

**Farmington Community Library Board of Trustees**

**Virtual Board Meeting**

**6:00 p.m. – March 18, 2021**

**Held Online Via Zoom**

Board Members Present: Huyck, Murphy, White, Kelly, Duron-Willner, Stryd, Hahn

Board Members Absent: Largent

Staff Members Present: Grover, Peterson, Seigrist, Jackson

Staff Members Absent: None

**CALL TO ORDER**

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

**INTRODUCTION OF BOARD MEMBERS-** Roll call of all present members Huyck, Murphy,

White, Kelly, Duron-Willner, Stryd, Hahn

**MOTION** by: Kelly to approve agenda w/ changes of friends report being moved to just before the director's report. Supported by Hahn.

**Vote: Aye:** Huyck, Murphy, White, Kelly, Duron-Willner, Stryd, And Hahn

**Opposed: None**

**Absent** Largent

**Motion passed.**

**APPROVAL OF THE MINUTES**

**MOTION** by Huyck to approve minutes from February's board meeting with the changes of President White's name being removed from Aye regarding motion by Stryd, White Opposed motion in February's meeting. Current motion supported by Stryd.

**Vote: Aye:** Huyck, Murphy, White, Kelly, Duron-Willner, Stryd

**Opposed: None**

**Abstain: Hahn**

**Absent** Largent

**Motion passed.**

**MOTION** by Renee to approve minutes from February's closed session board meeting minutes approved as written. Supported by Duron-Willner

**Vote: Aye:** Huyck, Murphy, White, Kelly, Duron-Willner, Stryd

**Opposed: None**

**Abstain: Hahn**

**Absent** Largent

**Motion passed.**

#### **OPERATING BILLS**

**MOTION** by Huyck for the Board of Trustees approve expenditures for the operating bills totaling \$350,470.20 was supported by Murphy

**Vote: Aye:** Huyck, Murphy, White, Kelly, Duron-Willner, Stryd, Hahn

**Opposed: None**

**Absent** Largent

**Motion passed.**

#### **FINANCIAL REPORT**

**MOTION** by Huyck for the Board of Trustees approve and file the financial statements for the year to date of February 28 2021 that's eight months of the New Year. Supported by Stryd.

**Vote: Aye:** Huyck, Murphy, White, Kelly, Stryd, Hahn

**Discussion:** Hahn questioned the extra funds in the money market account at Comerica. Huyck reported he will get back with an answer.

**Opposed:** Duron-Willner

**Absent:** Largent

**Motion:** passed.

### **Presentations**

Jason Benedict from Oakland County Road commission

Motion by Hahn to approve the highway easement at 12 mile location, Supported by Kelly

**Vote: Aye:** Huyck, Murphy, White, Kelly, Stryd, Hahn, Duron-Willner

**Opposed:** None

**Absent:** Largent

**Motion:** passed.

Jason Goelde and Mary Ellen from MBM Technology Solutions. The presentation included updates stating an assessment of the IT department was conducted, the findings were FCL had hardware issues, hard drive failure, servers were not maintained and were outdated for past decade. Microsoft security had not been updated since 2015. MBM stated they implemented a password policy, new firewalls and updated active directory from 2008 model. Completed Microsoft exchange server migration from an unsupported platform to an exchange on-line cloud platform. There are still many items that need to be addressed to update the system.

### **CORRESPONDENCE**

Murphy reported the board received ten correspondences, four of the ten were anonymous six were responded to. Duron-Willner inquired about seeing correspondences and responses. President White added he would like to see all board members receive a copy of correspondences.

### **Friends of the Library**

Cathi Wuan (President of Friends) reported Mary Beth is a good resource for information she has been with the Friends over ten years. Stacy Charlesbois will be the Friends designated representative on the strategic planning committee. Fundraising efforts-The Friends are excited to announce book sales have resumed at both locations. Friend requested a bigger book sale space at the Liberty St. location and stated they will be responsible for any capital needed to expand the space. The most recent solicitation letter received 624 responses which is down about 150 from 2019. The friends will host a virtual Oscar nominated shorts fundraiser April 9-24 details TBA.

### **DIRECTOR'S REPORT**

- Director Grover thanked everyone for their time for the responses for ideas, suggestions support and patience, as we continue to maneuver through all the complexities of this fluid evolving health, environment.
- FCL is operating at original hour we are open 7 days, as we were pre-covid our hours are Monday through Thursday we are open 9am to 9pm Friday and Saturday 10am to 6pm, Sunday 1pm to 5pm
- Curbside service is provided Monday through Saturday nine to six and on Sundays, 1:00 5pm
- Patrons are invited for 30 minutes to browse the collections, pick up the holds purchase some books from the friends book sale shelf use computers, fax or printers by appointment, of course. You may speak with library staff at reference or circulation. We hope to increase time soon and allow for sitting in the library safely.
- Digital Library is accessible 24/7
- Programming is still online, as we continue to monitor the pandemic.
- There has been an upswing in covid-19 numbers. As of yesterday, there were 3806 cases added to the statewide numbers, 513 in Oakland County.
- We are dedicated to providing services during this pandemic with safety as a priority.
- FCL welcomes HR supervisor Jerea Jackson with the onset of March 2021. She's looking at our current policies, systems, org structure.
- FCL is collecting applications for the marketing and communication coordinator, This would be to build a new department for outreach, enhancing the communication channels with internal and external stakeholders, marketing our collections and services.
- We are also currently hiring maintenance staff for our facilities departments
- We are working on restructuring our IT department, to have an in house IT department.
- FCL is compiling an active list of substitutes and volunteers for future use.
- MCCI has transitioned off, FCL's social media team has been equipped with the necessary tools to carry the torch.
- We continue to use day porters from McCoy they are essential to keeping our employees and patrons safe.
- Outsourcing is an integral part to enhancing our services, FCL has historically used outsourcing for professional services for years, including for payroll, retirement benefits, payroll, cleaning services, maintenance, legal services, strategic planning, repairs and renovations. We are working on decreasing our use of outsourced services.
- Gale engage training took place for several staff members, LEAP the mobile version of our library services Polaris
- Staff training for ADP Portal has taken place, and the time management tool will be next.

- MERS will host a presentation for staff to inform them of retirement benefits available.
- We are preparing for a series of listening sessions for different groups of our community. I envision the library, as the third place for all the members of our community. First place, in your life is your home, second is your employment, and third place, should be the library. Announcements will be made on our website, e-mails and on social media.
- We opened to public on February 2. We had a foot count of 8723 in Feb. It was a delight to meet with our patrons and chat with them again. Last year February's patron count was 45,524.
- Curbside was down in February due to patrons being able to come into the library to pick up books.
- 1524 attendees participated in 72 programs in the month of February.
- Kelly reported children participated in outdoor story telling, young adults made warm lap blankets for seniors, Chinese new year celebration, Adults participated in finding black ancestors, book discussions, and trivia.
- Director Grover has met with 7 of 8 board members to gather their vision, goals and ideas for the 2021 year.

Discussion: Stryd and Duron-Willner asked how our outsourcing compares to other libraries, and how our budget for consultants and personnel services compares to other libraries.

## **COMMITTEE REPORTS**

### **Facilities Committee**

Stryd reported they did meet and discussed possible additional office space for the new managerial hires, the committee brainstormed how to re-purpose the space within the library.

### **Finance Committee**

Huyck reported the Finance committee met with Sue Fineberg from MERS, to discuss retirement plan for FCL staff. More information will be provided to board members.

### **Personnel Committee**

Murphy reported the PC met to discuss the performance reviews submitted by each trustee and the self evaluation completed by the director. Further discussion to occur in next PC meeting.

### **Strategic Planning Committee**

The strategic planning committee received updates as to where we are in the process of upgrading our IT system. Our current IT team was able to identify vulnerability issues and institute immediate remedial measures to safeguard our network. In order to institute long term and permanent measures Riti has been discussing options such as migration of polaris server to cloud services. Kathy gave a thorough presentation about the options regarding the polaris server. The first option is, keep our server in house or as they are, and make upgrades, but this will still leave us vulnerable. It requires dedicated monitoring from staff, which takes time away from other important responsibilities, this is most expensive and the least efficient. It can potentially result in increased costs if data is breached.

The second option is to contract with polaris to move the system to the cloud, and be part of a shared server with other libraries. All data would be protected and remain confidential to our library.

The last option, which is the most expensive would be to have a dedicated server for us alone. Kathy researched the three options, and Kathy, Riti, and Myles all recommended using the shared server system as it provides safety and privacy. We support them in their decision. After upgrades are completed, we will only need seven servers. Currently we have 20 servers running, most of which are not needed or even being used, which is wasting energy.

Once the extra servers are shut down the air conditioning units which keep them cool will run less, resulting in big savings on our electric bill each month. The migration from an old, outdated, vulnerable system must be done in the correct sequence, in order to keep the library operations functioning day to day, to prevent the loss of data, and to train staff as new programs are introduced. Thank you Kathy and Myles from MBM for their hard work and dedication towards making improvements needed for the betterment of the library.

Myles estimated that the majority of the projects should be completed within the next two to two and a half months.

### **Bylaws Committee**

Bylaws committee finished new draft of by-laws and will present motion in new business.

### **UNFINISHED BUSINESS**

There was no Unfinished Business.

### **NEW BUSINESS**

Hahn, Stryd, Duron-Willner worked on re-drafting the bylaws, taking a look back a few minor errors exist and will be corrected. The bylaws were very bare and now are more robust. The Code of conduct

has been the highlight of some changes. Director Grover asked that she be added as ex-officio member to all committees to keep informed of decisions.

**MOTION** by Kelly to accept the new bylaws as written, saving any typographical errors that may come up in the future. Motion Supported by Hahn,

**Vote: Aye:** Murphy, White, Kelly, Duron-Willner, Stryd, Hahn, Huyck

**Opposed: None**

**Absent** Largent

**Motion passed.**

New policy- New social media policy was presented to the board drafted by HR supervisor Jerea Jackson and vetted by legal counsel, Foster-Swift.

Discussion: Hahn asked if this document should have a signature line on it. Director Grover stated that this will be a part of the employee hand book, which has a signature line. President White said he has not had time to read it, and did miss the last PC meeting. Stryd reports she would like the policy to not be enforced retroactively.

Jerea Jackson stated that this policy would go into effect when adopted. This policy is needed to safeguard the brand of the organization, and encourage staff to be accountable for their social media postings.

**MOTION** by Kelly to Table the adoption of new social media policy

Motion Supported by Hahn

**Vote: Aye:** White, Kelly, Duron-Willner, Stryd, Hahn, Huyck

**Opposed:** Murphy

**Absent** Largent

**Motion passed.**

President White requested WCBC (working conditions & benefit committee) have a report for April's board meeting.

### **BOARD TRUSTEE COMMENTS AND ANNOUNCEMENTS**

Board discussed meeting in person for April. Trustee Murphy read the following statement;

I want to thank you for your time and your commitment to the library, and for providing feedback to the board of trustees. I hear your concerns and messages of wanting to improve staff morale and wanting to return to how things used to be. I too am a member of this community and love the library. I can safely

say we all do on this board. I ask for your help and making these improvements happen. What is needed, are suggestions for realistic positive changes that we can make to improve staff morale, culture, image in the direction of a library. We cannot undo the many changes that have occurred this past year. We must move forward from where we are today. I welcome specific suggestions to improve dialogue, to decrease hostility, and also recommendations for creating a more positive culture within the library. The criticisms of the board, the Director and even the staff have resulted in a year long assault against the library's reputation. At this point it doesn't really matter who is to blame for this, what matters is that we make an effort of working together to rebuild the reputation of the library in the minds of the patrons, staff, in the Community. This can only occur with positive rather than negative messages, and it is only with a sincere desire for improved dialogue and mutual trust and understanding that we can realize our dreams of a better future for the library.

**Motion** by Duron-Willner to host FCL's April board meeting in-person using a hybrid format.

Motion supported by Murphy

**Vote: Aye:** White, Kelly, Duron-Willner, Hahn, Huyck

**Opposed: None**

**Abstain:** Stryd

**Absent** Largent

**Motion passed.**

#### **PUBLIC COMMENT**

Kathie, Glen, Jeff Pavlik, Michael Shereda, Cecylia, Kelly, Steve, Eric, Patricia, Maddy, Suzanne, Comments ranged from thanks for servicing the community to concern for staff and library functions.

#### **ADJOURNMENT**

The Board meeting was adjourned by acclamation at 10:06 p.m. by President White. The next meeting of the Library Board is scheduled for Thursday, April 8, 2021 at 6:00 pm. Via audio ZOOM.

Respectfully Submitted,

Renee Murphy, Secretary

Library Board of Trustees