

**MEDINA COUNTY DISTRICT LIBRARY  
MINUTES OF THE BOARD OF TRUSTEES MEETING**

September 20, 2010

The Medina County District Library Board of Trustees met in regular session on Monday, September 20, 2010 at the Highland Library. President Scott Snyder called the meeting to order.

**Roll Call** was taken with the following members noted as present: Scott Snyder, Adrienne Bures, Patricia Boyle, Shereen Lakhani, Maria Griffiths, Mary Ogden and Robert Tomaselli. Also present were Library **Staff** members: Carole Kowell, Director; Jack Masterson, Business Manager/Fiscal Officer; Craig Harwick, Human Resources Manager; Heather Coontz, Sue Demis, Diane Dermody, Judy Leuthaeuser, Marilyn Plitt, Sylvia Williams and Elaine Frankowski. Guests in attendance were Ed DeAngelo from SpyGlass Group, Inc., Jacob Blevins from Eagle Scout Troop 411 and his family and Patricia Hehir-Brewer from CCPL and Kent State University student.

**Approval of Agenda** – A motion was made by Maria Griffiths and seconded by Adrienne Bures to approve the **Agenda** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

**Recognition of Guests and Comments From the Public** – President Snyder welcomed all in attendance and thanked Manager Diane Dermody and staff for hosting the meeting and providing such a nice dinner. He then introduced Jacob Blevins from Eagle Scout Troop 411 who reported on his Eagle Scout project that he has been working on for the Highland Library. He has built some unique bird houses for the wooded area of the library property for all the birds and for patrons and staff to enjoy. He was wished continued success in his project and was thanked for thinking of Highland Library for this project. Ms. Hehir-Brewer was introduced and indicated that she works at the Cuyahoga Public Library and is attending Kent State University as an MLIS candidate. She was asked to attend a Board meeting of a local library and she chose MCDL. Scott thanked all for their attendance and report on behalf of the Board.

**Approval of Minutes** – A motion was made by Maria Griffiths and seconded by Patricia Boyle Adrienne Bures to approve the July 19, 2010 **Minutes** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye. There was no meeting in August, therefore no minutes were taken.

**Financial Reports** - Business Manager/Fiscal Officer Jack Masterson discussed the monthly “snapshot” of receipts and expenses, PLF Monthly Comparison and a revised General Fund Projections report. He reported the PLF is still slightly above projections. Due to the uncertainty of the next state fiscal budget next year, MCDL will continue to watch expenditures very carefully. Masterson also reported on updates from Unique Management and they are all very positive. We have almost paid for our start-up costs. A report was given about our Construction Renovation Fund. Masterson is recommending that we try to complete all renovations, etc. next year so that any balance that could be left from this fund should be used to pay down our debt. A written updated report on the recent IRS situation was distributed to the Board. Since we did not meet in August, both monthly reports were reviewed and there were no further questions at this time. A motion was made by Adrienne Bures and seconded by Maria Griffiths to accept the July 31, 2010 **Financial Report** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye. A motion was made by Maria Griffiths and seconded by

Adrienne Bures to accept the August 31, 2010 **Financial Report** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

**Director's Report** - In addition to the revised distributed monthly report, Kowell indicated that the statistics show that circulation is down slightly again this month due to being open fewer hours. Average door count was down slightly, although libraries were very busy. The 2010 SRC was very successful with a record of nearly 7,000 children registered. Membership Drive has started, with Diane Dermody in charge of this project. Heather and the Community Relations Department have printed flyers, posters and designed some very appealing children and adult library cards. (The Board was given samples of the new designs.) We are working with the superintendent of Medina County Schools and local art groups to place art work at our branches. Our recent Buckeye Builders and Keep on Truckin' Outreach Signature programs were very successful with many attendees. Last weekend's "Great Bouncy Ball Drop" at the Medina Library was a big event making the front page of *The Gazette*. About 3,000 balls were dropped from the second floor to the main floor representing the average number of people that come through all of our branches each day. Children collected them in bags to win prizes. This was done to acknowledge our membership drive. The Board asked about the possible offering of a formal internship at the library through the University of Akron. Students can apply now for internships that begin next semester in 2011.

The July and August **Personnel Reports** were reviewed. A motion was made by Patricia Boyle and seconded by Adrienne Bures to approve the **July Personnel Report** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye. The August Personnel Report was then reviewed. The Board asked for an explanation with regard to the filling of the positions in the Technology Department. Due to the difficult economy situation, we have been looking very closely at all positions and especially when someone leaves the Library to see how we could consolidate or combine some positions for cost cutting. This was the case in this situation. We were able to eliminate one professional level position and add a full-time bargaining unit position and we are interviewing for an additional part time person. A motion was made by Maria Griffiths and seconded by Mary Ogden to approve the **August Personnel Report** as distributed. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

Shereen Lakhani indicated that the **Finance Committee** did not meet.

Adrienne Bures indicated that the **Personnel Committee** did not meet.

Maria Griffiths indicated that the **Policy & Bylaws Committee** did not meet.

**Communications** - Kowell presented a L.I Beary Scrapbook that was made by two sisters from an area that is covered by the Bookmobile showing how they vacationed with our traveling bear. Also a thank you note with pictures of young children thanking us for bringing the

bookmobile to their summer school. It appears that the children of our libraries are very grateful and enjoy all that we offer to them throughout the year.

**Unfinished Business – Spyglass Group, Inc. – Telecommunications Service.** – This item was tabled from our last meeting in July and we now have additional information for the Board. Director Kowell thanked the Board for reconsidering this proposal. As a cost-cutting, sound fiscal step, Administration recommends the Board approve the contract with The SpyGlass Group, Inc. to conduct a thorough audit of MCDL's telecommunications service billing (local and long distance voice billing, internet and data line billing, including T1s and wireless billing.) SpyGlass is headquartered in Westlake, Ohio and is totally vendor independent with no agency or distributor relationships with carriers, unlike other firms MCDL interviewed. The comprehensive six week audit, focuses on: recovery of past bill mistakes, elimination opportunities (of dormant services), and cost reduction opportunities through consolidation and volume leveraging, geographic market analysis to streamline rate structures, slamming and cramming identification, and fraud analysis and tax analysis. SpyGlass fees are based on SpyGlass services MCDL chooses to implement. (see attached contract).

Were MCDL to undertake an audit themselves, the process would be overwhelming and staff intensive. Telecommunication bills only provide about 25% of the data needed to control the cost center. Current providers are not motivated to audit their own billing. Competitive providers can only offer a potential rate improvement, which is only about 15% of SpyGlass' analytical process. SpyGlass fees for services will be recouped in fewer months than it would take to thoroughly investigate the area internally. (A SpyGlass Group Executive Summary, SpyGlass Group referrals, SpyGlass Group contract, as approved by the County Prosecutor's Office, were attached to this resolution.)

Ed DeAngelo from SpyGlass Group made a presentation about the company and what they would do for MCDL. Sue Demis of our Technology Department discussed the technical end of this proposal along with information and recommendations provided by both Director Kowell and Business Manager Masterson. The Board asked numerous questions and they were all answered by the key people present. The Board appreciated all this new information. **RESOLUTION 10-26** Upon motion made by Mary Ogden and seconded by Adrienne Bures, it was **RESOLVED: That the Medina County District Library Board of Trustees upon recommendation from the Director and Fiscal Officer, the Medina County District Library Board of Trustees authorizes the Medina County District Library to enter into a contract with the SpyGlass Group, Inc. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.**

The next item was **Update on Seville Library Project, Phase 2** – An informational meeting was held recently with the architects, staff and other key people. Preliminary architectural drawings will be presented at another meeting this week. It appears that any ground breaking will not be done until Spring sometime. Meanwhile plans and meetings will continue. Updates will follow.

**New Business – Refund Policy** – A Resolution was presented that recommends a fee on refunds from materials that are returned after a refund has been given. A collection agency began

recovering materials and fees on behalf of the library in April of this year. An unforeseen consequence of the collection process is a substantial increase in the number of refund requests by members. Often when members receive a collection letter, they want to immediately clear their record. Payment for lost items is made immediately to avoid further action/ or to use the card immediately. Subsequently materials are often found and refunds are requested – sometimes within 48 hours of payment. Comparing 2009 and 2010, refund requests and amounts have already almost doubled through the end of August. Current MCDL policy is to give a full refund if a member returns the lost item and receipt within 90 days. When a lost item is paid for, no overdue fees accrue. Lost notices are sent to members six weeks after an item is due. If a total reimbursement is made for a lost item that is in the member's possession for potentially 21 weeks (3 week loan period + notice sent at 6 weeks overdue + 12 weeks grace period after payment is made) the member has paid no overdue fine on that item. The refund process costs the library in staff time and resources. Circulation staff completes a refund request, supervisors complete a pink requisition, and the business office prepares, issues, and mails a refund check. Of the 21 CLEVNET libraries surveyed, 14 libraries offer a partial refund, 1 no refund, and 6 a total refund.

Current Policy (PUB-5) Fees: 5. If an item is returned within 90 days after payment was made; a full refund will be given.

Proposed Policy: 5. If an item is returned within 90 days after payment was made, a refund, less \$3 per item, will be given.

**RESOLUTION 10-27** Upon motion made by Maria Griffiths and seconded by Adrienne Bures, it was **RESOLVED**: That the Medina County District Library Board of Trustees, hereby approves the policy to issue refunds less \$3 per item, the equivalent of the MCDL maximum overdue fine per item. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

The next item was **Appointment of Nominating Committee** - It was discussed at a previous meeting last year that the retiring member going off the Board would serve on the Nominating Committee for his/her replacement. This year it would be Shereen Lakhani. Please contact Shereen of your desire to serve as an officer. A recommendation will be presented at the October meeting for voting in December.

Upon motion made by Patricia Boyle and seconded by Adrienne Bures by the following **Donations** were accepted **with gratitude**:

- \$250 FROM PARKER & SONS FUNERAL HOME TO BE USED FOR LODI LIBRARY FOR "LODI WINTER WONDERLAND SIGNATURE PROGRAM"
- \$100 FROM MILLER BROTHERS GROCERY, INC. TO BE USED FOR LODI LIBRARY FOR "LODI WINTER WONDERLAND SIGNATURE PROGRAM"
- \$100 FROM BUCKEYE FRIENDS OF THE LIBRARY TO COVER COST OF "UNPUBLISHED TO PUBLISHED" PROGRAM AT BUCKEYE LIBRARY

- \$300 FROM BUCKEYE FRIENDS OF THE LIBRARY FOR “KEEP ON TRUCKIN SIGNATURE PROGRAM “ AT BUCKEYE
- \$30 FROM FRIENDS OF THE HIGHLAND LIBRARY FOR PURCHASE OF A “NOOK E-BOOK READER” FOR PRIZE FOR SEPT. 2010 MEMBERSHIP DRIVE
- \$30 FROM ANONYMOUS DONOR FOR PURCHASE OF A “NOOK E-BOOK READER” FOR PRIZE FOR SEPT. 2010 MEMBERSHIP DRIVE
- \$50 FROM MEDINA COUNTY ARTS COUNCIL FOR GENERAL USE IN THANKS FOR COMMUNITY ROOM USE & GREAT STAFF
- \$50 FROM MEDINA COUNTY ARTS COUNCIL FOR GENERAL USE IN THANKS FOR COMMUNITY ROOM USE & GREAT STAFF
- \$50 FROM FRIENDS OF THE BUCKEYE LIBRARY FOR PURCHASE OF “NOOK E-BOOK READER” FOR PRIZES FOR SEPT. 2010 MEMBERSHIP DRIVE
- \$250 FROM LODI AMERICAN LEGION POST 523 FOR “LODI WINTER WONDERLAND SIGNATURE PROGRAM”
- \$25 FROM CAROL L. GOSLEE TO PURCHASE BOOK FOR NANCY GOSLEE FOR BIRTHDAY GIFT
- \$50 FROM BILL & GALE BUSHOK IN MEMORY OF JIM CLARK TO BE USED FOR LIGHT IN FOYER DISPLAY CASE AT LODI
- \$250 FROM LODI COMMUNITY HOSPITAL FOR “LODI LIBRARY WINTER WONDERLAND SIGNATURE PROGRAM”
- \$25 FROM THERESA LAFFEY FOR GENERAL USE IN MEMORY OF IDA COHEN
- DECORATED CAKE FROM “TWICE AS SWEET BAKERY” FOR MEDINA’S BEE FESTIVAL (VALUE OF \$250)
- BALLOONS FROM “NORTH COAST BALLOONS DECOR & MORE (VALUE OF \$1,000) FOR MEDINA’S BEE FESTIVAL

The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

There was no **Other New Business.**

**Trustees’ Comments** – Highland Library Manager Diane Dermody and Staff were thanked again for hosting this evening’s meeting. Thanks were also extended to Jacob Blevins for his hard work for the Scouts and for using Highland Library for his project. They wished him continued success. He and his family were thanked for their attendance. MLIS candidate from Kent State University, Patricia Hehir-Brewer was thanked for her attendance as well. Ed DeAngelis from the SpyGlass Group was thanked again for his presentation and patience in answering everyone’s questions so well. Sue Demis, our new Technology Manager was thanked for her input as well.

At 7:30 pm upon a motion made by Patricia Boyle and seconded by Maria Griffiths, the Board moved to enter into **Executive Session** for the purposes of preparation for bargaining sessions with public employees and compensation of public employees. The roll call vote was as follows: Adrienne Bures - aye, Patricia Boyle - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

The Board came out of **Executive Session** at 8:39 pm upon motion made by Maria Griffiths and seconded by Mary Ogden. The vote was as follows: Adrienne Bures - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye. No action was taken.

The meeting was adjourned at 8:40 pm upon motion made by Maria Griffiths and seconded by Mary Ogden. The vote was as follows: Adrienne Bures - aye, Shereen Lakhani - aye, Maria Griffiths - aye, Mary Ogden - aye, Robert Tomaselli - aye and Scott Snyder - aye.

**NEXT BOARD MEETING**

**Monday, October 18, 2010, 6:15 pm  
At Medina Library**

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**Scott D. Snyder  
President**

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**Patricia Boyle  
Secretary**