

Farmington Community Library Board of Trustees
Virtual Special Meeting – 6:00 p.m.
Held Online Via Zoom
Tuesday, April 21, 2020

Board Members Present: Hahn, Huyck, Largent, Montgomery, Murphy, Rae, White

Board Members Absent: Bomarito

Staff Members Present: Grover, Miller, Siegrist, Wrench, Carlton, Shereda

Staff Members Absent: None

Guest Speakers: Eric and Shane with ADP

CALL TO ORDER

The Board Meeting was called to order at 6:06 p.m. by Board President White.

APPROVAL OF AGENDA

MOTION by Huyck to approve the Agenda for the March 12, 2020 Board meeting, was supported as amended by Rae.

Vote: Aye: All in favor

Opposed: None

Motion passed.

APPROVAL OF MINUTES

MOTION by Huyck to approve the Minutes of the Regular Board Meeting on March 12, 2020, was supported by Hahn.

Vote: Aye: All in favor

Opposed: None

Motion passed.

PUBLIC COMMENT

There was no public comment.

NEW BUSINESS

Facilities Coordinator, Donald Wrench, spoke about considerations being made for building sanitation and safety. Carpets were deep cleaned and sanitized the week of April 13th. Surfaces and public areas are being deep cleaned and sanitized the week of April 20th. We are purchasing cleaning supplies, masks, and gloves for staff for when the library reopens. After speaking with the fire department about the number of patron's in the building at a time, Donald's recommendation is not more than 50 patrons and 25 for Liberty Street location depending on the Governor's Executive Order. Discussion regarding what materials need purchasing; gloves, masks, etc.

MOTION by Largent to move ADP up on the agenda, was supported by Montgomery.

Vote: Aye: All in favor

Opposed: None

Motion passed.

UNFINISHED BUSINESS

Eric and Shane with ADP (HR and Payroll module) commented on questions.

- 1) Can we have a one year contract rather than a two year contract? Yes, but not with concessions. With a one year contract it would have a 7% or \$8,000 increase vs. a two year contract.
- 2) ACA Reporting? No because we only have the technology and not the module.
- 3) Can we purchase al la carte? No must buy the whole module.
- 4) Availability of HR support? Immediately or within 24-48 hours with a support team.

Are there overlapping services with Plante Moran and ADP? No, Plante Moran does not handle payroll and ADP does not have accounting service.

Cancellation clause – 2 year contract there is a buyout fee 50% on the remaining contract. Shane specified that due to any undue hardship they would be willing to work this out.

Grover specified the Library would not be hiring any full-time HR person but that ADP would need someone to be the touch point and this would require 5 to 7 hours per week or less.

Shane offered that the service model is billed as a per employee head count per month fee. If your head count goes down your monthly fee goes down.

(withdrawn) **MOTION** by Huyck to sign an agreement with ADP for two years pending legal authorization, supported by Rae.

White offers Thursday, April 23, 2020 at 5:00 p.m. for a Special Library Board Meeting.

FINANCIAL REPORT

MOTION by Huyck to receive and file the Monthly Budget for February, was supported by Montgomery.

Vote: Aye: All in favor

Opposed: None

Motion passed.

CORRESPONDENCE

- Director Grover shared a letter from Mr. Dennis, Attorney who writes that he recommended a grant from the fund of the Community Foundation for SE Michigan for \$2,000 in the name of Leo E. and Ann June Manilow.
- Price hike from Foster Swift based on inflation.
- A patron wanted to donate 16mm film from WWII and he was referred to where they could be utilized.

LIBRARY DIRECTOR'S REPORT

In addition to the Director's Report, Director Grover shared the following Library activities:

- Following the last board meeting, the COVID-19 Preparedness Team was initiated on the morning of March 13th and an urgent work session was called in the same afternoon. The WHO's declaration of COVID-19 being a pandemic magnified with the detection of positive cases right here in our backyard in Farmington Hills pushed to be proactive and close immediately until April 5th to mitigate the spread of this deadly virus.
- As all of us know that the situation worsened much faster resulting in MLA plea to close libraries and governor Whitmer's initial executive orders to 'Stay Home and Stay Safe' on March 16th.
- Let me assure you that our journey for the past 5 weeks has been nothing short of extra ordinary as we have continued to conduct most essential tasks to sustain the organization and continue to serve our community without skipping a beat. For the purpose of reporting I would like to divide our combined efforts into four major categories:
 - Sustenance and Maintenance of Existing Systems & Services
 - Modification of Existing Systems & Services to meet the changed community needs
 - New Systems and Services initiated during this stay-at-home
 - Future Planning and Set-up to remain Relevant at all times
- **Sustenance and Maintenance of Existing Systems & Services**
 - ✓ Staff announcements were made in a timely manner - regarding our closure, staff pay, remote and onsite work, governor's orders, and other helpful resources on continued education and health services.
 - ✓ Designated essential workers to perform the basic functions such as payroll, accounting, IT, facilities, and administration were announced and provided the travel-authorizations following consultations with our attorney.
 - ✓ Payroll was processed seamlessly even in the absence of a designated payroll specialist for which applications were being sought.
 - ✓ Accounting department was handled very professionally by our interim accounting manager even though she was thrown into in a snap of a finger.
 - ✓ Mail and delivery services were placed on hold at the post office and have picked twice a week since then.
 - ✓ Immediate notifications of closure were sent to other professional organizations, vendors, and integrated library systems providers.
 - ✓ Ability to reserve and return library loans were put at hold down.
 - ✓ Due dates on items that were borrowed as of March 14th were extended and patrons were notified. This process had to be repeated after extension of closure beyond April 5th.
 - ✓ Servers were upgraded, and security operating system upgrades were installed for our cameras.
- **Modification of Existing Systems & Services to meet the changed Community Needs**
 - ✓ A special COVID-19 page was created on our website that housed all primary resources to lead people to the reliable sources of information during this time of crisis and chaos.
 - ✓ Fines were waived for the period of closure and announcements were made on website, social media and newsletter.

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- ✓ Teleconferencing has been an advancement and an adjustment to daily work. Zoom licenses were procured with first the 5 days and has been instrumental in connecting with everybody and training staff on new elements such as Polaris LEAP
 - ✓ New slider images highlighting digital resources were posted on our webpage to remind patrons that our Digital branch is open 24/7 which resulted in more than 174,000 visits to our webpage in the month of March.
 - ✓ Hoopla check out limits were increased from 5 to 8 per card per month which resulted in our highest ever downloads of 4101 items in March with 193 new users registered.
 - ✓ 'Library Link of the Day' is created every single day to enhance public engagement and enhancing awareness of our digital footprint. For instance:
 - NoveList Plus - Provides "read-alike" recommendations, fiction and nonfiction, reviews, discussion and K-8 curriculum guides
 - BookFlix - Offers interactive storybooks with nonfiction titles, designed to bridge learning-to-read and reading-to-learn.
 - Sign up for our newsletter - another point of contact
 - Tutorial that teaches patrons to create and save book lists on their library account.
 - ✓ ESL conversation group starting holding virtual sessions via zoom
 - **New Systems and Services initiated during stay at home**
 - ✓ 'Leap' trainings were conducted which enabled staff to create new library accounts remotely thereby granting new patrons access to our digital library
 - ✓ Hoopla Bonus Borrows became available to our patrons.
 - ✓ Licenses for Doodlepoll have been procured to facilitate finding people's availability and scheduling group meeting.
 - ✓ Survey monkey polls have been introduced to gather consensus and opinion while working on various projects.
 - ✓ Virtual story times have been created and more are on their way to ensure our little patrons do not miss the favorite librarians
 - ✓ In order to continue one of our critical services which includes, to provide internet access we installed hotspots on windows inside the building so people could get a free Wi-Fi connection while parked in the parking lot. We have received many thanks yous for this creative idea!
 - ✓ Story times, book discussions and classroom readings for 3rd graders are taking place via YouTube, Zoom and Google classroom respectively.
 - ✓ Regular monitoring of social media accounts and responses to e-reference emails is a new norm.
 - ✓ Ancestry.com can now be accessed from anywhere with a valid FCL library card. This feature was originally limited to our physical facilities only. We have seen more than 300 patrons access this service in the past 30 days.
 - ✓ Most recently Tutor.com was launched on our Digital Library on April 16th and has already seen 15 visits in the past 4 days. We look forward to promoting this excellent tool where tutors for K-adult learning are available everyday till 11 pm in the night. Hopefully this will help parents and kids wade through the process of learning remotely during stay-at-home.
 - ✓ The engagement letter with Plante Moran was formally signed following board's decision to hire them as our new financial service providers. The process of getting a

new interim accounting manager on board to run the accounts department as usual along with transitioning to a digital platform in accounting with PM has not been easy by stretch of imagination. However, it has been a great experience because everyone involved has been a thorough professional and full of positivity. We are now in the critical phase of feeding our raw data in the system, then running both physical and digital systems parallelly and then, finally moving aboard the digital platform fully by the first week in May.

- **Future Planning and Set-up to remain safe and relevant**

- ✓ Staff is being encouraged to keep their knowledge and skills updated with attending online courses and webinars that are readily available through Library of Michigan and Michigan Library Association.
- ✓ A formal protocol for re-opening is in the making! Keeping in line with the recommendation of health and library professional along with the guidelines of the state we will open when we feel it is safe for our staff, patrons and community. I will be in touch with the board as soon as we have a formal protocol ready for their review.
- ✓ A new communication channel has been put place to ensure that only the correct, consistent and relevant information flows throughout the organization without any scope for speculations and here say. I am in touch with both the branch managers every day and they have been in touch with their supervisors at regular intervals and I am sure supervisors have been in touch with each and every member of their department regularly so that we know that all of us are safe, healthy, inspired and productive!
- ✓ A living document, namely "Innovation in Action" is updated every day and will be a historic testament to on our teamwork and cumulative tasks accomplishments.
- ✓ I have requested our branch manager, Kelley Siegrist to lead the creation of 'Protocol for Reopening' and Jaclyn Miller to lead 'The Assessment and Promotion of Productivity' during these unprecedented times. I am sure we will be able to reopen in the safest manner and will also learn more about the creativity and productivity of our staff as we evolved together.
- ✓ We have received our 3D printer and look forward to opening and assembling that 50 pound package ASAP. Hopefully we will be able to put it to good use by printing PPEs such as masks and face shields in the nearest future.
- ✓ We received a note from Kathleen Owsley, President of the Bosch Community Fund that they have approved \$12,914 of STEM grant request.
- ✓ The 12 Mile Children's Dept. will procure 12 laptops, a wheeled cart that will lock and charge the laptops, and 12 laptop mice. One of our Children's Librarians, will use these laptops to teach introduction to computers, basic coding skills, and potentially 3D design in Tinkercad, now that we have a 3D printer. This monthly programming series, called STEM Thursday, will be launched in the fall, and will be for 8-12 year olds.

NEW BUSINESS CONTINUED

COMMITTEE REPORTS

Community Liaison Committee

There was no report from the Community Liaison Committee.

Facilities Committee

There was no report from the Facilities Committee.

Finance Committee

Grover asks for suggestions regarding the budget. Plante Moran will also have input.

MOTION by Montgomery to move the May meeting to the 28th, supported by Huyck.

Vote: Aye: All in favor

Opposed: None

Motion passed.

Montgomery commented regarding a projection of business finance, taxes. Assessments with regards to Real Estate. Grover commented regarding potential grants that can be applied for. Largent offered that staffing levels will be reduced and demand for services up at the time of re-opening.

MOTION by Montgomery put a freeze on pay raises, supported by Largent.

Vote Aye: All in favor

Opposed: None

Motion passed.

Grover spoke of diversion of finances from physical resources to digital resources going forward.

Personnel Committee

There was no report from the Personnel Committee.

Strategic Plan Committee

There was no report from the Strategic Plan Committee.

Ad-hoc Bylaws Committee

There was no report from the Bylaws Committee.

BOARD TRUSTEE COMMENTS AND ANNOUNCEMENTS

Largent mentioned a kick-off party to welcome Grover and reaching out community businesses.

Grover asks who will be taking the Board minutes since Diane has left. Montgomery asks for an employee not working.

ADJOURNMENT

MOTION by Largent to adjourn the Board Meeting, was supported by Montgomery.

Vote: Aye: All in favor

Opposed: None

Motion passed.

The Board meeting was adjourned by President White. The next meeting of the Library Board is scheduled for Thursday, May 23, 2020 at 5:00 pm.

Respectfully Submitted,

Elizabeth Rae, Secretary
Library Board of Trustees
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