6:40 p.m.

Approval of Minutes

Dr. Whyte asked for a motion to approve the February 9, 2010 regular meeting minutes.

2010-35 Ms. Allen moved and Mr. Miller seconded the motion to approve the March 9, 2010 regular meeting minutes as submitted.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

Presentation – David Uram, Library Court Apartments Project

Mr. David Uram provided an overview of the Library Court Apartments project. He reviewed the site plan, site elevation and the phases of the construction process. Mr. Uram said the Library Court Apartments is a 44 unit apartment complex for adult seniors. The apartment complex consists of 40 two-bedroom and 4 one-bedroom units with a designated parking space for each unit. He said the ground breaking is tentatively scheduled for June 2010 and actual construction should start in July. The anticipated construction time line is approximately one year. Mr. Uram said PIRHL will provide \$3,000 for new Library signage at the Chagrin Boulevard entrance and will resurface the Library parking lot, which will be re-striped to maintain the original 160 parking spaces. Board members asked a number of questions regarding parking overflow into Library parking, construction impact on Library operations, and green space areas around the apartment building. Mr. Uram said the parking lot for the apartment complex would not be fully utilized by tenants because a number of them do not drive anymore. He said the construction site will be kept within the apartment building property and does not anticipate any service interruptions except for possible access interruptions on Chagrin Boulevard for utility connections. Mr. Uram also said actual landscaping around the apartment building will be minimal and the small green spaces in the Library parking lot area will be eliminated during the resurfacing of the lot.

Fiscal Officer's Report

A. Financial Statements

Mr. Piskac reviewed the March 2010 revenue and expenditure financial statements and reported the following:

Revenue Summary

- Mr. Piskac reported year-to-date revenue was \$1,853,262.21 (\$2,158,072.81 – 2009), which is \$304,810.60 less than 2009 after inter-fund transfers are removed.
- He reported the year-to-date Public Library Fund (PLF) – State Revenue was \$334,254.21 for 2010, which was \$76,576.32 or 14.7% lower than 2009. Mr. Piskac said the library budgeted for a \$137,800 revenue reduction in PLF revenue for 2010 and indicated the Library has already lost \$76,576.32 of the \$137,800 reduction amount in the first three PLF funding months.
- He reported the library received year-to-date Real Estate Property Tax revenue of \$1,448,000 for 2010, which was \$239,586.35 less than 2009. He said the \$28,000 current month receipt was the first advance for the second half.
- He reported that year-to-date Patrons Fines and Fees were \$37,816.23 in comparison to \$31,442.29 for 2009.
- He said year-to-date meeting room rental revenue was \$883.50 more than last year, but said the Library has annual software maintenance costs with the Evanced Software.
- Other than the library CD investment, Mr. Piskac again said library investment interest revenue continues to be significantly less due to lower interest rates and less available cash for investment.

Expenditure Summary

- Mr. Piskac reported year-to-date expenditures were \$1,179,494.55 (\$1,434,948.06 – 2009), which is \$255,453.51 less than 2009. He said the Salaries expenditure line item was \$176,451.81 less than last year because January 2009 was a three-pay month. Mr. Piskac said the actual Salaries expenditure line item will be at least \$110,000 less every month than last year due to the extra pay period in 2009.
- Mr. Piskac said the current month health insurance line item of \$49,276.43 included the United-Healthcare insurance premium for March and the new Aetna insurance policy, starting April 1, which was paid in March.
- He reported under the Library Materials and Information section that the year-to-date totals for the Books and Pamphlets, Periodicals and Audiovisual Materials was \$81,937.41 which is \$61,805.86 less than \$143,743.27 2009 expenditure level based on cash basis of accounting. He also said these line items are approximately under spent by \$49,380 based on a 12-month average budget.

Bank Reports

Mr. Piskac reported the month-to-date deposits of \$142,181.48 were \$235,303.14 less than month-to-date withdrawals of \$377,484.62. He said the inter-bank transfer amount of \$602,304.64 was for the monthly \$2,304.64 cell tower revenue and \$600,000 from operating for future operating expenditures. He also reported the year-to-date deposits \$1,853,262.21 were \$673,767.66 greater than year-to-date withdrawals of \$1,179,494.55. He said the ending cash balance will decrease until the library receives July real estate advances.

Combined Month-to-Date/Year-to-Date Fund Report

Mr. Piskac reported the General Fund had an unexpended balance of \$1,411,411.76, \$1,416,506.50 in encumbrances, and an unencumbered balance of \$(5,094.74). Mr. Piskac also reported the unexpended balance for all funds was \$1,497,085.23, \$1,459,966.74 in encumbrances, and \$37,118.49 in unencumbered funds. Mr. Piskac said Fund 211 had a negative balance due to recent encumbrances, which the Friends of Shaker Library will reimburse the library for at a later date.

Investment Report

Mr. Piskac reported the March 2010 investment balance was \$1,123,555.29 and the Star Ohio interest rate increased to 0.07% from 0.04% in February. He said the library still has the Fifth Third Bank CD investment held at 2% with an April 18, 2010 maturity date.

Mr. Piskac recommended the Board of Trustees approve the March 31, 2010 financial statements as submitted.

2010-36 Dr. Hutt moved and Ms. Shatten seconded the motion to accept the March 31, 2010 financial statements.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. Miller, Mr. McGovern, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

B. Budget Appropriation Modification

Mr. Piskac reported that the General Fund appropriation was modified to account for the decreases in employee benefits and for other remaining budgetary allocations such as unused property insurance

and Furniture and Equipment. He said the Transfers to Other Funds account was increased by \$1,725 for satisfying the matching funds requirement for the recently State Library approved \$6,900 Growing Community grant. He said the other expenditure line items are unchanged and the revised General Fund appropriation is \$5,123,541.46. Under the Special Revenue Funds, Mr. Piskac said he added the Gates Grant budget and will add the Growing Community grant, which is under Mr. Dickinson's agenda. He said the total Special Revenue budget appropriation without the recently approved Growing Community grant is \$250,625.36. He reported all funds totaled \$5,374,166.82 without the \$6,900 Growing Community grant. Mr. Piskac also said he would be recommending that he be authorized to modify the Friends Special Revenue Fund 211 as needed during the year. He said the budgetary amounts of the Friends fund increases as funds are either received or reimbursed through the fund.

Health and Dental Insurance

Mr. Piskac reviewed the budgetary savings by the Library for changing health insurance carriers from UnitedHealthcare to Aetna. He said the Library would save \$45,647 for the April to December budget period and approximately \$60,862 for the full benefit year. He reported the budgetary savings for changing dental insurance carriers from Metlife to Guardian. He said the Library would save \$2,035 for the April to December budget period and approximately \$2,713 for the full benefit year. He said the revised savings under the Library health insurance waiver program decreased from approximately \$20,000 under UnitedHealthcare to approximately \$13,927 under Aetna.

Mr. Piskac also reported the \$3,278 HRA liability under the 2008 Anthem health Insurance plan expired as of March 31, 2010. The purchase order will be closed as of April 2010.

Mr. Piskac reviewed the 2010 General Fund Budget Summary and reported the revised General Fund budgetary appropriation is estimated to be a \$211,034 operating loss if all budgetary funds are expended. He said the Library does not fully expend every budgetary dollar so the operating loss is expected to be lower.

Mr. Piskac recommended the Board of Trustees approve the revised 2010 Appropriation Budget as submitted and to authorize Mr. Piskac to modify the Friends Fund 211 as needed to reflect actual receipts and reimbursements without separate Board action.

2010-37 Ms. Shatten moved and Mr. Anderson seconded the motion to approve the revised 2010 Appropriation Budget as submitted and to authorize Mr. Piskac to modify the Friends Fund 211 as needed to reflect actual receipts and reimbursements without separate Board action.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

C. Banking/Credit Card Bidding

Mr. Piskac requested authorization to re-bid the Library banking and credit card services to the banks that had the top three quotes last year. He said customer service from the current bank has diminished and fees were added from the original proposal. Mr. Piskac said that he would obtain quotes from Charter One Bank, Huntington Bank and PNC Bank.

2010-38 Ms. Allen moved and Dr. Hutt seconded the motion to authorize Mr. Piskac to obtain new banking quotes from Charter One Bank, Huntington Bank, and PNC Bank for Library banking and credit card services.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

Director's Report

A. Written Report

- Mr. Dickinson provided a summary of meetings he attended.
- On March 13, he attended the Shaker School's fundraiser Night for the Red & White.
- March 19 was the spring All Staff Meeting at Main Library
- From March 28 to May 3, the Library is holding the 11th Annual Barbara Luton Art Show
- He reported that he received a turn down letter dated January 2010 for the first round of the 2009 BTOP grant program, but the second round application was submitted March 15.
- He said the Library will clarify that furlough days are unpaid days for staff. He said some customers thought the April 2 furlough day was another paid day off for staff.
- The Friends of the Shaker Library will hold their spring book sale at Main Library starting on Thursday, April 15.
- On Wednesday, April 21, the Library is hosting the 6th Annual Teen Volunteer Fair from 6:30 to 8:00 p.m. at Main Library.
- On Thursday, April 22, the Library and the League of Women Voters of Shaker Heights are hosting the Economic Development and the Future of Shaker Heights presentation held at the Main Library.
- On Thursday, May 6, the Library is hosting the Senior Adult Volunteer Fair at the Main Library from 6:30 to 8:00 p.m.
- On Friday, May 14, the Library will be hosting the Art Fair featuring student artwork from the high school at Main Library after regular hours.
- Bertram Woods will celebrate its 50th anniversary on Friday, June 18 at the Bertram Woods branch.
- The Library was not approved for the \$500 OSU Extension grant for the pear orchard at the Bertram Woods Branch, but the State Library approved a \$6,900 Community Growing Project grant for the Library covered later in the agenda.

B. Legislative Update

Mr. Dickinson reported that Ms. Switzer and he attended Ohio Library Council Legislative Day on March 16. He said small groups of 8-10 OLC members visited various state representatives and they were able to meet with State Representative Armond Budish for about thirty minutes, as well as State Senator Nina Turner.

C. Quarterly Circulation Statistics

Mr. Dickinson reported video circulation has been declining since last fall due to furlough days, budgetary reductions, and competition from commercial video providers such as Netflix. He said other area libraries are also experiencing declines in circulation of video items. Mr. Dickinson said total area circulation is declining for most CLEVNET members. Exceptions are Willoughby-

Eastlake and Twinsburg Public Libraries. He said Willoughby-Eastlake Public Library reduced its hours of operation last year, which reduced its total circulation. After their levy was passed and their regular operating hours were restored, their circulation increased. Mr. Dickinson said the Twinsburg Public Library did not cut their materials budget and two local video stores recently closed, so their total circulation increased. Mr. Dickinson commented the library material holds allocation process was recently changed, which may affect a library's overall circulation. He also commented that the library interlibrary loan ratio decreased to 1.16. Ms. Allen asked Mr. Dickinson for clarification on the ratio. Mr. Dickinson said the current interlibrary loan ratio indicates the Library now loans out library material on a little bit more than a one for one basis compared to what it receives. Two years ago that ratio was over 1.40. Lastly, Mr. Dickinson said the overall door counts have decreased by 7.5%, which also affects circulation.

D. Strategic Planning Progress Report, First Quarter

Mr. Dickinson referred discussion to Ms. Switzer since she is coordinating the Library strategic plan. Ms. Switzer said the Library is reviewing and drafting new policies as needed during the policy review process. She said the senior person phone procedure was recently implemented. Under the new procedure, the senior person has a cell phone which a staff member can call to get in contact with the scheduled senior person. Under the old senior person procedure, staff would call around various departments trying to locate the senior person or look up their number. Ms. Switzer said staff is currently reviewing the customer service, safety and security policies, and the senior person procedure manual.

E. Approval of Sending Fines to Collection

Mr. Dickinson said the Library received authorization from the Library Board approximately four years ago to pursue collection of overdue library material. Mr. Dickinson said CLEVNET is now set up to start the collection process with Unique Management. Mr. Dickinson referred discussion to Ms. Switzer since she attended the CLEVNET meeting with Unique Management. Ms. Switzer said the Library Board originally approved collection efforts for customers that did not return library materials and recommended authorization to pursue outstanding library fines, as well. Ms. Switzer said the objective of Unique Management was to recover unreturned library materials and fines on delinquent accounts. She said the library could set the total balance that would be sent to collection and recommended a minimum \$25 outstanding balance. Ms. Shatten asked the impact on juvenile library cardholders. Ms. Switzer said children's material is fine exempt, but their parents are responsible for any fines on other overdue material. Ms. Shatten asked Mr. Dickinson approximately how many cardholders are blocked due to fines. Mr. Dickinson said the current fine block amount is \$10 and approximately 5% of all cardholders are blocked on any given day.

Mr. Dickinson recommended the Board of Trustees approve sending cardholders with a minimum \$25 fine balance to Unique Management for collection.

2010-39 Mr. Miller moved and Mr. Anderson seconded the motion to approve sending cardholders with a minimum \$25 fine balance to Unique Management for collection.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

F. Board, Records, and Finance Policies, 2nd Review

Mr. Dickinson referred discussion to Ms. Switzer since she is coordinating the policy review process. Ms. Switzer said Board members were provided the above draft policies at a previous Board meeting to review. While reviewing sample policies in the OLC Trustee Handbook, Ms. Switzer said she came across a draft Board by-laws policy, which is included in tonight's Board packet. She said OLC offered some recommendations for the Board to consider during their review of Board by-laws. Ms. Switzer asked Board members if there were any questions regarding the records and finance policies from the last Board meeting. Other than some clarification questions, Ms. Switzer recommended the Board of Trustees approve the revised records and finance policies as submitted and the Board by-laws would be approved after Board review.

2010-40 Ms. Shatten moved and Mr. Miller seconded the motion to approve the revised records and finance policies as submitted.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

G. Operational Policies, 1st Review

Mr. Dickinson referred discussion to Ms. Switzer since she is coordinating the policy review process. Ms. Switzer said the revised meeting room policy is included in their Board packets for review and approval at the May Board meeting. She said the revised policy covers meeting room fees for non-profit, for-profit groups, and lists waived fee groups. Mr. Dickinson added that late fees are covered under the revised policy. Ms. Switzer said meeting room refunds for social groups is a new option in the meeting room policy to make it less punitive. Ms. Switzer asked Board members to review the revised meeting room policy so it can be considered for approval at the regular May meeting.

H. 2010 Technology Plan

Even though the Library capital budget is frozen, Mr. Dickinson said the 2010 Technology Plan includes a new website with OPLIN, RFID and self-checkout, refinements to the staff intranet, staff Microsoft Office upgrades to Office 2007, and increased Internet bandwidth. He said a number of the technology projects such as updating staff computers include a funding provision "as funds allow". Ms. Shatten commented that she did not see anything for Kindles and asked Mr. Dickinson to follow up on the idea. He recommended the Board of Trustees approve the 2010 Technology Plan as submitted.

2010-41 Ms. Shatten moved and Mr. McGovern seconded the motion to approve the 2010 Technology Plan as submitted.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. McGovern, Mr. Miller, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

I. LSTA Technological Innovation Grant

Mr. Dickinson said the LSTA grant has not come together primarily due to copyright issues with public use of the Kindles and the Library's ability to cost out various components of the grant. He said it is difficult to obtain Kindle cost information and the State Library indicated no profits were permitted. Ms. Allen suggested the Library apply for something else if the Kindle idea did not fit

within the grant guidelines. Mr. Dickinson said he would speak with Mrs. Margaret Simon about options under the grant application guidelines.

J. Approval of Community Growing Grant Fund and Matching Fund Transfer

Mr. Dickinson said the State Library recently approved \$6,900 for the Community Growing Grant, which is \$600 less than the original \$7,500 grant request. Mr. Dickinson recommended at the request of Mr. Piskac to establish Fund 214 to account for the grant and to authorize a \$1,725 fund transfer from the General Fund to Fund 214 to satisfy the matching funds requirement of the grant.

2010-42 Ms. Shatten moved and Mr. Miller seconded the motion to approve the establishment of Fund 214 to account for the Community Growing Grant funds and to authorize a \$1,725 fund transfer from the General Fund to Fund 214 to satisfy the matching funds requirement of the grant.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. Miller, Mr. McGovern, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

New Business

A. Gifts to be accepted and appropriated to the designated funds

Mr. Dickinson said Ms. Randy Kammer, a regular provider of gifts to the Library, made arrangements with the Library to prepay her memorial and other gifts instead of sending in separate checks for each. He said the arrangement makes it easier for Ms. Kammer to donate to the Library.

Restricted Contribution-Business (101-6120)

Heinen's

Gift Card for Ice Cream Social \$150.00

Bertram Woods Branch (208-6510)

Rebecca and George Dent, Jr. \$150.00

Marilyn Kammer Memorial Fund (209-6510)

In memory of Dean Wollitz

Alissa Fox \$50.00

Karl Kammer \$25.00

Randy Kammer

In memory of George Bailey \$25.00

In memory of Allen Balotin \$50.00

In memory of Harvey Fox \$25.00

In memory of Barbara O'Reilly \$25.00

In memory of Renee Tavares-Burgess \$25.00

In memory of Dean Wollitz \$100.00

2010-43 Mr. Miller moved and Mr. McGovern seconded the motion to accept and appropriate the above gifts.

Roll Call: Ayes: Ms. Allen, Mr. Anderson, Dr. Hutt, Mr. Miller, Mr. McGovern, Ms. Shatten, Dr. Whyte

Nays: None. Motion carried.

Community Comments

None

Announcements

None

Adjournment

There being no further business, Mr. Miller moved and Mr. Anderson seconded the motion and Board members agreed unanimously to adjourn the regular board meeting at 8:49 p.m. The next regular meeting of the Shaker Heights Public Library Board of Trustees will be Tuesday, May 11, 2010 at 6:30 p.m. in the Main Library Boardroom.

Dr. Donna Whyte, President

David D. Piskac, Fiscal Officer

Kurt Miller, Secretary

Shaker Heights Public Library Purpose of Policies

Shaker Heights Public Library policies explain and regulate the operations of the library. Policies are approved by the Library Board of Trustees and are reviewed annually. All policies are made readily available to all staff, and policies that affect service to the public are available on our website.

Approved by the Shaker Heights Public Library Board of Trustees June 11, 2007

Shaker Heights Public Library Customer Service Philosophy

At Shaker Heights Public Library, excellent customer service is our top priority and we will strive to create a rewarding library experience for our community. It is the responsibility of every staff member to present a positive image of the library at all times. We believe that the customer comes first and that how we treat people is of paramount importance.

Therefore:

- We provide courteous, responsive, high-quality service to our customers.
- We provide the best possible service at all times, within the constraints of available resources.
- We provide the same quality of service to all regardless of age, race, gender, religion, ethnicity, educational background, physical limitations, or any other criteria.
- We provide access to traditional and innovative resources and instruction in their uses.
- We develop and constantly review library systems, services and policies to ensure they are customer-friendly.
- We seek innovative approaches to benefit our customers.
- We listen to our customers and respond to suggestions and concerns with fairness and flexibility.
- We respect our customers' privacy.
- We treat library employees as customers and believe that great internal customer service creates great external customer service.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010

Shaker Heights Public Library Political Campaigns Statement

Shaker Heights Public Library does not support, endorse, or advocate the viewpoints or beliefs of any candidate, political party, partisan political organization, non-profit group, or any other such individual or entity. The Library does not allow the posting or distribution of any election or campaign material within its facilities and does not provide its space for related activities except in the case of non-partisan material or forums as may be approved by the Director.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010

Shaker Heights Public Library

Library Organization and Departmental Functions

Library organization is essential for day-to-day operations under the financial and policy oversight of the Board of Trustees. Library management provides a framework in which employees can work happily, productively, and effectively by assigning tasks, developed through planning and experience, to staff working in different sections of the library.

Library activities are classified and divided into manageable jobs and allocated to staff through established salary classifications and position descriptions. The organizational chart documents the division of responsibilities among various service areas as follows, with clear lines of authority and communication delineated for each position.

Adult Services staff develop and maintain an appropriate materials collection for adults; provide readers' advisory, reference and information services; present public programs; and maintain relationships with community agencies.

Youth Services staff develop and maintain an appropriate materials collection for children, teens, parents, and adults in the field of youth literature; provide readers' advisory, reference and information services; present public programs; and maintain relationships with community agencies. There is no arbitrary age or grade limitation on service to children and teens.

Circulation Services staff provide efficient service for customers through the charging and discharging of materials as well as through inter-branch and external delivery of library materials. The department is often the initial contact with library users and staff are often responsible for interpreting many of our rules and regulations. **Page Services** is part of Circulation Services. Staff assigned to this area return library material to the shelves, sort incoming and outgoing library material, and prepare material being sent to other libraries for delivery.

Technical Services staff are responsible for the ordering and processing of library material and for maintaining the budgetary records of the library's materials collection. This includes directing and coordinating all functions related to the purchasing and processing of library material for the system.

Public Relations staff coordinate the marketing and publicity of the library's services, collections, programs, personnel, and policies and all aspects of printed communication; coordinate and develop special programming; and when necessary, apply for grants to support them; establish and maintain a relationship with the media and other community organizations including Friends of the Library. Staff is responsible for the Art Gallery Wall at Main Library and for managing the annual Barbara Luton Art Competition.

Information Technology staff are responsible for maintaining the library's computer equipment (hardware and software), its networks, and operating system. Staff also participate in the evaluation and implementation of new technologies.

Maintenance Services staff are responsible for building maintenance to ensure the security, safety, and comfort of both staff and customers, and provide the system's inter-branch delivery services.

Security staff ensure the safety and security of library customers and staff and maintain a relationship with the Shaker Heights Police Department.

Administrative Services personnel, specifically the Director, Fiscal Officer, and Deputy Director provide leadership to the staff in the promotion, interpretation, and support of library policies and procedures. This leadership includes planning, directing and coordinating the services and personnel of the library based on the Policies of the Library Board of Trustees and on the Mission, Values and Vision of the library. Other functions of this department include personnel management and the fiscal accounting and records keeping of the library.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010

Shaker Heights Public Library Records Commission

In accordance with the provisions of the Ohio Revised Code (ORC) Section 149.411, the Library Records Commission is composed of the Fiscal Officer and the President of the Library Board of Trustees. The Commission meets at least once every twelve months to review applications for one-time disposal of obsolete records and schedules of records retention and disposition.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010

Shaker Heights Public Library

Records Retention and Disposal

Ohio law mandates that all public entities maintain records either permanently or for a limited number of years. General guidelines and lists have been prepared by the state to help in determining the time period that records should be maintained and to outline the disposal process.

The Fiscal Officer of the Shaker Heights Public Library will maintain all records. No records shall be destroyed, transferred or disposed of without the knowledge of the Fiscal Officer.

The Fiscal Officer will maintain the list of all records and destruction dates for non-permanent records. The Fiscal Officer and director will review this list to update and determine which records should be destroyed. The Board of Trustees will approve all disposal lists. This list, once approved, will become a part of the minutes of the board.

Records can be in the form of electronic media, print or tape. They will be classified as permanent and non-permanent.

PERMANENT:

- Annual Budget
- Annual Circulation Statistics
- Annual Financial Report to the State Auditor
- Annual Financial Report - Other
- Annual Report to the State Library
- Annual Reports
- Audit Reports
- Board Minutes
- Board Policy Files
- Board of Zoning Appeals Filings
- Bond Records
- Building Blueprints and Specifications
- Building Inspection Reports
- Building Projects (successful)
- Capital Outlay Files
- Committee Meeting Minutes
- Director's Monthly/Annual Reports
- Historical Files
- Legal Opinions
- Payroll Records (City, State and Federal Withholding forms, Pay increase letters, Sick and Vacation Leave)
- PERS Records
- Personnel Policies
- Personnel Records (Application, Hire Letter, Promotion Letter, Resignation Letter, Performance Evaluations, Notification of pay increases)

NON-PERMANENT:

Circulation

| | |
|------------------------------------|---------|
| Items Charged Out and Assumed Lost | 7 years |
| Fines and Fees on Borrower Record | 7 years |

| | |
|---|------------------|
| Overdue Fines older than 2 years and under \$10 | 1 year |
| Borrower Record (unused card) | 5 years |
| Annual CLEVNET statistics | 5 years |
| Library Card Applications-Youth | Until age 18 |
| List of Borrower's charged items | Until discharged |

Contracts/Leases

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|--------------------------|---|
| Bids (successful) | 15 years after expiration |
| Bids (unsuccessful) | 3 years after successful contract |
| Construction | 16 years after completion |
| General | 15 years after expiration |
| Insurance Policies/Bonds | 2 years after expiration |
| Leases-equipment | 2 years after expiration |
| Leases-Real Estate | 5 years after expiration provided audited |

Employee Files

| | |
|-------------------------------------|--|
| Accident/Incident reports | 2 years |
| Employment applications (not hired) | 1 year |
| I-9 Form | 3 years after date of hire or 1 year after termination |
| W-2 | 6 years provided audited |
| Workers Compensation claims | 10 years after termination of employment |

Financial

| | |
|---|---------------------------|
| Accounts payable ledger | 4 years provided audited |
| Appropriation ledger | 5 years provided audited |
| Bank deposit receipts | 4 years provided audited |
| Bank statements (general) | 4 years provided audited |
| Bank statements (payroll) | 4 years provided audited |
| Cancelled checks | 4 years provided audited |
| Cash journal | 4 years provided audited |
| Check registers | 4 years provided audited |
| Depository agreements | 4 years provided audited |
| Employee earnings records/reports | 7 years provided audited |
| Invoices | 4 years provided audited |
| Inventories | until superseded |
| Investment ledger/records | 4 years provided audited |
| Payroll tax forms (federal, state, local) | 4 years provided audited |
| Petty cash records | 4 years provided audited |
| Purchase orders/requisitions | 4 years provided audited |
| Receipt journals | 4 years provided audited |
| Tax budgets (County) | 10 years provided audited |
| Time sheets | 4 years provided audited |
| Travel expense vouchers | 4 years provided audited |
| Vouchers | 4 years provided audited |

Legal

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|-------------------------------|--|
| Claims and litigation records | 5 years after case is closed and appeals exhausted |
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Miscellaneous

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| Consultant reports | 4 years |
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|------------------------------|---|
| Correspondence (informative) | 2 years |
| Donation records (non-cash) | 4 years |
| Grant files | 5 years provided audited and end of grant |
| Incident/accident reports | 2 years provided no claims pending |
| Job descriptions | until superseded |
| Library news releases | 4 years (archive) |
| Library publications | 2 years (archive) |
| Meeting Room applications | 1 year |
| OSHA Records | 5 years |
| Survey reports | 4 years (archive) |
| Technology plan | until superseded |

Reporting

The Fiscal Officer will report annually to the Library Board of Trustees any request to destroy public records.

*Approved by the Shaker Heights Public Library Board of Trustees April 4, 1999;
October 8, 2001; April 13, 2010*

Shaker Heights Public Library

Purchasing Policy

General

The Board's authority for the purchase of material, equipment, supplies, and services is extended to the library administration through the listing of such items compiled as part of the budget-making process and approved by the Board through its adoption of the annual appropriations resolution.

The purchase of items and services in the budget require no further Board approval, except on those instances in which, by law or Board policy, the purchases or services must be put to bid.

Contracting for Goods and Services and Works of Improvement

"Goods and Services" are defined as material, supplies (except as included in the definition of "Works of Improvement"), operating services, maintenance agreements, insurance policies, professional services, and leases for equipment and facilities.

"Works of Improvement" are defined as construction, repair, demolition, reconstruction, alteration or structural improvements, or materials and supplies acquired in connection with construction, repair, demolition, reconstruction, alteration, or structural improvements, such as furniture, furnishings, and movable equipment.

The purchase of Goods, Services and Works of Improvement needed by the Library shall be made through sound purchasing practices and business procedures to assure the timely receipt of Goods, Services and Works of Improvement of a quality appropriate to the needs of the Library at the lowest responsible cost, in compliance with all governmental statutes, regulations, and guidelines, and in compliance with all applicable policies of the Library.

Whenever appropriate, the Library shall take advantage of State of Ohio contracts for Goods and Services negotiated with suppliers from the State of Ohio as well as other cooperative agreements as provided by the Board of Trustees.

Except as otherwise provided in this section, contracts for the purchase of Goods and Services shall be awarded according to the following guidelines:

1. Goods and Services costing \$5,000 or less may be purchased outright. The Director shall approve the Award of Contract and the Fiscal Officer shall certify it.
2. Goods and Services costing over \$5,000 and not more than \$25,000 shall require two or more quotations. The Director shall approve the Award of Contract for such Goods and Services and the Fiscal Officer shall certify it. Goods and Services costing more than \$25,000 shall require two or more quotations and shall be approved by the Board of Trustees.

Contracting for Insurance

Insurance shall be sought on a Request-for-Proposal basis. The Award of Contract for insurance costing \$5,000 or less shall be approved by the Director and certified by the Fiscal Officer. The Award of Contract for insurance costing over \$5,000 shall be approved by the Board of Trustees.

Contracting for Professional Services

Professional services, other than architects, engineers, landscape architects, surveyors, or construction managers, shall be purchased outright or sought on a Request-for-Proposal basis. The Award of Contract for such Professional Services costing \$25,000 or less, shall be approved by the Director and certified by the Fiscal Officer; the Award of Contract for such Professional Services costing more than \$25,000 shall be approved by the Board of Trustees.

When any architectural, engineering, landscaping architecture, surveyor, or construction management professional services are sought, selection shall be made in accordance ORC Section 3375.41. Authorized contracts for Maintenance Services, e.g. lawn and grounds, janitorial and housekeeping, security monitoring, etc. may be renewed without formal public bidding process in accordance with the following protocol:

- a. Contractor performance has been excellent and there is a mutual desire between the Library and the Contractor to remain in the existing agreement.
- b. The pricing structure proposed for the Contract Renewal is deemed reasonable and customary by the Library Administration with pricing increase, if any, predicated upon demonstrable increases in the cost of doing business on the contractor. The C.P.I., or other established economic gauge, should be used to evaluate requests on the part of incumbent contractors for pricing increases that will be reflected in contract extensions.
- c. The Library may vacate contract extensions with 30 days advance notice to the contractor, or by the contractor with 90 days advance notice to the Library. No reason for contract cancellation is required on the part of either party.
- d. The Library Administration shall request Board of Trustee approval for all contract renewals prior to their dates of expiration or provision for automatic renewal.

Contracting for Maintenance Agreements and Leases

Maintenance and Lease agreements for equipment or facilities costing \$25,000 or less, may be purchased outright or sought on a Request for Proposal basis and shall be approved by the Director and certified by the Fiscal Officer. The Award of Contract for Maintenance agreements and Lease for equipment or facilities costing more than \$25,000 shall be approved by the Board of Trustees.

Contracting for Works of Improvement

Works of Improvement costing \$5,000 and not more than \$25,000 shall require two or more quotations. Works of Improvement costing more than \$25,000 shall be publicly advertised for a minimum of two weeks in compliance with Section 3375.41 of the ORC. The Board of Trustees will approve the Award of Contract for Works of Improvement to the lowest responsible bidder in accordance with ORC Section 3375.41. The Contract shall be between the Board of Trustees and the successful bidder. When two or more bids are equal, either may be accepted but in no case shall the work be divided between such bidders. Such Contract shall be in writing and shall be accompanied by or shall refer to plans and specifications for the work to be done. Such Contract shall be approved by the Board of Trustees and signed by the President of the Board, the Contractor, and the Fiscal Officer.

Improvements to buildings and sites resulting from amendments to contracts and costing \$25,000 or less shall be approved by the Director and certified by the Fiscal Officer. Improvements to buildings and sites resulting from amendments to contracts costing more than \$25,000 shall be approved by the Board of Trustees, and shall be competitively bid to the extent of the law.

Bidders awarded contracts for Works of Improvement costing more than \$25,000 shall furnish good and approved contract bid guarantees in accordance with ORC Section 153.54, guaranteeing the implementation of the Contract's specifications and payment for all labor and materials.

*Approved by the Shaker Heights Public Library Board of Trustees December 13, 2004;
April 13, 2010*

Shaker Heights Public Library Purchase Order Policy

A purchase order is required prior to any expenditure of funds, and must be signed by both the Director and the Fiscal Officer. The Director's signature assures that the funds are properly expended and the Fiscal Officer's signature assures that funds are available for the expenditure.

Approved by the Shaker Heights Public Library Board of Trustees December 13, 2004; April 13, 2010

Shaker Heights Public Library Credit Card Policy

In accordance with ORC Section 3375.392, the Board of Trustees shall permit the Director, Fiscal Officer, Deputy Director, and select staff members to use the library credit cards for library related purchases when:

- a vendor billing relationship cannot be established;
- the vendor issued its own credit card for purchases at its retail locations;
- petty cash is not a viable option;
- time constraints make it necessary to use the credit card rather than delaying payment for the standard check printing process;
- there is a need to secure business travel arrangements, such as hotel or airline reservations;

Staff who use the credit card are responsible for payment of the amount charged if proper documentation is not provided to the Fiscal Officer of the Board of Trustees.

Approved by the Shaker Heights Public Library Board of Trustees December 13, 2004; April 13, 2010

Shaker Heights Public Library Investment Policy

All Shaker Heights Public Library investments shall be governed by Chapter 135 – Uniform Depository Act and Section 3375.36 – Treasurer of Library funds of the Ohio Revised Code. The ultimate goal is to maximize return while preserving principal. This policy applies to all Library funds.

Authorization:

By law, the Fiscal Officer of the Shaker Heights Public Library has the investment authority for all Library funds. All investments by the Fiscal Officer are governed by the laws of the State of Ohio and the policies of the Board of Trustees. In the absence of the Fiscal Officer, the Deputy Fiscal Officer shall assume the investment duties. At no time shall an employee involved in the investment process benefit financially from any investments made on behalf of the Library.

Investment Objectives:

The objective of each investment is to achieve maximum return while maintaining the safety of the principal. The amount invested as well as the length of investment should be determined by the operational and cash needs of the Library. All investments should remain sufficiently liquid and diverse to meet Library needs.

When practical, competitive bids should be taken from eligible institutions to obtain the highest and safest yield for each investment. These bids may be submitted via telephone, fax or online and documented in the investment log.

Types of Investments:

All eligible investments are detailed in ORC Chapter 135 and summarized below:

- A. T-Bills, notes, bonds or any other obligation guaranteed as to principal and interest by the United States.
- B. Bonds, notes, debentures or other obligations or securities issued by any federal government agency or instrumentality.
- C. No load money market accounts consisting exclusively of eligible obligations under law provided they are purchased through eligible institutions.
- D. Repurchase agreements purchased through eligible institutions.
- E. Bonds and other obligations of the State of Ohio.
- F. State Treasury Asset Reserve (STAR) of Ohio for governmental subdivisions.
- G. Interim deposits in eligible institutions applying for interim moneys.
- H. Certificates of Deposit and passbook savings accounts.

Length of Investment:

Every effort should be made to match investments with anticipated cash flow requirements. The maximum maturity of each investment should not exceed five years from the date of settlement, unless it is matched to a specific obligation or debt.

Authorized Financial Institutions:

Eligible financial institutions are defined in ORC Section 135.01. A depository agreement with each financial institution must be in place before any financial transactions can occur. This agreement shall be for a period of two years. This agreement must contain a commitment by the financial institution to invest the Library's funds only in instruments defined in ORC section 135, the Uniform Depository Act for public funds and the Library's investment policy. The Board of Trustee approved list will be maintained by the Fiscal Officer.

Records:

The Fiscal Officer shall maintain the following investment records:

1. Investment policy and amendments;
2. List of authorized financial institutions;
3. Confirmation notice;
4. Investment Ledger

The investment ledger shall contain the following information:

1. Transaction Dates
2. Description
3. Interest Rate
4. Length of Investment
5. Principal
6. Interest Amount
7. Balance
8. Financial Institution

Reporting:

The Fiscal Officer shall include a report summarizing total investments in the monthly financial statements provided to the Board of Trustees

Twice annually, the Finance Committee shall review in detail all investment transactions, investment logs and supporting documentation to ensure that all investments are in compliance with applicable laws and policies.

*Approved by the Shaker Heights Public Library Board of Trustees September 9, 1996;
April 13, 2010*

Shaker Heights Public Library Petty Cash Policy

Approved incidental staff purchases up to \$25 may be reimbursed by the petty cash fund with a receipt for the item(s) purchased. The petty cash balance for Main Library is \$200; for Bertram Woods, \$100. Sales tax from petty cash purchases may be included in the \$25 reimbursement. The Fiscal Officer or his/her designee administers the Main Library petty cash fund and the Branch Manager or his/her designee administers the Bertram Woods petty cash fund. The administrators of the petty cash funds are responsible for approving and replenishing petty cash funds, as needed, by a purchase order.

A collection of receipts from the same day and same store is treated as one purchase.

At the end of each calendar year, petty cash funds are replenished to the funds' original cash balance. It is the responsibility of the petty cash administrator to replace lost funds.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010

Shaker Heights Public Library Property Insurance Policy

The Board of Trustees shall insure library property. Insurance may be obtained from responsible companies licensed to do business in the State of Ohio. The status of the insurance program in its entirety shall be reviewed annually by the Fiscal Officer with specific reference to adequacy of coverage, placement of insurance, and services provided by insurance agents, their representatives, associations, or companies.

Approved by the Shaker Heights Public Library Board of Trustees April 13, 2010