

## Agenda

Novi Public Library Board of Trustees--Regular Meeting  
Wednesday, February 20, 2013  
at 7:00 p.m.  
City of Novi, Council Chambers  
45175 W. Ten Mile Road, Novi, Michigan 48375

***Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.***

1. Call to Order and Roll Call
2. Pledge of Allegiance
3. Approval and Overview of Agenda
4. Consent Agenda
5. Correspondence
6. Presentation
7. Public Comment
8. President's Report
  - A. Goals Document 2012-2013 ..... 16
9. Treasurer's Report
  - A. Library Budget 2012-2013 ..... 20
  - B. Library Financials and Walker Fund – January 31, 2013 ..... N/A
  - C. Financial Review – January, 2013, David Margolis – Treasurer ..... N/A
  - D. Library cafe revenue report – due 15<sup>th</sup> of the month – December 2012 ..... 22
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11. Friends of Novi Library Report
  - A. No meeting scheduled for February 2013 ..... N/A
12. Student Representatives' Report ..... 41
13. Historical Commission Report ..... N/A
14. Committee Reports
  - A. Policy Committee (Margolis, Teasdale, Kilgore – chair)
  - B. HR Committee (Kilgore, Verma – chair)
  - C. Finance Committee (Czekaj, Teasdale, Margolis – chair)
  - D. Fundraising Committee (Sturing, Mena – chair)
  - E. Strategic Planning Committee (Kilgore, Sturing, Mena- chair)
  - F. Landscape Committee (Kilgore, Margolis, Czekaj – chair)
15. Public Comment

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17. Adjourn

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- Patch.com, January 23, 2013: Donate Food to Pay Off Fines at the Novi Public Library..43
- Observer & Eccentric, January 30, 2013: Six Honored at Novi Chamber's Toast of the Town Gala.....44
- Novi News, February 7, 2013: Novi Youth Assistance Donates \$200 to Help Library's Afterschool Program.....45
- Novi News, February 14, 2013: Library Patrons Pay Late Fines Down, Give to Needy.....46
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**Future Events:**

- Library Board of Trustees Budget Sessions –Saturday, February 23<sup>rd</sup> (8am – Noon)
- Novi Historical Commission Regular Meeting – Wednesday, February 27<sup>th</sup> at 2:00pm at Novi Library
- Friends of the Novi Library Regular Meeting – Wednesday, March 13<sup>th</sup> CANCELLED
- Library Board of Trustees Regular Meeting – Wednesday, March 20<sup>th</sup> at 7:00pm at City of Novi
- Novi Historical Commission Regular Meeting – Wednesday, March 27<sup>th</sup> at 2:00pm at Novi Library
- Battle of the Books – Saturday, March 23<sup>rd</sup> at 1:00pm at City of Novi
- Book It Fundraising Event – Friday, April 26, 2013 (7-10pm), Novi Public Library X



**Inform. Inspire. Include.**

45255 W. Ten Mile Road, Novi, MI 48375, Telephone: 248-349-0720

<http://www.novilibrary.org>

<b>Warrant 503</b>		<b>February 2013</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
Global Office Solutions		268-000.00-727.000	\$ 3,709.71
Anode, Inc.		268-000.00-734.000	\$ 487.50
Dominick, Marcia	TechSoup purchase	268-000.00-734.000	\$ 309.00
VidCom Solutions, Inc.		268-000.00-734.000	\$ 164.85
CDW-G		268-000.00-734.500	\$ 175.11
Discount Paper Products, Inc.		268-000.00-740.000	\$ 406.30
Research Technology International		268-000.00-740.000	\$ 44.95
Sentry Supply		268-000.00-740.000	\$ 616.06
Specialty Store Services		268-000.00-740.000	\$ 536.39
The Library Network	47657; Oct-Dec 2012	268-000.00-740.000	\$ 106.50
Amazon.com		268-000.00-742.000	\$ 2,255.95
American Library Association		268-000.00-742.000	\$ 168.80
Barnes & Noble		268-000.00-742.000	\$ 83.07
Brodart Co.		268-000.00-742.000	\$11,951.58
CCH		268-000.00-742.000	\$ 206.98
Center Point Large Print		268-000.00-742.000	\$ 385.26
DK Agencies, Ltd		268-000.00-742.000	\$ 1,383.10
Ebsco		268-000.00-742.000	\$ 1,946.44
Gale		268-000.00-742.000	\$ 1,559.42
Multi-Cultural Books & Videos		268-000.00-742.000	\$ 908.90
Penworthy		268-000.00-742.000	\$ 266.24
Reference Books Unlimited		268-000.00-742.000	\$ 2,880.00
RMA - The Risk Management Assoc.		268-000.00-742.000	\$ 7.00
State Bar of Michigan		268-000.00-742.000	\$ 57.00
The Library Network		268-000.00-742.000	\$ 919.00
Tsai Fong Books, Inc.		268-000.00-742.000	\$ 214.08
Chelsea District Library		268-000.00-742.100	\$ 24.95
Royal Oak Public Library		268-000.00-742.100	\$ 14.95
Northville District Library		268-000.00-742.100	\$ 7.00
Livonia Civic Center Library		268-000.00-742.100	\$ 41.98
Lyon Township Public Library		268-000.00-742.100	\$ 4.99
Brighton District Library		268-000.00-742.100	\$ 10.00
Hillsdale Community Library		268-000.00-742.100	\$ 11.99
Ebsco		268-000.00-743.000	\$ 189.00
Teddy, James	FP/DN Dec 3,12-2/2/13	268-000.00-743.000	\$ 50.00
Midwest Tape		268-000.00-744.000	\$ 3,358.65
Amazon.com		268-000.00-745.200	\$ 369.08
Midwest Tape		268-000.00-745.200	\$ 3,945.69
Bright House Networks	Jan-13	268-000.00-801.925	\$ 77.77
Providence Occupational Health Partners		268-000.00-804.000	\$ 53.90
Novi Rotary	10/1-12/31/12; 1/1-3/31/13	268-000.00-809.000	\$ 344.00
Kristel Cleaning	4497; December 2012	268-000.00-817.000	\$ 2,480.00
The Library Network	47619; Oct-Dec 2012	268-000.00-818.000	\$ 651.98
AT&T	12/22/12-1/21/13	268-000.00-851.000	\$ 143.25
TelNet Worldwide	12/15/12-1/14/13	268-000.00-851.000	\$ 663.48
Verizon Wireless	12/29/12-1/28/13	268-000.00-851.000	\$ 1,125.26

<b>Warrant 503</b>		<b>February 2013</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
The Library Network	sh auto 1/1-3/31/13	268-000.00-855.000	\$ 10,349.19
Alex Delvecchio Ent, LLC	13 name badges	268-000.00-880.000	\$ 119.78
Chamber (Novi Chamber of Commerce)	Toast of the Town 1/25/13 - pty 8	268-000.00-880.000	\$ 400.00
Patch	Lib Awareness; Mar 2013	268-000.00-880.000	\$ 152.52
Sam's Club		268-000.00-880.000	\$ 116.29
YP		268-000.00-880.000	\$ 56.23
Amazon.com	Digital Detox	268-000.00-880.268	\$ 100.82
Carpenter, Suzanne	youth pgm	268-000.00-880.268	\$ 545.74
CDW-G		268-000.00-880.268	\$ 131.96
Druschel, Pauline	Feb-13	268-000.00-880.268	\$ 40.00
Fletcher, Jeff	Mar-13	268-000.00-880.268	\$ 300.00
Gordon Food Service	youth pgm	268-000.00-880.268	\$ 8.98
Hathaway, Megan	Feb-13	268-000.00-880.268	\$ -
Loyd, Ron	Bubbleman; 4/4/13	268-000.00-880.268	\$ 285.00
Marshall, Susan	ESL Jan, Feb 2013	268-000.00-880.268	\$ 350.00
Mutch, Kathleen	Mar-13	268-000.00-880.268	\$ 200.00
Preston, Jennifer	youth pgm (4 chairs)	268-000.00-880.268	\$ 127.16
Sam's Club	youth pgm	268-000.00-880.268	\$ 73.92
Scholastic Library Publishing		268-000.00-880.268	\$ 239.50
Weeks, Phyllis	youth pgm	268-000.00-880.268	\$ 32.27
Konica Minolta		268-000.00-900.000	\$ 831.02
Consumers Energy	12/11/12-1/14/13	268-000.00-921.000	\$ 2,377.29
AT&T	12/13/12-1/12/13	268-000.00-922.000	\$ 42.05
DTE Energy	11/20-12/19/12	268-000.00-922.000	\$ 6,811.66
Allied Waste		268-000.00-934.000	\$ 157.92
Amazon.com		268-000.00-934.000	\$ 10.71
Cintas		268-000.00-934.000	\$ 1,155.95
Dalton Commercial Cleaning Corp		268-000.00-934.000	\$ 1,820.00
Home Depot		268-000.00-934.000	\$ 51.66
Lighting Supply Co.		268-000.00-934.000	\$ 421.60
Long Mechanical Service		268-000.00-934.000	\$ 955.00
Mai Kai Cleaners	tablecloths	268-000.00-934.000	\$ 33.00
Orkin	December 2012	268-000.00-934.000	\$ 53.00
Sam's Club		268-000.00-934.000	\$ 34.29
State of Michigan	boiler certificates	268-000.00-934.000	\$ 120.00
Thalner Electronic Laboratories		268-000.00-934.000	\$ 300.00
Touch of Tropics, Inc.	December 2012	268-000.00-934.000	\$ 50.00
Novi-Motive Inc.		268-000.00-935.000	\$ 12.00
Brien's Services, Inc.	3of3	268-000.00-941.000	\$ 4,975.74
Home Depot		268-000.00-941.000	\$ 9.57
Konica Minolta Premier Finance		268-000.00-942.000	\$ 1,081.11
Corrigan Record Storage		268-000.00-942.100	\$ 15.50
Bureau of Education & Research	J. Preston, 5/8/13	268-000.00-956.000	\$ 229.00
Philadelphia Marriott Hotel		268-000.00-956.000	\$ 900.00
Petty Cash		268-000.00-728.000	\$ 111.33
<b>TOTAL</b>			<b>\$ 81,505.87</b>



**CITY OF NOVI LIBRARY BOARD  
MINUTES, REGULAR MEETING  
January 16, 2013**

**DRAFT**

**1. Call to Order and Roll Call  
Library Board**

Mark Sturing, President  
Willy Mena, Vice President  
David Margolis, Treasurer  
Scott Teasdale, Secretary  
Larry Czekaj, Board Member  
Larry Kilgore, Board Member  
Ramesh Verma, Board Member

**Student Representatives**

Jessica Mathew  
Torry Yu

**Library Staff**

Julie Farkas, Director  
Marcia Dominick, Administrative Assistant

**Guest**

Nevrus Nazarko, Director of Finance, City of Novi

The meeting was held at the Novi Civic Center Council Chambers, 45175 W. Ten Mile Road, Novi, Michigan, 48375, and was called to order by Mark Sturing, President at 7:00 p.m.

**2. Pledge of Allegiance**

The Pledge of Allegiance was recited.

**3. Approval and Overview of Agenda**

A motion was made to approve the January 16, 2013 Agenda as presented.

1<sup>st</sup> – Willy Mena  
2<sup>nd</sup> – Larry Czekaj

The motion passed unanimously.

#### **4. Consent Agenda**

A motion was made to approve the January 16, 2013 Consent Agenda as presented.

1<sup>st</sup> – Larry Kilgore  
2<sup>nd</sup> – Willy Mena

The motion passed unanimously.

#### **5. Correspondence**

##### **A. Thank you letter from Marian Reich, IVC Detroit**

Visitors from Kazakhstan took a tour of the Library provided by Assistant Director, Mary Ellen Mulcrone. They were guests of the International Visitors Council of Metropolitan Detroit in participation with the US Library of Congress-sponsored Open World Leadership Program.

##### **B. Thank you letter from Rebekah Craft, Rochester Hills Public Library**

Librarians from the Rochester Hills Public Library were provided a behind-the-scenes tour of the Library given by Mary Ellen Mulcrone, Assistant Director. The Librarians were most impressed by the Library and the services that are provided.

##### **C. Thank you letter from Greg Morris, City of Novi – Parks, Recreation and Cultural Services**

A thank you letter was sent to the Library for our participation in the 2012 Light Up the Night program, which saw over 5,000 participants on Friday, November 30, 2012.

#### **6. Presentation**

##### **A. Nevrus Nazarko – Finance Director, City of Novi**

The Library Board welcomed Mr. Nazarko to the City of Novi and thanked him for attending this evenings meeting.

Nevrus Nazarko, the new Finance Director for the City of Novi introduced himself and provided the Library Board with his background. He stated that he is very excited to be working with the Library Board. With the departure of some key City finance staff, Mr. Nazarko has hired their replacements and is expecting them to start in the next month. At the present time, Mr. Nazarko is working with Julie Farkas on the budget for the 2013-14 fiscal year.

The Library Board informed Mr. Nazarko that they are very interested in more long-term investments for their fund balance. Mr. Nazarko stated that he would take pride in giving feedback.

#### **7. Public Comment**

There was no public comment.

#### **8. President's Report**

##### **A Goals Document 2012-2013**

- Delivered Welcome Brochures written in English and Japanese to the Novi School District.
- Met with the Novi School District media specialists to begin discussing the 2013 summer reading program.

- The Novi Public Library wins the Novi Business Recognition Award for Customer Service Excellence in the large business category from the Novi Rotary and Novi Chamber of Commerce. The award ceremony will be held on Friday, January 25 and will be attended by management staff and a librarian on staff.
- The current Customer Service Model is being updated and will be made available to new staff members and a reminder for present staff members.
- AED training for staff on new equipment will be conducted.
- Scrapbook for a Cause fundraiser netted \$400.

## 9. Treasurer's Report

### A. Library Budget 2012-2013

The 2012-2013 Budget dated February 15, 2012 is included in the January 16, 2013 Library Board Packet on pages 22-23. There are no changes since the last meeting.

### B. Library Financials and Walker Fund – December 2012

The Financials and Walker Fund ending December 31, 2012 are included in the January 16, 2013 Library Board Packet on pages 24-28. These documents were superseded and a revised version was distributed at the meeting.

### C. Financial Review – December 31, 2012 – by David Margolis, Treasurer

At face value, these December 2012 Financials look outstanding. However, upon deeper review they're still very good – but not great.

First the good news, there were NO reductions in recognized Property Tax Revenues for the month. Then, there was collection of significant Investment Earnings and a rather large gain in market-value fluctuations recognized in the month of December. When these items are added to the end-of-year Gifts and Donations, we're off to a good start.

Now (as Paul Harvey used to say) comes "the rest of the story". For the month of December, we fell well below normalized expenditures, spending only **5.17%** of the annual budget. This would appear to be a significant accomplishment, but I will identify several contributing factors that need to be accounted for.

Therefore, I caution everyone to not get too euphoric.

As is my philosophy (*for monitoring purposes*), I've taken the entire year's expected Expenditures of **\$2,738,900** and divided them equally over the course of twelve months to create an Average Monthly Budget consumption of **\$228,241.67** (or **8.33%** per e as a benchmark for comparing actual spending against.

#### **Financial activity for the month of December:**

**LIBRARY FUND** (Fund #268)

**BALANCE SHEET** (*page #24*)

**Cash** was decreased by **(-\$112,665.98)** or **(-3.11%)** during the month, an relatively light amount.

**Current Taxes Receivable** were reduced in the amount of (-\$4,783.95) or by another (-6.44%).

**TOTAL ASSETS** = \$3,590,312.45, which are (-\$117,449.93) or (-3.17%) lower than last month)

**LIABILITIES** = Changes for the month were only in **Accounts Payable**, which decreased by (-\$6,571.48) or (-20.96%) for a net decrease in **Total Liabilities** of (-\$6,571.48) or by (-3.95%) for the month, with an ending balance down to = \$159,782.89

**FUND BALANCE** = As a result, **NET Revenues and Expenses** (for the current month) were decreased by only (-\$110,878.45) or (-9.02%) leaving an Ending Fund Balance at 12-31-2012 of \$3,430,529.56 (down -3.13% from last month).

#### **REVENUES AND EXPENDITURES** (pgs. 25 + 26

**REVENUES** – As previously mentioned, there was NO reduction in **Current Property Tax Revenues**, but **Investment Earnings** (A/C# 268-000.00-664.000) of \$17,774.50 or (71.10% of Budget) was collected and there was monthly **Investment Gains** (A/C# 664.500) of \$1,039.00 recognized. Additionally, we recognized **Gifts and Donations** (A/C# 665.400) of \$4,062.00 in December (of which \$2,700 was from the Friends of the Novi Library fundraiser event with Varsity Lincoln). **Total Revenues** for the month of December were \$30,692.42 for a Year-to-Date total of \$2,386,734.97, which is 98.07% of the total annual Budget.

**EXPENDITURES** – with the current fiscal year commencing on July 1<sup>st</sup> and with six (6) months under our belt, we're going to measure actual Expenditures utilization against the 50.00% monthly pro-ration of the Budget estimated.

**Personal Services** – The total amount spent in this category during the month, \$135,249.87 or 7.43% of the annual Budget, is well below the average monthly allocations (of \$152K), reflecting yet another normal two pay-period month. On a Six-Month Year-to-Date basis, we've used 45.33% of this category's budget. At the end of December, Personal Services expended represent 34.59% of Revenues (compared to the 37.42% budgeted).

**Materials and Supplies** – For whatever reasons - whether it be the Holiday season, the change in weather, or simply timing differences – we spent very little in the way of reading Materials (a combined \$1,484.29 for **Books, Periodicals, AudioVisual and Electronic Media**) during the month of December. *As we've budgeted for roughly \$29,000 per month for these items (on average), you can see why total spending is down for the month.* As a result, we only spent a total of \$3,529.16 for the month (in this **Materials/Supplies** category) that is less than **one percent** of Budget for a Year-to-Date total of 45.81% (vs. the 50.00% benchmark); and which represents 9.32% of Revenues (compared to 9.97% budgeted).

**Services and Charges** – another category that begs explanation. For the month, we only spent \$2,791.84 (by far the lowest monthly total so far this year) or 0.67% of this Category's Budget (and 49.24% Year-to-Date) - with several line-items out of the norm (*see below*). The combined Six-month Year-to-Date 2012 spending represents 8.60% of Revenues (very close to the 8.57% budgeted).



*Some of the items worth citing for the month are:*

#851.000	Telephone	-\$	(40.00)
#855.000	TLN Automation Svcs.	-\$	(4,605.55)
#880.271	Adult Programs	+\$	0.00
#921.000	<b>Heat</b>	+\$	<b>0.00</b>
#922.000	<b>Electricity</b>	+\$	<b>0.00</b>
#935.000	Vehicle Maintenance	+\$	413.80
#941.000	Grounds Maintenance	+\$	598.43

**Capital Outlays or Contingencies** – There were NO expenditures in this category during the month of December.

**TOTAL EXPENDITURES** – for the month of December, we spent a total of **\$141,570.87** (or **5.17%** of the budget vs. **8.33%** norm), (and below the equal monthly gauge of \$228,241.67). For the Six-months so far this fiscal year, we've spent **46.31%** of the Budget (vs. normalized 50.00%). This amount is **53.14%** of Revenues, and is less than fiscal year budget expectations of 56.27%. *As described above, this total is artificially lower because of the timing differences for expenditures not recognized for the month-end closing.*

**WALKER FUND** (Fund #269) (pg. 27 + 28)

**REVENUES** –To reiterate from earlier meetings, with the start of a new fiscal year, we re-set our Cumulative Revenues and Expenditures to zero and begin anew with NO budgetary expectations. There will be some Interest earned on Investments and we'll track Market Value fluctuations over the course of the year. However, we've set NO formal expectations for Donations or Event Transfers (*i.e.* next year's Book It!), so anything generated will all be positive.

For December, **Total Revenues** were up **+\$29,817.71** or (+748.07%) during the month, for a Year-to-Date total of **\$33,803.66**; with **\$20,320** or (+745.69%) from **Donations** and **\$9,497.71** (or +753.22%) from **Investment Earnings** since last month. Of the **Interest Income Revenues** recognized, **\$9,058.21** was from direct **Interest** (A/C# 664.000) and **\$439.50** in **Unrealized Market Gains** (A/C# 664.500).

**Breakdown of December Donation Revenues:**

#665.271	General – Youth Collections	\$	45
#665.273	Friends of the Novi Library	\$	20,000
#665.283	Novi Newbies	\$	150
#665.287	Crop for a Cause	\$	50
#665.402	Specific Collections	\$	75

**EXPENDITURES** – there were NO expenditures for the month of December from the Walker Fund

**NET REVENUES OVER EXPENDITURES** – As a result, they increased by **+\$29,817.71** (or **+763.64%**) during the month of December, for a NET Year-to-Date balance of **\$25,913.00**

**BALANCE SHEET** – as a result of December activity, **Cash** in the Fund was increased by **+\$29,808.51** or (+1.95%) along with an **Accounts Payable** liability decrease of **(-\$9.20)**;

thus **Un-Restricted Current Year Fund Balance** increased by **+\$29,817.71** for the month or (+763.64%)

**TOTAL WALKER ASSETS =** **\$1,560,928.31**  
=====

**TOTAL LIABILITIES =** **\$ 0.00**

**TOTAL FUND BALANCE =** **\$1,560,928.31**  
=====

**Restricted Fund Balance =** **\$ 90,251.09**

**Un-Restricted Fund Balance =** **\$1,470,677.22**

**COMBINED LIBRARY INVESTMENTS** *(see separate Report)*

**LIBRARY FUND (#268) @ 12-31-2012 FMV**

**TOTAL FUND #268** **\$ 3,520,637**

**WALKER FUND (#269) @ 12-31-2012 FMV**

**TOTAL FUND #269** **\$ 1,560,928**

**COMBINED LIBRARY INVESTMENTS =** **\$ 5,081,565**  
=====

During the month of December 2012, Library Fund (**#268**) Investments were decreased by **(-\$112,348)** or **(-3.10%)**; while Walker Funds (**#269**) went up in value **+\$29,808** or **+1.95%**

If we combine the Balance Sheets of both Funds (#268 and #269), we would show Total Combined Fund Balances = \$3,430,529.56 + \$1,560,928.31 = **\$4,991,457.87**

This reflects a net decrease in Combined Fund Balances of **(-\$81,060.74)** or **(-1.60%)** during the month of December.

**D. Library Café Revenue Report – due the 15<sup>th</sup> of the month**

There was no report provided by the café for December.

**10. Director's Report**

**A. City of Novi – Goal Setting Report, January 4, 2013**

- Julie and Trustee Sturing attended the City of Novi's Goal Setting Session for 2013-14 hosted by the Novi City Council. Many ideas were presented along with the need for increased library hours.
- The Library was awarded the Customer Service Award presented by the Novi Chamber of Commerce and the Novi Rotary.
- Julie held One-on-One meetings with the staff in December and January for those members who wanted to meet. These meetings are confidential and

allowed the staff to speak freely. Many ideas are brought forward during these sessions.

- Julie attended the Novi Chamber's B2B breakfast and the American Business Women Association dinner, where she was the guest speaker.
- Phyllis Weeks retired from the Library after nearly 10 years of service to spend more time travelling and sharing time with her family.
- Christina Salvatore has joined the Library as the Communications Coordinator. She was hired as a full-time employee spending 15 hours per week at the Library and 25 hours with the City of Novi.
- The Library has an intern graphic designer who will be with us until the end of March. He will be bringing a new look to our brochures.
- Two Library Policies are being presented to the Library Board for consideration; P1 – Library Card Issuance; and P4 – Miscellaneous Provisions. Both are existing policies.

**B. Summary of Tax Changes Affecting 2013 Payrolls by Tia Gronlund-Fox, HR Department**

There were new tax changes provided to the staff affecting the 2013 payrolls. See pages 35 - 36 of the January 16, 2013 Library Board Packet.

**C. Public Services Report**

The Public Services Report is provided on page 42 of the January 16, 2013 Library Board Packet.

- Margi Karp-Opperer was interviewed for the Novi Middle School newspaper. The article is provided on page 43 of the January 16, 2013 Library Board Packet.

**D. Building Operations Report**

The Building Operations Report is provided on page 44 of the January 16, 2013 Library Board Packet.

- There were no major changes to the building operations this month.
- The entrance doors are on a cycle to stagger their openings. There are not as many complaints from the staff this year. It is cold and it is never going to be 100% since there is a constant flow of traffic through the doors.

Trustee Verma attended the Indian Cooking program and found that it was well attended and there was good feedback provided from those who attended.

**E. Library Usage Statistics – December 2012**

The December statistics are located on pages 45-48 of the January 16, 2013 Library Board Packet. Highlights include:

- 255 Library cards issued
- 54,805 items checked out
- Number of items borrowed from TLN – 3,171
- Number of items borrowed from MEL – 68
- Number of items loaned through TLN – 3,953
- Number of items loaned through MEL – 89
- 56.14% of all items checked out were completed on self – checkout stations
- Total Circulation 54,805

- Daily average people using the Library was 1,019
- Workstation usage 675
- Daily average Computer Logins 857

Trustee Verma requested that if a staff member wanted to rent any of the meeting rooms that they are to be provided with a discount. The request would be reviewed by the Policy Committee.

Trustee Czekaj commented on the Coffee with the Superintendent provided by the Novi Community Schools. The Superintendent meets with residents at the Library two times each month that school is in session.

## **11. Friends of Novi Public Library Report**

### **A. December 12, 2012**

There was no representative of the Friends Board present.

Minutes of the December 12, 2012 Friends Board Meeting are included in the January 16, 2013 Library Board Packet on pages 49-50.

### **B. January 9, 2013**

Minutes of the January 9, 2013 Friends Board Meeting are included in the January 16, 2013 Library Board Packet on pages 51-52.

The Library Board wanted to thank the Friends for their generous \$20,000 donation to the Library, as well as the Varsity Lincoln donation.

## **12. Student Representatives' Report – December 2012**

The Student Representatives' Report provided on page 52 of the January 16, 2013 Library Board Packet is from the previous month's report. The December 2012 report was distributed at the January 16, 2013 Library Board Meeting. Highlights of the report are:

- The Teen Advisory Board held their last meeting on December 14 with the following discussed:
  - Novi Youth Assistance donated \$200.00 to purchase furniture and games for the Teen Space.
  - The annual teen writing contest will be kicked-off at the end of January and will run until March. Last year there were 65 entries and their goal is to exceed this number.
  - In conjunction with the Oakland County Health Division, they are helping teens prepare for emergencies and what they will need.
  - A teen volunteer program is underway for teens to assist the Library staff with special projects.
  - The teen Animanga club program met in December.

On January 31, 2013, there will be an unveiling of the new games and furniture, as a result of the generous donation by the Novi Youth Assistance, in the Teen Space with the anticipation of the Patch and Novi News in attendance.

## **13. Historical Commission Report – no meeting in December 2012**

The Historical Commission did not hold a meeting in December 2012.

#### **14. Committee Reports**

**A. Policy Committee ( Margolis, Teasdale, Kilgore – chair)**

There was no report provided.

**B. HR Committee ( Kilgore, Verma – chair)**

There was no report provided.

**C. Finance Committee ( Czekaj, Teasdale, Margolis – chair)**

There was no report provided.

**D. Fundraising Committee (Sturing, Mena – chair)**

There was no report provided.

**E. Strategic Planning Committee (Kilgore, Sturing, Mena – chair)**

There was no report provided.

**F. Landscape Committee (Kilgore, Margolis, Czekaj – chair)**

There was no report provided.

#### **15. Public Comment**

There was no public comment.

#### **16. Matters for Board Action**

**A. Instituting a Policy that requires a patron to present a library card for library related services and resources effective September 1, 2013**

**P1: Library Card Issuance Policy – amendment to policy**

This policy is already in existence, with the only revision being that a library card must be presented at check-out. Policy is located on pages 37-38 of the January 16, 2013 Library Board Packet. On page 31 is a list of reasons for requiring a library card for checking out materials.

With the change to the Policy, effective September 2013, this allows the Library 6-months to inform the patrons of the pending change. There is a national campaign, “Smartest Card in Your Wallet” at the present time. If the Library doesn't come up with a different campaign slogan, we will use this one. September is National Library Card Sign-up Program and we will take part in this program.

At this time, a patron cannot use their Smartphone to check-out materials, but we anticipate that it will be available in the near future. When this does become available, the Policy will be brought back with the added verbiage.

When the Policy becomes effective September 1, 2013, if a patron comes to the Support Services Desk and has items to checkout but doesn't have their library card, then there will be a one-time free library card issued. After that, there is a charge to purchase a replacement card of \$2.

Trustees stated that they are endorsing the Policy, as it's not meant to be punitive. This is a reward for all the patrons who follow the protocol and play by the rules and are forced to wait in line for somebody, for whatever reason, mostly isn't prepared to process their items. We want to reward those people who have worked with us and carried their card and make the process more convenient for them.

Trustee Czekaaj requested if approved effective September 1, 2013, that a follow-up be presented at the December 2013 Library Board meeting from Director, Julie Farkas, of what the experience has been. To continue with the Policy, cancel or modify it.

A motion was made to adopt the amendment to the Library Card Issuance Policy located on pages 37 - 38 (January 16, 2013 Library Board Packet) with an effective date upon adoption and enforcement on September 1, 2013.

1<sup>st</sup> – Larry Kilgore  
2<sup>nd</sup> – David Margolis

The motion was passed with a 6-yes and 1-no vote.

A motion was made to place on the December 2013 Library Board Meeting agenda for Board Action a review of the Policy that was effective September 1, 2013.

1<sup>st</sup> – David Margolis  
2<sup>nd</sup> – Larry Kilgore

The motion was passed unanimously.

**P4: Miscellaneous Provisions Policy – amendment to policy**

A motion was made to accept Policy P4 (Miscellaneous Provisions) as amended with an enforcement date of September 1, 2013.

1<sup>st</sup> – Willy Mena  
2<sup>nd</sup> – Ramesh Verma

The motion was passed with a 6-yes and 1-no vote.

**B. Communication Device Purchase and Usage Policy – amendment to policy**

The Policy mirrors the City's policy.

It was requested to remove iPad and replace the verbiage with Tablet.

A motion was made to approve the amended policy.

1<sup>st</sup> – Larry Czekaaj  
2<sup>nd</sup> – Larry Kilgore

The motion was passed unanimously.

**Future Events:**

- Homeowner Association Leaders Appreciation Reception & State of the City Address, Thursday, January 17, 2013, 6 p.m. at the City of Novi.
- Martin Luther King, Jr. Day, Monday, January 21, 2013; Library Open
- Listen @ the Library, Sunday, February 3, 2013, 3 p.m.
- Friends of the Novi Public Library meeting cancelled for February 13, 2013.
- Budget Study Session, Saturday, February 9, 8 a.m., Novi Public Library.

**17. Adjourn**

A motion was made to adjourn the meeting at 8:55 p.m.

1<sup>st</sup> – Larry Kilgore

2<sup>nd</sup> – Ramesh Verma

The motion was passed unanimously.

\_\_\_\_\_  
Scott Teasdale, Secretary

\_\_\_\_\_  
Date

**NOVI PUBLIC LIBRARY – 2012/2013 GOALS**

**Marketing/Relationship Building/Outreach—Goal #1:**

Promote the Library in Novi’s residential and business communities; consider new avenues for promoting library services to non-library users; leverage existing resources whenever possible.

<b>Strategy:</b>			
<b>Increase resident usage of Library services.</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Promote Library services through social media, including Facebook, Pinterest, Twitter, and blogging	Info Services	Won “Old Meets New” photo contest showing Local History poster juxtaposed with Pinterest page	Ongoing; 2/13
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Promote Library services through newspapers, radio, television, and electronic media	Admin	Teen Space articles appeared in Patch and Novi News; Food for Fines promoted in Novi News and Patch	Ongoing; 11/12; 2/13
<b>Strategy:</b>			
<b>Increase usage of services and facility with community partners.</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Encourage use by homeowners associations	Admin	Invited to hold meetings here at no cost when including Library tour or talk; presented to Crosswinds and Taft homeowners groups; tours given to Royal Crown and North Haven homeowners associations; tour for Lexington Green Homeowners Association	Ongoing; 11/12; 12/12; 1/13
Outreach to community partners to strengthen presence of library as valued resource	Admin	Attended Novi Youth Assistance Annual Breakfast and Walsh College Breakfast; delivered welcome brochures (English and Japanese) to Novi School District (NSD); met with NSD media specialists to begin discussing 2013 summer reading program; attended NSD Community Assessment Meeting; provided 4 preschool story times at Novi Meadows; met with Novi Schools Instructional Coaches to prepare for Summer Reading Program (SRP); meeting with Novi Schools Media Specialists for SRP preparation; hosted TLN Youth Committee Performer’s Showcase	11/12; 12/12; 1/13; 2/13



<b>Strategy:</b>	<b>Improve reporting of statistics for library/building/technology usage.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Provide statistics as requested on the usage of the library, self-checks, early literacy stations, wireless, lending laptops, workstations, technology training and wireless	IT/Facilities		Ongoing

**Services/Collections/Programs/Technology—Goal #2:**  
**Provide quality services, collections, programs and technology that meet the changing needs of our community.**

<b>Strategy:</b>	<b>Adapt to changing needs of the community.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Library Open for Martin Luther King, Jr. Day	Admin	Provided interactive exhibit; programs for youth; partnered with Novi schools for panel discussion	1/13
Partner with Walmart on Food for Fines program	Support Services; Admin	Food for Fines program in February allows patrons to cancel some overdue fines and provides food for local food banks	2/13

<b>Strategy:</b>	<b>Improve services through use of new technology.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Investigate possibility of scanning patron barcodes from phones or other devices	IT/Facilities; Support Services	Testing with new CCH barcode scanner	4/30/13; 2/13
Maintain strong customer focus	Managers	Consider how to go from NO to YES; added more scanning capabilities for public; removed time limits from specialized computer stations	6/30/13; 12/12; 2/13

<b>Strategy:</b>	<b>Partner with the community for programming.</b>		
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Create after-school Teen Space by partnering with Novi Youth Assistance, Novi Community School District, and Novi Parks & Recreation	Info Services	Started in October; recently premiered new items for teens through grant received from Novi Youth Assistance and matched by Library	10/12; 1/13

**Staff Development—Goal #3:**

**Provide a well-trained, appropriately compensated staff that is engaged in the Novi community and within the library profession.**

<b>Strategy:</b>		<b>Establish a staff enrichment committee.</b>	
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Enhance team-building and camaraderie	Admin	Plan more staff celebrations, e.g., National Library Workers Day in April; <b>We Love Our Staff luncheon</b>	6/30/13; <b>2/13</b>
<b>Strategy:</b>		<b>Ensure adequate training and development for staff.</b>	
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Provide training to supervisory and other staff	Admin; Managers	Several staff attended Indian cultural training at City; planning for training on new AED equipment; <b>first group trained on new AED equipment; second group scheduled for mid-February; several staff attended programs: “Surviving Active Intruder/Shooter Incidents”, “Keep Calm and Carry On”</b>	Ongoing; 12/12; <b>1/13; 2/13</b>
Institute quarterly technology training for staff	IT/Facilities	Providing training for Microsoft Office 2010, Library equipment, including laptops, microphones, etc.; <b>training on Exchange 2010 web interface scheduled for March</b>	12/31/12; 11/12; <b>2/13</b>

**Financial for Operations—Goal #4:**

**Balance the needs of the community with fiscal responsibility.**

<b>Strategy:</b>		<b>Partner with City of Novi when possible for efficiency and cost effectiveness.</b>	
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Streamline accounting and HR procedures through BS&A / OnBase	IT/Facilities; Admin	Connections, licenses, etc. ready; training to be done in Nov./Dec.; authorized users have been trained to use OnBase for approval and reporting; <b>OnBase now part of regular workflow process</b>	6/30/13; 11/12; 12/12; <b>2/13</b>

**Fundraising—Goal #5:**

**Create fundraising opportunities for our community to continue to support the growth of the Library’s services, collections, programs and technology.**

<b>Strategy:</b>				<b>Plan at least one significant fundraising event a year for operational purposes/offset general fund.</b>			
<b>Tactic</b>		<b>Owner</b>		<b>Status</b>		<b>Due Date</b>	
Book It! annual event		Admin		Diamonds & Denim 4/26/13; planning committee is active; sponsorships secured; donations for auction and raffle being sought		4/13; 2/13	
<b>Strategy:</b>				<b>Seek other fundraising opportunities/activities/events throughout the year.</b>			
<b>Tactic</b>		<b>Owner</b>		<b>Status</b>		<b>Due Date</b>	
Continue with successful events and look for new ideas		Admin		Scrapbook for a Cause planned for 1/19/13; raised \$425.50		1/13	

<b>Strategy:</b>				<b>Increase effective staff communication.</b>			
<b>Tactic</b>		<b>Owner</b>		<b>Status</b>		<b>Due Date</b>	
Provide monthly staff meetings for IT and Facilities		IT/Facilities		Provided meetings and encouraged Help Desk documentation to increase staff communication and efficiency		1/13	
<b>Strategy:</b>				<b>Support efforts of Historical Commission and Friends of the Library; include members in planning.</b>			
<b>Tactic</b>		<b>Owner</b>		<b>Status</b>		<b>Due Date</b>	
Work with Historical Commission and Friends Board		Admin; Board; IT/Facilities		Configured workstation purchased on behalf of the Historical Commission for the Local History Room		1/13	



742.000	Books	180,593.00	200,000.00	200,000.00	190,000.00
742.100?	Book Fines				500.00
742.666	Books - Misc. Grants	0.00	0.00	0.00	0.00
743.000	Periodicals	12,764.00	16,000.00	16,000.00	17,000.00
744.000	Audiovisual materials	47,671.00	52,100.00	52,100.00	53,400.00
745.200	Electronic media	42,991.00	38,200.00	38,200.00	43,200.00
745.300	Online Resources	41,427.00	43,500.00	41,700.00	44,800.00
<b>Total Supplies &amp; Materials</b>		<b>445,878.00</b>	<b>503,700.00</b>	<b>492,300.00</b>	<b>485,500.00</b>
<b>Services &amp; Charges</b>		<b>2010/2011 Audited (9/2011)</b>	<b>2011/2012 Approved</b>	<b>2011/2012 Est Yr End (2/11/12)</b>	<b>2012-2013 Approved</b>
<b>Account</b>	<b>Description</b>				
801.925	Public Information (cable)	0.00		900.00	950.00
802.000	Data processing	0.00		0.00	0.00
802.100	Bank Services	2,047.00	1000.00	2,500.00	2,500.00
803.000	Independent Audit	670.00	900.00	670.00	700.00
804.000	Medical Service	1,205.00	500.00	500.00	500.00
806.000	Legal Expenses	5,489.00	2,000.00	1,500.00	2,000.00
809.000	Memberships & Dues	4,483.00	6,300.00	5,000.00	5,000.00
816.000	Professional services	3,970.00	5,000.00	2,500.00	5,000.00
817.000	Custodial Services	33,000.00	45,000.00	45,000.00	36,000.00
818.000	TLN Central Services	3,000.00	16,000.00	4,750.00	6,000.00
851.000	Telephone	14,764.00	16,500.00	16,000.00	16,800.00
855.000	TLN Automation Services	53,556.00	56,900.00	58,100.00	64,400.00
862.000	Mileage	619.00	800.00	500.00	1,000.00
880.000	Community Promotion	9,047.00	8,000.00	5,000.00	5,000.00
880.267	Library Prog - Book It	2,405.00		0.00	0.00
880.268	Programming	13,246.00	23,000.00	20,000.00	20,000.00
900.000	Design, Printing, Publishing	28,750.00	13,500.00	28,750.00	28,750.00
910.000	Property & Liability Insurance	18,000.00	18,000.00	13,005.00	13,300.00
921.000	Heat	15,190.00	16,000.00	14,000.00	16,000.00
922.000	Electricity	87,181.00	80,000.00	82,000.00	86,000.00
923.000	Water and Sewer	6,119.00	10,000.00	4,500.00	5,500.00
932.000	Office Equipment Maint.	0.00	0.00	0.00	0.00
934.000	Building Maint.	39,184.00	41,000.00	36,000.00	48,500.00
935.000	Vehicle Maint.	1,753.00	3,000.00	1,700.00	2,000.00
941.000	Grounds Maint.	30,011.00	25,000.00	29,500.00	25,000.00
942.000	Office Equipment Lease	13,356.00	16,375.00	13,500.00	13,500.00
942.100	Records storage	62.00	62.00	200.00	200.00
956.000	Conferences & Workshops	8,707.00	10,500.00	17,500.00	12,500.00
<b>Total Services &amp; Charges</b>		<b>395,814.00</b>	<b>415,337.00</b>	<b>403,575.00</b>	<b>417,100.00</b>
976.000	Building Improvements	0.00	0.00	0.00	0.00
990.000	Furniture	0.00	0.00	0.00	0.00
962.000	Contingency	0.00	0.00	0.00	0.00
<b>Total Capital Outlay</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Total Expenditures</b>		<b>2,696,300.00</b>	<b>2,683,487.00</b>	<b>2,621,049.00</b>	<b>2,723,900.00</b>
680.00	Fund Balance	-83,127.00	-270,037.00	-150,032.00	-290,120.00
	1 time staff pymt (11/12)			-22,500.00	
	Landscape Improvements			-10,000.00	-15,000.00
	<b>TOTAL Fund Balance</b>			<b>-180,532.00</b>	<b>-305,120.00</b>

\*Budget amendment made on 8/15/12 by Library Board; decrease in property taxes by \$20,000.

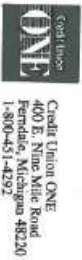
# READ A LATTE CAFÉ MONTHLY SALES REPORT

Sales By Month	December
Gross Sales (Both Taxable)	3848.71
Taxable Sales	2606.34
Non Taxable Sales	1242.37
Tax	156.38
Net Sales	3692.33
Library Share 10%	369.23

GARY BERNSTEIN 04022007  
 LOLA BERNSTEIN  
 PH. 2484719111  
 32592 11MILE RD  
 FARMINGTON HILLS, MI 48336-3965

3572  
 74-7984/2724  
 BRCH01

Pay to the Order of New York Public Library \$ 184.62 Net  
One hundred & eighty four and 62/100ths



Credit Union ONE  
 400 E. Nine Mile Road  
 Ferndale, Michigan 48220  
 1-800-451-4292

For Doc per [Signature] Net  
 ⑆ 27247984 ⑆ ⑆ 000004183287 ⑆ 3572

READ A LATTE CAFÉ (05182012 )  
 45255 W TEN MILE RD  
 NOV, MI 48375

250  
 74-7984/2724  
 BRCH01

Pay to the Order of New York Public Library \$ 184.61 Net  
One hundred & eighty four and 61/100ths



Credit Union ONE  
 400 E. Nine Mile Road  
 Ferndale, Michigan 48220  
 1-800-451-4292

For Doc [Signature] Net  
 ⑆ 27247984 ⑆ ⑆ 000004252709 ⑆ 0250

## **Director's Report – Julie Farkas**

**Annual Budget Sessions-** We held our first of two budget sessions on Saturday, February 9<sup>th</sup>. This was a very productive session as the Board discussed such issues as extended hours of operation, adding a full-time Communications Coordinator, salary stipends for the staff for 2012-2013 and 2013-2014, and adding an additional In-service training day for the staff in May of 2014. The next session will be held on Saturday, February 23<sup>rd</sup> at 8:00am. A second revision of the budget will be presented to the members at that time.

**Food for Fines-** the Library, in partnership with Walmart, hosted an event February 14 – 16<sup>th</sup> that gave library patrons the opportunity to pay off overdue fines by bringing in canned/dried goods as donations to decrease library fines owed by patrons. The event started off slow, but by Saturday, the event collected over 20 boxes of donated food to go to the Novi Food Emergency Bank and Hospitality House. The staff and I feel it was a great opportunity to give patrons a break on fines and also help out those in need during the winter months. The event ran smoothly and we would consider offering this opportunity again in the future.

**Teen Space –** Our Teen Space is really getting a lot of great press and feedback from our teen patrons. On January 31<sup>st</sup>, the Library and Novi Youth Assistance re-launched the room with some new furniture and games to improve the use of the room. A HUGE thank you to Novi Youth Assistance for donating \$200 towards the costs of the new furniture and games. Our teen patrons are really enjoying the space!

**Library Café –** I met with Gary Bernstein in January to discuss the renewal of the library café lease. Gary presented a letter stating his intent to renew the lease for another 3 years. I will begin working on reviewing the current lease for any modifications.

**Book It Fundraiser –** Steve & Rocky's has agreed to be our platinum sponsor for the event on April 26<sup>th</sup>, providing the appetizers and desserts for the evening. The committee has met and will be soliciting the various Novi businesses over the next few weeks to gain prizes for the silent raffle.

**Policy P10: Computer Use Policy –** I am seeking approval by the Library Board for the attached revisions to the Library's Computer Use Policy based on changes/requirements from CIPA – Children's Internet Protection Act. The proposed revisions reflect what the Act requires for language by the Library in order for the library to receive E-rate funds. Revisions would go into effect as of February 20, 2013.

### **Novi Library Wins Contest - How does your library connect the old with the new?**

A Huge thank you to Evan Smale, Electronic Services Librarian, for submitting the winning entry in the contest below. Evan won the Library a \$500 gift card to Amazon. With the winnings, Evan suggested the purchase of an updated camera for the Library as he is one of our main photographers for events.

**Contest Information:** Here at SAGE, we are constantly inspired by the efforts of library professionals as we endeavor to invent new ways to connect the old with the new in the world of scholarly publishing. With our recent acquisition of [Adam Matthew](#), a publisher and digitizer of primary resource collections from medieval family life to 20<sup>th</sup> century history, merging past and present is at the forefront of our minds. That's why we're inviting you to show us how your organization is successfully taking fresh approaches to old tasks:



## **Congratulations to our “Old Meets New” Library Photo Contest Winners!**

Posted on [February 1, 2013](#) by [SAGE Publications](#)

First of all, we want to thank all who sent us photographs illustrating how their libraries are doing old things in new ways. It was a great way for us to learn about the new technologies that librarians are using as well as how these innovations are enhancing the library experience.

Now we would like to congratulate our four (yes, four) winners! Each of the photos was put on display at the SAGE booth at the ALA Midwinter meeting and booth guests were asked to vote on their favorite photo. Interestingly, we had a tie for 3rd place, so instead of splitting the prize, we thought we'd give out 4 prizes instead. Read on to see the winning photos.

### **1st Place: Evan Smale, Novi Public Library**



Evan says, “This photo depicts John Bassett an early settler of Novi as he appears in our local history room as well as our local history Pinterest page seen here: <http://pinterest.com/novilib/local-history/> Taking the literal history of Novi and the fantastic resources that our local history room provides and combining them with a social media site like Pinterest is a great way to blend the old with the new.”



# READ A LATTE CAFÉ



**Novi Public Library**  
**248- 349-7249**

TO: JULIE FARKAS

FROM : READ-A-LATTE CAFÉ  
GARY AND LOLA BERNSTEIN

*Re.: Lease Renewal*

Per section III of the library café lease, we are notifying you that we are exercising our option to extend our lease for the renewal term of three years. We plan to improve and continue to serve the Novi Public Library patrons. We look for new ways to provide products and service as well as continue our participation and support in library functions.

Thank you,

*Gary and Lola Bernstein*

*rec'd 1/17/13*



Department of Health & Human Services

[oakgov.com/health](http://oakgov.com/health)

L. BROOKS PATTERSON, OAKLAND COUNTY EXECUTIVE

Kathleen Forzley, R.S., M.P.A., Manager  
HEALTH DIVISION

## FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

<b>Establishment Name:</b>	READ A LATTE CAFE	<b>Establishment ID:</b>	830
<b>Establishment Address:</b>	45255 10 MILE RD	<b>Establishment Type:</b>	FIXED ESTABLISHMENT
<b>City, State, Zip:</b>	NOVI MI 48374	<b>License Number:</b>	SFE4063066921
<b>Establishment Phone:</b>	(248)869-7249	<b>Owner Name:</b>	LOLA BERNSTEIN
<b>Establishment Fax:</b>		<b>CVT:</b>	246

### INSPECTION INFORMATION:

<b>Inspection Date:</b>	01/16/2013	<b>NSDI:</b>	07/10/2013
<b>Follow-up Date:</b>		<b>Inspection Type:</b>	Follow-up
<b>Consumer Advisory Required:</b>	No	<b>Consumer Advisory Correct:</b>	N/A
<b>Consumer Advisory Handout Provided:</b>	N/A		
<b>Priority and Priority Foundation Violations Cited:</b>	No	<b>All Priority and Priority Foundation Violations Corrected:</b>	N/A
<b>All Priority and Priority Foundation Violations Not Corrected:</b>	N/A		
<b>Inspection ID:</b>	258634	<b>Water:</b>	
<b>License Limitations:</b>	No	<b>Sewage:</b>	
<b>Variance:</b>	No	<b>Seating Capacity:</b>	6
<b>License Posted:</b>	Yes	<b>Non-Smoking Area:</b>	Yes
<b>Anti-Choking Techniques Posted:</b>	No		

Based on this inspection, the following items marked are violations of the Michigan Food Law. Violations cited in this report shall be corrected within the time frames specified, but within a period not to exceed 10 calendar days for priority and priority foundation items (8-405.11) or 90 days for core items (8-406.11). Failure to comply with this notice may result in action against your food service license. You have the right to appeal any violations listed.

Received By: Lola  
(Person in Charge)

Inspected By: Whitney Smith  
Public Health Sanitarian Tech

Date: 01/16/2013

Page 1 of 2

NORTH OAKLAND HEALTH CENTER  
1200 N. TELEGRAPH RD.  
PONTIAC, MI 48341-0432  
General Information 248-858-1280

SOUTH OAKLAND HEALTH CENTER  
27725 GREENFIELD RD.  
SOUTHFIELD, MI 48076-3663  
General Information 248-424-7000



OAKLAND COUNTY MICHIGAN  
HEALTH DIVISION  
Department of Health & Human Services

L. BROOKS PATTERSON, OAKLAND COUNTY EXECUTIVE

Kathleen Forzley, R.S., M.P.A., Manager  
HEALTH DIVISION

[oakgov.com/health](http://oakgov.com/health)

## FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

<b>Establishment Name:</b> READ A LATTE CAFE	<b>Establishment ID:</b> 830
<b>Establishment Address:</b> 45255 10 MILE RD	<b>Establishment Type:</b> FIXED ESTABLISHMENT
<b>City, State, Zip:</b> NOVI MI 48374	<b>License Number:</b> SFE4063066921
<b>Establishment Phone:</b> (248)869-7249	<b>Owner Name:</b> LOLA BERNSTEIN
<b>Establishment Fax:</b>	<b>CVT:</b> 246

### INSPECTION INFORMATION:

<b>Inspection Date:</b>	01/10/2013	<b>NSDI:</b>	07/10/2013
<b>Follow-up Date:</b>	01/20/2013	<b>Inspection Type:</b>	Routine
<b>Consumer Advisory Required:</b>	No	<b>Consumer Advisory Correct:</b>	N/A
<b>Consumer Advisory Handout Provided:</b>	N/A		
<b>Priority and Priority Foundation Violations Cited:</b>	Yes	<b>All Priority and Priority Foundation Violations Corrected:</b>	No
<b>Repeat Violations Cited:</b>	Yes		
<b>All Priority and Priority Foundation Violations Not Corrected:</b>	5-402.11, 7-204.11		
<b>Inspection ID:</b>	258208	<b>Water:</b>	
<b>License Limitations:</b>	No	<b>Sewage:</b>	
<b>Variance:</b>	No	<b>Seating Capacity:</b>	6
<b>License Posted:</b>	Yes	<b>Non-Smoking Area:</b>	Yes
<b>Anti-Choking Techniques Posted:</b>	No		

Based on this inspection, the following items marked are violations of the Michigan Food Law. Violations cited in this report shall be corrected within the time frames specified, but within a period not to exceed 10 calendar days for priority and priority foundation items (8-405.11) or 90 days for core items (8-406.11). Failure to comply with this notice may result in action against your food service license. You have the right to appeal any violations listed.

**Received By:** Lola  
(Person in Charge)

**Inspected By:** Whitney Smith  
Public Health Sanitarian Tech

**Date:** 01/10/2013

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NORTH OAKLAND HEALTH CENTER  
1200 N. TELEGRAPH RD.  
PONTIAC, MI 48341-0432  
General Information 248-858-1280

SOUTH OAKLAND HEALTH CENTER  
27725 GREENFIELD RD.  
SOUTHFIELD, MI 48076-3663  
General Information 248-434-7000

**OAKLAND COUNTY HEALTH DIVISION  
FOOD SERVICE ESTABLISHMENT INSPECTION REPORT**

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**CERTIFIED MANAGER INFORMATION:**

<u>Manager Name</u>	<u>Certificate Number</u>	<u>Certificate Type</u>	<u>Issue Date</u>	<u>Exp. Date</u>	<u>Verified</u>
DEBORAH SWYKERT	6435123	ServSafe	04/29/2009	04/29/2014	Yes

A certified foodservice manager is a requirement of the Oakland County Sanitary Code, Article IV.

**CURRENT OBSERVATIONS:**

<u>Source</u>	<u>Violation Number</u>	<u>Violation Type</u>	<u>Correct By Date</u>	<u>Corrected</u>	<u>Repeat</u>
Food Code	5-402.11	Priority	01/20/2013	No	No

**Observation:** Drain line of ice machine observed without an adequate air gap.

**Code Requirements:** A direct connection may not exist between the sewage system and a drain originating from equipment in which food, potable water, or utensils are placed.

**Method of Correction:** Provide an air gap two (2) times the pipe diameter, not less than one (1) inch, between equipment drain lines and flood rim of floor drain of the ice machine.

Food Code	7-204.11	Priority	01/11/2013	No	No
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**Observation:** Unapproved bleach being used as a sanitizer in facility. No approved bleach available. Note: Label on bleach does not indicate that the product can be used in a food establishment.

**Code Requirements:** Chemical sanitizers applied to food-contact surfaces shall be approved for use in a food establishment.

**Method of Correction:** Provide a bleach sanitizer that is approved for use in a food establishment.

Food Code	7-209.11	Core	01/10/2013	Yes	Repeat(1)
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**Observation:** Hand lotion observed in a cabinet stored next to clean dishes.

**Code Requirements:** Employees shall store their personal care items below and away from all food service related items.

**Method of Correction:** Move hand lotion to a location that is below and away from all food service related items.

**Correction Detail:** Person in charge moved hand lotion to a location that is below and away from all food service related items.

**CORRECTED VIOLATIONS FROM PREVIOUS INSPECTIONS:**

<u>Source</u>	<u>Violation Number</u>	<u>Violation Type</u>	<u>Violation Date</u>	<u>Repeat</u>
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Received By: Lola  
(Person in Charge)

Inspected By: Whitney Smith  
Public Health Sanitarian Tech

Date: 01/10/2013

**OAKLAND COUNTY HEALTH DIVISION  
FOOD SERVICE ESTABLISHMENT INSPECTION REPORT**

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**CORRECTED VIOLATIONS FROM PREVIOUS INSPECTIONS:**

Source	Violation Number	Violation Type	Violation Date	Repeat
Food Code	6-501.12	Non-Critical	07/30/2012	No

**Observation:** Observed the floor drain within the cabinet below the three-compartment sink soiled with black build-up.

**Code Requirements:** (A) Physical facilities shall be cleaned as often as necessary to keep them clean.

(B) Except for cleaning that is necessary due to a spill or other accident, cleaning shall be done during periods when the least amount of food is exposed such as after closing.

**Method of Correction:** Clean the above noted floor drain.

**Correction Detail:** Floor drain within the cabinet below the three-compartment sink observed clean. 01/10/13

**COMMENTS:**

Routine inspection completed today by Whitney Smith.

Handout "Key Changes to Michigan Food Code and Food Law" provided to operator at time of inspection. 2009 Food Code Compliance worksheet completed at inspection.

Facility's employee illness policy and allergy policy were reviewed with person in charge during inspection for informational purposes.

A follow-up inspection will occur on or after 01/20/2013 to ensure Priority violations 5-402.11 (Drain line air gap) and 7-204.11 (Unapproved bleach), are corrected.

Questions? Contact Whitney Smith at (248) 445-7725.

Note: Facility is located inside the Novi Public Library.

Received By: Lola  
(Person in Charge)

Inspected By: Whitney Smith  
Public Health Sanitarian Tech

Date : 01/10/2013

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# Policy Manual

## PUBLIC POLICIES

### Policy P10: Computer Use Policy

#### 1. General Statement

In furtherance of Novi Public Library's mission to support the educational, cultural, informational and recreational needs of its diverse community, public access to computers, electronic equipment and the Internet are provided. Library computers for public use are accessible via a valid library card or computer guest pass issued by Library staff. The Internet offers global access to data, news, information and entertainment. The information available through the Internet changes rapidly and unpredictably. The Library does not filter materials that are available through the Internet, with the following exceptions:

- A. The access of Minors (defined as patrons under the age of 18) is filtered to block **pictures on** sites that are obscene, **child pornography**, or contain sexually explicit material that is harmful to Minors in accordance with Section 6 of the Michigan Library Privacy Act (PA 212 of the Public Acts of 2000) **and the Children's Internet Protection Act (CIPA)**.
- B. Internet access available on the first floor **computers**, in the computer lab, via a guest pass, and all walk-up terminals will be filtered to block **pictures on** sites that are obscene, **child pornography**, or contain sexually explicit material that is harmful to Minors.
- C. The Library uses software to block sites that spread viruses, malware, spyware or programs that will damage or interfere with the use of the Library's computers.

It is the responsibility of parents to supervise their children when using electronic equipment. The Library cannot always monitor the activities of Minors who are using the public computers.

#### 2. Staff Assistance

Staff may assist patrons in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist patrons at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application.



### 3. Children and the Internet

- A. Parental supervision of Minors using electronic equipment is strongly advised. Parents and legal guardians assume responsibility for deciding what is appropriate for their children, and should discuss the responsibilities of usage, **including safety and security when using electronic mail, chat rooms and other forms of electronic communications**, with their children. The Library does not directly or remotely monitor anyone's use of the computers, including Minors. However, the Library will react to a report of inappropriate use (see (C) (vi), below).
- B. Minors must use their own library card or a guest pass when accessing the Library's electronic equipment or the Internet.
- C. In compliance with Section 6 of the Michigan Library Privacy Act (Act 212 of the Public Acts of 2000) **and the Children's Internet Protection Act (CIPA)**, the Novi Public Library provides the following system designed to prevent a Minor from viewing obscene matter or sexually explicit matter that is harmful to Minors:
  - i) Whenever a Minor logs-on to any computer using their own library card or guest pass, the Internet will be filtered to block **pictures on** sites that are obscene or contain sexually explicit material that is harmful to Minors. However, this software cannot block inappropriate chat, blog or e-mail content.
  - ii) Public Internet computers are placed in high-traffic, visible areas of the library.
  - iii) Non-filtered public Internet computers have privacy screens.
  - iv) A separate area is provided for youth public Internet computers. All computers that are located in areas intended for youth use will be filtered to block sites that are deemed obscene or contain sexually explicit matter that is harmful to Minors. Public computers in the first floor Youth Area are reserved for Minors and adults accompanied by a Minor.
  - v) Materials are provided for parents/guardians regarding Internet safety for Minors.
  - vi) Librarians will respond to reports of patrons viewing, printing and/or downloading matter that is considered harmful to Minors by:
    - (1) Advising the patron that a report or complaint has been received.
    - (2) Verifying age of the patron.
    - (3) Informing the patron that this matter may not be accessed at the Library.
    - (4) Informing **the** patron that failure to comply with this policy will result in a loss of library privileges.

### 4. Choosing and Evaluating Sources

- A. Novi Public Library does not filter access to the Internet to adults except as noted above. Choosing access points is the responsibility of the user. However, if it is reported to Library staff that a patron is accessing material that is patently offensive to community standards (e.g., pornography), Library staff may require that patron to

discontinue such access or the patron may be denied use of the computers or asked to leave the Library.

- B. Novi Public Library has no control over the Internet and its resources and is not responsible for the accuracy, quality or currency of any Internet resource.
- C. Novi Public Library and its trustees, officers, directors and employees shall not be liable for any damages (direct or indirect) for any information obtained or provided on the Internet.
- D. Users should evaluate Internet sources just as they do print materials.
- E. The Internet may contain materials of a controversial nature.
- F. Internet computers may only be used for legal purposes. Examples of unacceptable use include, but are not limited to, the following: viewing of matter that is harmful to Minors as defined by section 4 of 1978 PA 33, MCL 722.674 by individuals under 18 years of age; harassment of other users; libeling or slandering other users; destruction or damage to equipment, software, or data belonging to the Library or other users; disruption or unauthorized monitoring of electronic communications; **unauthorized access, including so-called "hacking"; unauthorized disclosure, use, and dissemination of personal information regarding minors**; unauthorized copying of copyright-protected material. Violations may result in loss of access.

## **5. Acceptable Use**

All users of the Library's Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this policy.

- A. **Lawful Use.** The Library Internet connection and workstations shall be used in a lawful manner. Workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, Michigan or local law, including but not limited to accessing material that can be classified as obscene or child pornography.
- B. **Intellectual Property.** Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.
- C. **Use Must Not Be Harmful to Minors.** Internet users shall not permit any Minor to view sexually explicit material or any other material deemed harmful to Minors.
- D. **Compliance with Rules of Conduct.** The same rules apply to the use of the Internet connection and work stations as with the use of any other Library materials. The Library has adopted Rules of Conduct (Policy P11). All patrons must comply with the Library's Rules of Conduct, which shall be posted in the Library.
- E. **Privacy.** Patrons must respect the privacy of others by not misrepresenting oneself as another patron; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not seeking disallowed access to any computer system via the Internet.



- F. **Time Limit.** The Library has a limited number of terminals. Patrons must relinquish the computer terminal immediately following the expiration of any posted time limit.
- G. **Reimbursement.** The patron is responsible for payment of all printing charges.
- H. **Personal Software Prohibited.** Patrons shall refrain from use of personal software on Library systems or the modification of any Library operating system or network configuration.
- I. **System Modifications.** Patrons are not permitted to change the security setup, operating systems, the network configuration or any other configuration of any Library computer or equipment. Patrons may not install software onto any Library computer.
- J. **Software Security Restrictions.** Patrons may not use the Library's computers to disseminate computer viruses, spyware, and malware or to otherwise hack, harm or interfere with the use of any other computer system.
- K. **Purpose and Prohibited Uses.** The Library's Internet resources should be used for educational, informational, and recreational purposes only. The Library intranet is for staff use only and should not be accessed by patrons.

## **6. Library Laptop Computers**

The Library has a limited number of laptop computers that are available for use by adult patrons, age 18 years or older, who have a valid library card in the TLN Shared System. Laptops are available on a first come first served basis and must be used in accordance with the Computer Use Policy. As security for the return of the laptop, patrons must check out with a valid library card (as above) and must leave their valid driver's license or other State ID with the Library.

By checking out a laptop, the patron agrees to the responsibilities of use for the entire loan period, including the responsibility of keeping the laptop secure and undamaged. The fee for damage to or loss of a Library laptop shall be set at the current replacement cost of the equipment (which may be approximately \$1,200) and shall be listed in the Library's Schedule of Loans, Fines and Fees.

Laptops may only be used inside the Library building and on the gated patio. Laptops may not be taken into the restrooms.

Laptops must be returned by closing time of the Library or before leaving the Library prior to closing time. Police will be notified if laptops are not returned on time.

## **7. Violations of Computer Use Policy**

A violation of this Policy shall be deemed to be a violation of the Rules of Conduct (Policy P11) and may result in a temporary or permanent suspension of some or all of the patron's Library privileges.

Approved: December 15, 2004; Amended: May 15, 2010; Amended May 25, 2011

## **Public Services Report – Margi Karp-Opperer**

2013 has already brought outstanding events to the Novi Library and hopefully, the New Year will also bring you and our community good health and continued great accomplishments.

Featured programs this month:

- A successful American Red Cross Blood Drive started the year.
- The Local History Room was open the 1<sup>st</sup> and 3<sup>rd</sup> Mondays of the month, staffed by the Historical Commission.
- Help for our Families occurred on Tuesday mornings when the staff of OLHSA (Oakland Livingston Human Service Agency) assisted residents with their special needs. Starting in January, OLHSA will be offering two extra hours of service each week.
- The monthly delivery of Novi Newbies' backpacks to St. John Providence Park was completed.
- 2 "Coffee with Novi Schools Superintendent," Steve Matthews, was completed.
- Welcome brochures in English and Japanese were delivered to NSD for our new residents.
- A homeowner tour was given by April Stevenson.
- Unique programs for the month included:
  1. A very enlightening presentation of the "Origins of Motown Sound."
  2. An outstanding, tasteful demonstration of "Authentic Indian Cooking."
  3. "Truth About Estate Planning" was very informative
  4. A creative, enjoyable Fundraiser, "Scrapbook for a Cause."
  5. An educational program, "Save a Dyslexic, Save the World: Dyslexia Awareness is Important."
  6. Our first in a series of three enriching talks by our wonderful, local artist, David Barr "Journey of Art Through the Eyes of David Barr" that we are partnering with the City of Novi on.
  7. Honoring Martin Luther King and being open on that day for the first time ever, we partnered with our Novi School District to offer 2 programs for kids (Stories, songs, conversation, crafts) and an "Informal Community Dialogue" for residents between the ages of 12 to 100+. We also had an African American traveling history exhibit in the lobby from 4-8PM.
  8. The ever-popular "Transferring VHS to DVD" returned.
  9. "Are you Tax Diversified?" produced lots of questions from our audience.
- Special business/financial programs for the month included:
  - a. Database Training Business Insight: Essentials
  - b. 4 SCORE Business Mentoring
  - c. Your Investing Foundation: The 3-R's
- Monthly scheduled programs from the Adult Services' Department ran smoothly with: Computer instruction classes (Word Basics 2010 and Excel Basics 2010), 4 Adult Book Discussion Groups, German, Mandarin & Spanish Language Conversation Groups, 1-on-1 internet and email instruction, 3 English Conversation Groups, 8 ESL Book Discussion Groups, Novi Writer's Group, and the 5 weekly Knit2gether Knitting Circles.
- The Youth Department offered their tremendous selection of classes with weekly Story times for babies, tots, two, three and four year olds. The monthly programs of Kiddie Crafts, Starlight Story Time, 3 preschool playgroups, Lego Club, Snack Tales were also offered. Extra-special for the month were: 4 Great Parents, Great Start Playgroups
- Tween and Teen News:
  - a. The NPL Teen Space continued to be a good attraction to our students who want to socialize before they began their homework. It is a wonderful partnership with Novi Youth Assistance, Novi Schools, and Novi Parks, Rec and Cultural Services.
  - b. Two extra programs for the 7-12 graders were: "Coloring Page De-Stresser!" and "Filling out the FAFSA and \$\$\$ for College."

The youth area's featured collection was Honoring African Americans in Literature, the Adult's was Celebrating Dr. Martin Luther King Jr. and African American History and the Database of the Month for January, 2013 was Biography in Context.

### **Building Operations Report - Mary Ellen Mulcrone**

Purchase of an awning for the delivery/staff entrance was approved, and Marygrove Awning was chosen from our pool of quotes to perform the installation. They are working with the City for approval of the plans, and we hope to have it installed in March. Many thanks to our Friends of the Library who have provided the funding for this project.

Novi Fire Department assisted us with selecting and acquiring an updated Automated External Defibrillator (AED) that is located in the lobby, near the Welcome Desk. They are also providing training for this new equipment.

The IT department has installed an updated workstation that was purchased by the Historical Commission for our Local History Room, and the AWE early literacy learning stations have been updated to the latest version of software.

A new doll house was assembled for the first floor Youth area, and a table-top foosball game was assembled for use in the Teen Space. Tax form holders were brought out of storage and are being well used on the first floor.

Assorted repairs were completed, including a roof leak in the receiving area, replacement of an actuator on the second floor air handler of the HVAC system, and adjustments to our audio system to eliminate the static heard in the first floor meeting rooms. The credit card machine at the Checkout Desk was replaced after five years of use.

Several staff attended important safety sessions. The Novi Police Department provided a half-day session on Surviving Active Intruder/Shooter Incidents: Preparation, Response and Recovery. The City's Employee Wellness and Engagement (EWE) team provided a session called Keep Calm and Carry On with tips for emergency preparedness. Both of these programs were very informative.

Collection reports have been provided to librarians for weeding purposes.

We finished planning for the Food for Fines project, and it is in full swing, February 14-16. Hopefully we can report on success of this project next month and perhaps look forward to again partnering with Walmart on similar events in the future.

We welcomed a new shelver, Aisar Hasson, to the staff.

I'd like to share some nice comments from one of our managers, Wendy Teagan. She was referring to her Support Services crew, who are certainly deserving of the credit, but I think we can also apply these words to our staff in general. Wendy said, in regards to our new motto, that staff does their best to *INFORM* other staff, as well as patrons, about changes in collections, services, and procedures. They *INSPIRE* us with their dedication and hard work. They *INCLUDE* the big picture in every aspect of their tasks. Thanks to each and every one on this great NPL staff!

**Support Services Statistics 2012-2013 Fiscal Year**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>Cards Issued</b>	466	404	399	404	338	255	363						<b>2,629</b>
<b>Items checked out</b>	83,350	76,559	62,773	65,353	62,499	54,805	66,428						<b>471,767</b>
<b>Items borrowed</b>	5,195	4,398	3,668	4,108	3,876	3,239	4,778						<b>29,262</b>
<b>Items loaned</b>	5,844	5,456	4,927	5,208	4,839	4,042	5,976						<b>36,292</b>

Support Services  
Statistics

JANUARY, 2013

	2013	2012
No. of lib. cards issued	363	384
Total no. of checkouts	66,428	66,403
No. of items borrowed	TLN 4,672	4,728
	MeL <u>106</u>	<u>149</u>
	4,778	4,877
No. of items loaned	TLN 5,853	5,373
	MeL <u>123</u>	<u>190</u>
	5,976	5,563

Self-Check Totals 2011-12 Fiscal Year									
	Total Circulation	Self-check % of Total	Total Self-checks	Self-Check #1	Self-Check #2	Self-Check #3	Youth #1	Youth #2	Adult South
July	73,419	62.81%	46,117	12,081	10,643	7,580	11,256	2,410	2,147
August	79,848	60.86%	48,592	11,736	10,318	6,634	10,461	6,412	3,031
September	63,313	57.57%	36,449	9,878	7,536	4,156	7,910	5,055	1,914
October	63,393	56.01%	35,508	9,629	6,624	3,893	7,998	5,306	2,058
November	62,518	57.02%	35,646	9,119	6,990	4,039	8,548	5,170	1,780
December	59,286	58.09%	34,439	8,481	6,857	3,538	8,617	5,049	1,897
January	66,403	57.21%	37,987	9,022	7,653	4,044	9,320	5,862	2,086
February	66,133	56.84%	37,590	8,850	7,343	4,124	9,243	6,004	2,026
March	69,785	56.62%	39,511	10,005	7,602	3,916	9,979	6,130	1,879
April	64,478	57.63%	37,160	9,356	7,164	3,614	9,185	5,843	1,998
May	61,930	57.77%	35,774	9,256	7,092	3,915	9,067	4,716	1,728
June	73,046	61.68%	45,057	10,110	8,223	4,880	11,716	7,527	2,601
FYTD	803,552	58.47%	469,830	117,523	94,045	54,333	113,300	65,484	25,145

Self-Check Totals 2012-13 Fiscal Year									
	Total Circulation	Self-check % of Total	Total Self-checks	Self-Check #1	Self-Check #2	Self-Check #3	Youth #1	Youth #2	Adult South
July	83,350	60.03%	50,038	10,490	9,420	5,579	13,483	8,706	2,360
August	76,559	60.05%	45,970	10,285	8,233	4,976	12,253	7,783	2,440
September	62,773	57.80%	36,285	8,313	6,853	3,609	9,698	6,197	1,615
October	65,353	56.96%	37,226	8,339	7,067	3,692	9,745	6,677	1,706
November	62,449	57.92%	36,168	8,234	6,049	3,663	10,414	6,230	1,578
December	54,805	56.14%	30,768	7,795	5,514	2,577	8,201	5,233	1,448
January	66,428	57.95%	38,495	9,046	7,124	3,662	9,560	7,270	1,833
February									
March									
April									
May									
June									
FYTD	471,717	58.29%	274,950	62,502	50,260	27,758	73,354	48,096	12,980

**Library Usage**

2011-2012 Fiscal Year					2012-2013 Fiscal Year				
	Monthly Total	Daily Average	Hours Open	Days Open		Monthly Total	Daily Average	Hours Open	Days Open
July	34,449	1,325	246	26	July	38,858	1,495	254	26
August	34,388	1,274	254	27	August	33,175	1,229	261	27
September	30,118	1,076	248	28	September	31,011	1,108	244	28
October	31,108	1,003	266	31	October	32,303	1,042	281	31
November	30,550	1,091	248	28	November	32,454	1,119	244	29
December	28,028	1,038	252	27	December	26,501	1,019	229	26
January	25,847	891	252	29	January	30,017	1,001	270	30
February	32,234	1,112	226	29	February		0	248	28
March	34,536	1,114	281	31	March		0	255	29
April	32,318	1,154	251	28	April		0	270	30
May	30,763	1,099	255	28	May		0	258	28
June	34,232	1,317	254	26	June		0	239	25
<b>FYTD Total</b>	<b>378,571</b>	<b>1,120</b>	<b>3,033</b>	<b>338</b>	<b>FYTD Total</b>	<b>224,319</b>	<b>1,343</b>	<b>3,053</b>	<b>337</b>

**Early Literacy Workstation Usage**

2011-2012 Fiscal Year				2012-2013 Fiscal Year			
	Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)		Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)
July	20	200	10	July	991	25,766	26
August	659	16,475	25	August	1,006	25,150	25
September	538	11,298	21	September	749	16,478	22
October	112	2,352	21	October	829	19,067	23
November	413	9,912	24	November	834	20,016	24
December	743	18,575	25	December	683	15,026	22
January	751	17,273	23	January	838	20,112	24
February	800	20,000	25	February			
March	931	21,413	23	March			
April	828	18,216	22	April			
May	814	18,722	23	May			
June	877	21,925	25	June			
<b>FYTD Total</b>	<b>7,486</b>	<b>180,473</b>	<b>24</b>	<b>FYTD Total</b>	<b>5,930</b>	<b>141,615</b>	<b>24</b>

**Technology Sessions 2012-2013 Fiscal Year**

	<b>Tech Time</b>	<b>eReader</b>	<b>VHS to DVD</b>	<b>Skype</b>	<b>Paint.NET</b>	<b>Drop-In Lab</b>	<b>Staff Training</b>	<b>Impromptu</b>	<b>Total Classes</b>	<b>Total Patrons</b>
<b>Jul</b>	<b>4</b>	<b>1</b>						<b>3</b>	<b>8</b>	
<i>Patrons</i>	3	7						3		13
<b>Aug</b>	<b>4</b>	<b>1</b>					<b>7</b>	<b>3</b>	<b>15</b>	
<i>Patrons</i>	3	2					15	3		23
<b>Sep</b>	<b>4</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>8</b>	<b>15</b>	
<i>Patrons</i>	3	5	9			4		8		29
<b>Oct</b>	<b>5</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>7</b>	<b>15</b>	
<i>Patrons</i>	3	3	10				1	7		24
<b>Nov</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>11</b>	
<i>Patrons</i>	1	8	5	4		3		2		23
<b>Dec</b>	<b>4</b>	<b>1</b>	<b>1</b>				<b>6</b>	<b>2</b>	<b>14</b>	
<i>Patrons</i>	1	1	2				14	2		20
<b>Jan</b>	<b>5</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>5</b>	<b>13</b>	
<i>Patrons</i>	3	9	9				1	5		27
<b>Feb</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>7</b>	<b>14</b>	
<i>Patrons</i>	1			2				7		10
<b>Mar</b>									<b>0</b>	
<i>Patrons</i>										0
<b>Apr</b>									<b>0</b>	
<i>Patrons</i>										0
<b>May</b>									<b>0</b>	
<i>Patrons</i>										0
<b>Jun</b>									<b>0</b>	
<i>Patrons</i>										0
<b>Sessions</b>	<b>34</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>15</b>	<b>37</b>	<b>105</b>	
<i>Patrons</i>	18	35	35	6	0	7	31	37		169

Number of Computer Logins					
2012-2013 Fiscal Year					
	Workstations	Wireless	Lending Laptops*	Total	Daily Average
July	8,302	15,104	0	23,406	900
August	7,926	14,352	0	22,278	825
September	7,090	12,680	0	19,770	706
October	7,539	13,578	0	21,117	681
November	7,895	14,263	3	22,161	791
December	4,295	18,833	2	23,130	857
January	4,924	2,4172	6	29,102	1,004
February					0
March					0
April					0
May					0
June					0
<b>FYTD Total</b>	<b>47,971</b>	<b>112,982</b>	<b>11</b>	<b>160,964</b>	<b>1,150</b>

\*Launched 10-01-2012



**Novi Public Library**  
**Student Representatives' Report – January 2013**  
**Prepared by: Jessica Mathew & Torry Yu**

Well we did it! The New Year has passed; everyone has passed their midterms – hopefully, and experienced our first snow day in two years! As one semester ends, another one begins. Juniors, like Jessica, are heavily prepping for their upcoming ACT exams, while seniors, like Torry, are getting senioritis.

**Teen Space Unveiling**

As midterms ended, the Novi Library's Teen Space unveiled their new collection of games and activities to the teens that use the facility. On Thursday, January 31 at 2PM, students getting out of school experienced and got a chance to enjoy some of the new amenities made possible by a \$200 donation from Novi Youth Assistance, and a matching amount from the Library. New furniture was purchased for the Teen Space, along with new games.

The Teen Space unveiling was covered by the Novi News and the Novi Patch. We are currently averaging about 35 teens at each Teen Space session.

**Dr. Martin Luther King, Jr. Celebration**

With school being out and a winter wonderland outside, many students in the Novi area had the chance to venture out to the Library to help us celebrate the Dr. Martin Luther King, Jr. Day Celebration, and the first time the Library has been opened on MLK day. We had several teen volunteers to help us with the craft and story time program in the morning.

From 4-8PM, we were proud to display the Fred Saffold Traveling African American Exhibit in the Library's Lobby.

In the evening, we held an open teen forum regarding diversity and accepting one another. Our numbers were lower than we had hoped with finals being the next day, but a good discussion was had by all our attendees.

**Student Reps. Meeting**

Despite our very busy schedules, Jessica, Torry, and Miss Margi still manage to meet on a monthly basis to discuss goals and upcoming projects. At our meeting on January 16, we looked into having another community service project. With the overwhelming success from the clothing drive last year, we are actively looking to see what we can do this year.

With Torry's term as a student representative on the Library Board ending in a matter of months, Miss Margi, Jessica, and Torry are actively seeking to find a replacement for him. To assist in this matter, we have made contact with the schools' volunteer coordinators and Torry wrote an article for the Walled Lake Western Student Newspaper regarding the opening, which is attached on the next page.

**Looking Ahead**

- Teen Writing Contest continues until March 8 at 5:00 PM. Information is available on the Library's website and at the information desks.
- Coloring Page De-stresser on Thursday, March 21 at 3:00 PM. Registration is required.
- ACT/SAT Test Prep Program on Wednesday, March 27 at 7:00 PM. Registration is required.

# Bits and Pieces

Vol. 4, Number 2

FEBRUARY 2013

## Southeast Michigan Library Food Drive

TLN has agreed to participate in a month long Library Food Drive, organized by Gleaners Community Food Bank of Southeast Michigan, running April 1 to 30. This a volunteer drive, libraries can choose to participate or not and at a level of participation which works best for their community. Many libraries already host Food for Fines programs in support of their local service area and may select to not participate in this TLN effort. The Suburban Library Cooperative (SLC) has selected to be part of this southeast Michigan April food campaign. All libraries will be supplied with Food Drive literature, promotional material and food donation boxes. TLN or Gleaners will pick up all donations. Libraries may elect to run the drive as a Food for Fine program. If this option is selected, the TLN Steering Committee suggests a maximum fine forgiveness of \$5.00 per library card holder.

## Continuing Education Registration Open on TLN Website

Efforts to upgrade and enhance staff skills require staff to attend a conference, annual association program, or, the ongoing TLN spring and fall continuing education series. Take some time and visit the TLN website, explore our spring 2013 Continuing Education, and, REGISTER on line! March 2013 offerings still open for registration include the following classes starting at 1:00 PM:

March 07      **Interviewing Prep and Skills**      Rochester Hills Public Library

Discover the essential parts of getting the library job of your dreams, learn the steps required to make you stand out from other qualified applicants & secure a view of how hiring managers rank candidates.

March 12      **Genreflecting**      Hamburg Township Library

Quality Reader Advisory Services start with knowing a variety of fiction genres – thrill your patrons with your knowledge of three fiction genres sure to appeal to patrons (Graphic Novels, Mysteries & Thrillers).

March 20      **Customer Service**      Novi Public Library

Our public has many options when it comes to selecting access to books and information. Make your library Destination One for your patrons by incorporating the award winning customer service philosophy and public service routines implemented daily at the Novi Public Library.

# Donate Food to Pay Off Your Fines at the Novi Library

The Novi Public Library is offering patrons the opportunity to pay off their fines with canned food donations.

- By [Rebecca Jaskot](#), January 23, 2013



If you have a library fine that is weighing on your mind, why not pay it off while participating in a great cause at the same time? Food for Fines is an opportunity for [Novi Public Library](#) patrons to donate canned or dried goods and receive up to \$10 in overdue fines removed from their library cards.

You can drop off your items at Food for Fines in the library's east meeting room at the following times:

- Thursday, Feb. 14 from 10 a.m. to 8 p.m.
- Friday, Feb. 15 from 10 a.m. to 4 p.m.
- Saturday, Feb. 16 from 10 a.m. to 4 p.m.

Each item you bring in takes \$1 off of your fines. Billed items are not included. In order for fines to be removed, library cards are required from each individual.

In partnership with [Walmart](#), this event supports the Novi Food Emergency Bank and Hospitality House.

For more information on the Novi Public Library and the Food for Fines event visit [www.novilibrary.org](http://www.novilibrary.org).

**Related Topics:** [Novi Public Library](#) and [Walmart](#)

## Six honored at Novi Chamber's Toast of the Town gala

Jan. 30, 2013 | Observer & Eccentric



Pictured (l to r) are Julie Farkas, Novi Public Library; Lisa Brown, Suburban Collection Showplace; Nick Lontscharitsch, Preh Inc.; Shigeru Yamada, Cherry Blossom Japanese Restaurant; Howard Bleiwas, Howard I. Bleiwas and Associates CPA, PLLC; Bob McCann, Bright House Networks; Blair Bowman, Suburban Collection Showplace; Sheryl Romzek, Novi Chamber of Commerce; Novi Mayor Bob Gatt.

The annual Toast of the Town gala was held Jan. 25 at The Suburban Collection Showplace where the Novi Business Recognition Awards were presented.

More than 150 people came to toast six business winners: Novi Public Library, Suburban Collection, Preh Inc., Cherry Blossom Japanese Restaurant, Howard I. Bleiwas and Associates, CPA, PLLC, and Bright House Networks.

The night began with appetizers provided by Carrabba's Italian Grill and Toasted Oak Grill Market, with music by the Novi High School string quartet. As people were enjoying the appetizers, they were able to browse 27 different raffle prizes.

Mayor Bob Gatt started the festivities by presenting all the awards, including a special award he personally selected, the Mayor's Business Ambassador Award which was given to Blair Bowman of the Suburban Collection Showplace. A celebratory toast was enjoyed by all, sponsored by Gasiorek, Morgan, Greco and McCauley PC, with the award winners gathering on the stage to receive their honor.

The evening continued with a fundraising game of heads or tails. The prize was A-Dine-Around which included appetizers at Fleming's Prime Steakhouse and Wine Bar, entrees at Carrabba's Italian Grill, and desserts at Bonefish Grill with transportation provided by Wilson Limousine.

After the live auction, with proceeds benefitting the American Red Cross Southeastern Michigan Region, and dinner, dessert was provided by The Melting Pot and Perfect Desserts.

The Novi Chamber of Commerce thanks event sponsors Lotus Bank and Varsity Lincoln, as well as all the companies that donated raffle prizes, live auction items and the many individuals who donated their time.





Marking the Novi Youth Assistance's donation to the Novi Public Library are (l to r) April Stevenson, head of the library's Information Services; Jessica Wallace, Novi Youth Assistance caseworker; Margi Karp-Opperer, library assistant director for Public Services; Jennifer Preston, Teen Services librarian; and Tom Swieboda, Novi Youth Assistance caseworker.

## Novi Youth Assistance donates \$200 to help library's afterschool program

Novi Youth Assistance recently made a generous donation of \$200 to the Novi Public Library's Teen Space for the purchase of furniture and games, according to Julie Farkas, library director.

The library started its Teen Space program Oct. 1, 2012. The library's Meeting Room is open from 2-5 p.m. Monday-Thursday for students in grades seventh through 12th to relax and unwind from their school day. Card and board games are available for the teens, as well as craft supplies, and they also have access to the room's state-of-the-art sound

system to play their MP3 players.

The library has formed a community partnership with Novi Community Schools, Novi Parks & Recreation and Youth Assistance to monitor the space.

"We just want the kids to have a spot in the library to be able to unwind and hang out, and not worry about disturbing other patrons," said Teen Services Librarian Jennifer Preston. "We greatly appreciate this donation by Novi Youth Assistance. The working relationship between the four partners has really been something special."

### NOVI NEWS

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A GANNETT COMPANY



# Library patrons can pay late fines down, give to needy



JOHN HEIDER | STAFF PHOTOGRAPHER

Novi Library employee Christine Krieger assists Bonnie Howitz in checking out some material on Feb. 8. Beginning this week the library is sponsoring a Food for Fines promotion where for every \$1 of donated food patrons will receive \$10 off their library fines. Donated goods will go to local food banks.

**By Lonnie Huhman**  
Staff Writer

The Novi Public Library is introducing a new program to give patrons an opportunity to decrease their late fees while also helping out those in need.

This is the first year for Food for Fines, and library director Julie Farkas thinks the effort is a "win-win" for everyone involved.

"This effort will help those wanting to eliminate or pay down their late fines and will also help support the Novi Food Emergency Bank and Hospitality House," according to Farkas.

It's really quite simple for library card members with fines- to donate food items and have a fine canceled. Farkas said one canned or dried non-perishable item equals \$1 in fines with a maximum of \$10

per library card, which must be present to verify accounts.

The effort is in partnership with Walmart of Novi, which is providing staff to help during the three days it's going on. The retailer helped the library previously with the event Light up the Night.

Farkas said the main reason behind this effort is to help those in need. For the food banks, February and March are tough times with supplies low. It's the goal to help replenish the shelves at the Emergency Bank and Hospitality House.

Another goal is to help those patrons with late fees. The library understands fines happen for a variety of reasons, from forgetting to return an item to being out of town when something is due.

Farkas said this also gives those patrons a cool opportunity to help out.

## DETAILS

Food for Fines will take place 10 a.m. to 8 p.m. Thursday, Feb. 14 and 10 a.m. to 4 p.m. Feb. 15-16 inside the east meeting room. Staff and volunteers will be on hand with computers to be able to access the accounts. The Novi library is located at 45255 W. 10 Mile Road.

"We want to give patrons a break," she said, "and we believe this is the best way to do that."

Food items particularly needed are canned meats, tuna, and similar foods which are not expired.

"We hope this works out and patrons participate," Farkas added. "Those without fines can also help out if they want to."

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# Board & Administrator

FOR BOARD MEMBERS

February 2013 Vol. 29, No. 6

Editor: Jeff Stratton

## Board leadership influences new member behavior

Board culture has a strong influence on new member behavior. That's why veteran board members need to take an active role in showing new members the board's norms and beliefs about its role.

For instance, when the board demonstrates its leadership in board activities such as fundraising, it is demonstrating the board's role and setting an example. So if your board is a fundraising board, but board members aren't serious about their responsibilities in this area, the message sinks in with your newest members.

In addition, having an experienced board member available to answer questions and mentor new members is effective in influencing new member behavior. Even a strategy as simple as volunteering to answer the questions of new members helps to acclimate them more quickly to board service. This gives the rookies a person to call with questions, while you and the board demonstrate that there is a learning curve and a need to support new members.

Peer-to-peer counseling is preferable to the administrator lecturing a new member about mistakes. Better that the board chair or another

member talk to a new board member headed in the wrong direction because it's a conversation between two colleagues, not an employee correcting a boss.

When the board's culture is wrong, it is difficult to fix. Training won't help much unless the full board agrees the culture is wrong and commits to change it for the better. ■

### Tip to prevent conversation monopolization

It's not a healthy board practice for one or two members to dominate meeting conversation. When that happens, other voices are silenced.

If the board chair recognizes this as a recurring problem, he needs to step in and do something about it. The chair can make a point to ask every member what he or she thinks about the issue.

Boards are a deliberative body, and they work most effectively when all voices have a say. ■

## Ask, "Why do you want to be on this board?"

Committed board members are effective board members. And they are getting harder and harder to find.

Commitment is the number one issue the board needs to work out when recruiting new board members and weighing whether or not they will fit.

The best way to determine commitment is to ask board candidates this question: "Why do you want to be on this board?"

Listen carefully and you'll learn if this board candidate has what you need, or if he will just be a warm body taking up space at the meeting table. ■



## Board case study: What's going on here?

Jim is a very active board member. When a donor asks him about a "problem" at the organization, Jim reacts with concern. There's a rumor that a very popular staff member will be fired for failing to follow a directive from the executive director.

Jim is well-known as a take-charge guy. He confronts problems. So he starts a thorough investigation. He talks to staff members and the executive director. Then, he asks the board chair to call a special meeting.

Jim presents his facts and announces his support for the executive director's decision.

What's going on here? The administrator was doing her job and had the matter well in hand. The

real problem here is a board role problem. Jim was assuming management duties the board assigns to the executive director.

Confusion in the board role remains a challenge for many board and administrator teams. Use the statement of roles in the story below, *Review board role early in the New Year*, to come to agreement on your board's role.

**Strategy:** Make sure the board has a list of board responsibilities in writing. Then, make sure every board member is familiar with these responsibilities by reviewing them annually. Even if policies are in writing, board member problems like Jim's can surface if the board doesn't take time to read and understand the policies. ■

## Review board role early in the New Year

Take a minute early this year to refresh your memory about what a board, and an individual board member, agrees to when she becomes a nonprofit board member.

Each member of the board shares the responsibility for effective board leadership, including meeting participation. Members shall regularly attend board meetings as scheduled, serve on one or more standing committee, and regularly attend committee meetings. Members shall attend board retreats, in-service workshops and other board development activities. Members shall attend and participate in special events as needed. The trustee shall inform the executive director, chair of the board or committee chair if they are unable to attend a meeting.

### Major board responsibilities:

- Define the organization's mission, values and vision; keep them in clear focus; interpret them to the outside world.
- Set strategic direction. Oversee and approve updated strategic plans annually.
- Adopt policies to ensure the organization is run effectively, legally and ethically. Exercise sound moral judgment.
- Hire (fire, if necessary), oversee, evaluate and support the chief executive officer.
- Monitor the operational budget and finances for long-term viability.
- See that adequate funds are secured for the operating and capital needs of the organization.

- Personally contribute financially each year to the organization.
- Commit to board improvement through educational activities.

### Individual member responsibilities:

- Educate oneself about the work of the organization.
- Attend meetings and show commitment to board activities, values and norms.
- Be well-informed on issues, agenda items and background materials in advance of meetings.
- Work closely and cooperatively with other board members.
- Listen respectfully to differing points of view, and participate in decision-making.
- Contribute insights, skills, knowledge and experience when appropriate.
- Elect officers; orient and train new trustees for continual leadership vitality.
- Act as a resource and sounding board for the chair and executive director.
- Be an advocate and serve as a liaison between the organization and the community. Monitor and enhance its image, and keep the chair, executive director and trustees informed of public opinion.
- Receive and consider regular evaluations of the effectiveness of the organization's endeavors.
- Assume leadership roles in board activities consistent with individual skills and interests. ■





## Library Board Calendar

### **2013**

January 1 <b>January 16</b>	Holiday – New Year’s Day, Library Closed <b>Library Board Regular Meeting</b>
<b>February 9</b> <b>February 20</b> <b>February 23</b>	<b>Budget Study Sessions, 8a.m. – 12 p.m.</b> <b>Library Board Regular Meeting</b> <b>Budget Study Sessions, 8 a.m. – 12 p.m.</b>
<b>March</b> <b>March 20</b> March 30 March 31	<b>Budget – approved to be provided in April to Council, TBD</b> <b>Library Board Regular Meeting</b> Holiday – Easter Eve, Library Closed Holiday – Easter, Library Closed
<b>April</b> April 14-20 <b>April 17</b>	<b>Budget presented to Council, TBD</b> National Library Week <b>Library Board Regular Meeting</b>
<b>May</b> May 12 <b>May 15</b> May 27	<b>Library Board – Goal Setting Session, TBD</b> Holiday – Mother’s Day, Library Closed <b>Library Board Regular Meeting</b> Holiday – Memorial Day, Library Closed
June 16 <b>June 19</b> <b>June 19</b>	Holiday – Father’s Day, Library Closed <b>Library Board Regular Meeting</b> <b>Library Director Annual Review</b>
July 4 <b>July 17</b>	Holiday – Independence Day, Library Closed <b>Library Board Regular Meeting</b>
August – October <b>August 21</b> August 31	Community Reads Program <b>Library Board Regular Meeting</b> Holiday – Labor Day Saturday, Library Closed
September 2 <b>September 18</b>	Holiday – Labor Day, Library Closed <b>Library Board Regular Meeting</b>
<b>October 16</b>	<b>Library Board Regular Meeting</b>
November 5 <b>November</b> November 15 <b>November 20</b> November 27 November 28	General Election Day <b>Annual Library Report – City Council Meeting, TBD</b> Library Staff In-Service, Library Closed <b>Library Board Regular Meeting</b> Holiday – Thanksgiving Eve, Library Closes at 5 p.m. Holiday – Thanksgiving, Library Closed
<b>December 18</b> <b>December 18</b> December 24 December 25 December 31	<b>Library Board Regular Meeting</b> <b>Library Director – Mid-year Review</b> Holiday – Christmas Eve, Library Closed Holiday – Christmas, Library Closed Holiday – New Year’s Eve, Library Closed

Friends Board Meeting meets the second Wednesday of the month, 7 p.m.  
 Historical Commission meets the fourth Wednesday of the month, 1 p.m.  
 The Friends Board Meetings and Historical Commission meetings are held at the Novi Public Library.