

Farmington Community Library Board of Trustees
Regular Meeting – 6:00 p.m.
Held Online Via Zoom
32737 W. 12 Mile Road, Farmington Hills, MI 48334
October 8, 2020

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

Board Members Absent: None

Staff Members Present: Grover, Peterson, Seigrist

Staff Members Absent: None

CALL TO ORDER

The Board Meeting was called to order at 6:10 p.m. by Board President White.

Introduction of all board Members and Director Grover

APPROVAL OF AGENDA

Motion by Hahn to approve the agenda was supported by Kelly.

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

Opposed: None

Motion Passed.

APPROVAL OF MINUTES

MOTION by Kelly to approve the Minutes for Sept 17, 2020, was supported by Huyck.

Discussion: Largent requested that under the Directors report, it is added that organizing and distribution of patron gifts was arranged by Murphy for Re-opening day. Director Grover requested that under her report, to add number of backlog decreased time period.

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

Opposed: None

Motion passed.

MOTION by Stryd to approve the September 14 Special Meeting Minutes was supported by Kelly.

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

Abstain: Hahn

Opposed: None

Motion passed.

OPERATING BILLS/FINANCIAL REPORT Huyck discussed details of the operating bills, including Metro Net bills from other libraries are included here, and they pay us back. 1/3 of Shindler elevator refurbish deposit was made.

MOTION by Huyck that the Board of Trustees approve expenditures for the operating bills for September, 2020 totaling \$486,285.76 was supported by Largent.

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

Opposed: None

Motion passed.

CORRESPONDENCE

Murphy reported receiving 3 emails which offered suggestions and feedback for the Board to follow. All were sent a thank you note for their input.

LIBRARY DIRECTOR'S REPORT Director Grover thanked patrons, staff and new board members and shared the following Library activities:

- Director Grover gave condolences to the family of Maureen Baugh due to her passing, and reported she will be sorely missed by all, as she touched many people's lives.
- Staffing: Levels have been determined by present staff, Board of Trustees, following state/CDC guidelines and following our reopening protocol which was created by Staff members. Given the recommendations by Pepper Consulting, we look forward to expanding our staff levels with guidelines in place. Input of staff will continue to be priority. Once the organizational structure is in place, it will be presented to the Board for Approval. We encourage all staff to apply for these positions. This is an opportunity for professional growth.
- Phase IV Re-Open begins 10/12/20. Hours will be Mon/Thurs 12-7, Tues Friday 12-6 and Saturday 9-3. Computers, printing, scanning and copies are available with an appointment. Study rooms, meeting rooms are not available. Face masks are required for Age 5 and up. Curbside service will continue.
- Brain Fuse has been added which is online tutoring for K-College, teacher resources, and online study rooms. Thank you Krystal and Kelly S for bringing this forward.
- IT – It is critical to have data privacy and network security. A Vulnerability Assessment was provided and we were made aware of network and security infrastructure issues. We have partnered with MBM Tech Solutions to remedy critical network and security issues while continuing to serve our patrons. This will involve changing critical hardware and software, and establishing sound policies and procedures. Staff training will be implemented. The Board and staff have been kept informed of these changes. We are not aware of any patron data breach.
- \$1,000,000 extra dollars has been added to the state aid pool, which will benefit FCL
- Kelly Siegrist provided an update of programs provided for teens and children programs including Melanie on the move, story time, Teen meetings and activities. Thursday night readings of Edgar Allen Poe by Jen occur at 7:30 around downtown.
- We look forward to partnering with the schools to expand our literacy program.
- Thanks should be given the Friends of the Library for their generosity of \$62,000.00 to FCL. Please join them!

IT UPDATE

Riti introduced Jason from MBM Tech Solutions. He discussed what a VPN is (virtual private network) which provides secure connections between organizations or networks. Best practices would be that these are used by staff working at home, between systems. The current system cannot support a VPN.

COMMITTEE REPORTS

White reviewed Board member appointments for various committees as follows: Stryd Strategic Planning and Facilities, Kelly, Strategic Planning and Finance, Duron-Willner, Personnel, Murphy Strategic Planning and Personnel, Hahn, Finance and By Laws, and Largent, Facilities and Personnel.

Facilities Committee

Huyck recommended that copies of the Facility Building Health Assessment be given to the new board members. A formal meeting of the Facilities Committee did not occur however Largent reported the

elevators have been ordered, and a bid for the front door replacement was accepted and the doors will be replaced in the next few weeks.

Finance Committee

Huyck reported the Annual audit by Allen, Young and Associates is concluding. We expect to see a copy of this report before the November meeting. Huyck also reported an increase in property values and in expenses /inflation. This resulted in an approximate \$86,000 increase in revenue received. This however was still under the projected revenue number by about 2.8%. There are still taxes that have not been paid and some new development, so this amount may increase.

FINANCIAL REPORT

Motion made by Huyck to accept and file the financial statements which was supported by Hahn.

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

Opposed: None

Motion passed.

Personnel Committee

Largent reported the committee met twice. The committee reviewed work by Cynthia Pepper Consulting and wish to move forward with her recommendations and to retain Pepper Consulting for implementation of writing job descriptions, reviewing resumes and implementing the organizational structure. In our second meeting we reviewed the MBM IT Vulnerability Report and recommend the Board to authorize the Director to retain MBM while we stabilize the IT system. We anticipate significant expense. The Personnel committee also took note of comments made by some FCL employees and takes these comments seriously. Reference to the Grievance Procedures in the Employee Handbook was made. Stryd asked if each employee is given an employee handbook, and if a copy is online. Director Grover confirmed that employees do have to sign it each year and it is online. Stryd asked if we cooperate with other libraries, Director Grover said yes, but there is room for improvement. Stryd asked if Pepper Consulting has provided consulting for other libraries. Largent responded that she is presently working as the HR Director for the City of Dearborn, and the library there is under her. Stryd suggested that we hire a Human Resource person and Director Grover agreed that is what Pepper consulting recommended. Duron-Willner stated that her vision is for a strong HR presence in the library and not to have long term consultants, but for now to allow them to complete the talent utilization strategy to create what the Director needs to move the library into the future, and then to shift responsibilities to the leadership team.

Strategic Planning Committee

Murphy reported that there was no report for the Strategic Planning Committee as this Committee was merged with Personnel until new Board Members are able to join.

Ad-hoc Bylaws Committee

There was no report from the Bylaws Committee.

UNFINISHED BUSINESS

There was no Unfinished Business.

Public Comments:

Jill Baker, Kristin, Kathy, Jeff Pavlick, Raymond Zink, Suzanne, Kristin Fontichiaro, Kristy, Eric, Jacquelyn, Eric, Jacquelyn all expressed their concerns about the direction of the library and offered suggestions for improvement.

NEW BUSINESS

MOTION by Murphy to authorize the retention of the services of Pepper consulting to assist with key employee search and the implementation of the new service module, supported by Largent.

Discussion: Largent stated that since we are creating high level positions, it is cost effective to use the services of Pepper Consulting to help with the talent search for these positions, such as a full time HR Director. Duron-Willner explained that the purpose of this motion is to narrowly focus on the services that Director Grover needs to move forward in the Service module and assist with filling those talent gaps. Duron-Willner recommends Director Grover develop a talent utilization proposal for all to see. Murphy added since we have already paid for her services, we need to take advantage of her talents for obtaining qualified people to help with managerial roles. Staff are encouraged to apply for these positions. Largent added that Director Grover needs the help, given all the other structural and operational issues she is simultaneously dealing with. Duron-Willner noted that these are more dynamic positions that require the right talent which may include talent in the building already. Director Grover explained the need for example, of a manager who will improve communication among staff, patrons and the community. Stryd asked if we should table this motion until next month. Largent noted that he did introduce Cynthia Pepper to Director Grover but recused himself from all votes pertaining to retaining her services. Stryd requested a time limit on Pepper Consulting services. Director Grover explained that the high costs associated with the latest FOIA request were because it asked for raw data, which had subjective information on the surveys. Due to HIPA regulations, private information would need to be redacted, leading to high attorney costs. The survey results were shared with staff and it is posted on the website. Murphy voiced support for Director Grover's decision making.

Motion amended by Murphy to retain Pepper Consulting for up to 3 months and revisit

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

Opposed: None

Motion passed

Director Grover provided an overview of the updated mask policy, which requires all children and adults 5 years and older to wear a mask.

Motion made by Hahn to adopt the presented mask policy was supported by Stryd.

Discussion: Duron-Willner suggested this should apply to everyone.

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

Opposed: None

Motion passed

Motion made by Duron-Willner to ask the Board for approval of the Personnel Committee to review and revise the Employee Hand book was supported by Largent.

Discussion: Hahn asked when was it last reviewed. Largent reported in 2017.

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

Opposed: None

Motion passed

Motion made by Largent to authorize the Director to retain the services of MBM indefinitely with any expenditures beyond the directors cap to be approved by President, Vice-President and Chair of the Finance Committee, was supported by Murphy.

Discussion: Kelly requested that the word indefinitely be removed. White suggested 30 days and Duron-Willner suggested 90 days, with progress reports monthly.

Amendment: Largent amended the motion to 90 days with monthly progress reports

Vote: Aye: Duron-Willner, Hahn, Huyck, Largent, Murphy, White, Kelly, Stryd
Opposed: None
Motion passed

Largent discussed the need for the Strategic Planning and Finance Committee's to increase their involvement with the Technology component going forward. Duron-Willner also discussed a desire to focus on small, local businesses, and minority vendors. Largent agreed on this point. Kelly discussed the need for closure for furloughed staff. Director Grover discussed Phase IV re-Opening and how many staff will be needed. Presently we do not have enough custodial staff to maintain a safe environment if we increase our hours. Seigrist added that the Technology Librarian should be included in any Strategic Planning discussions, and hours cannot increase until staffing levels are increased. White emphasized the importance of safety. Director Grover expressed the need for restructuring and new job descriptions before all people are brought back, and the need to consult with staff supervisors and Managers to get their input before any decisions are made. Largent suggested a Study Session, open to the public, be scheduled to give everyone time to gather data, so new member can obtain more information. Kelly agreed to a study session. White requested more information regarding closure of the bathrooms. Date for study session was made for October 19 at 6:00 PM.

BOARD TRUSTEE COMMENTS AND ANNOUNCEMENTS

White commented that the statements from Largent and Jacquelyn regarding the staff working before the furlough were both true. We recognize that staff were working, but it was not being tracked or recorded accurately. Also please continue to support Friends of the Library.

Motion made by Kelly to adjourn the Board Meeting was supported by Hahn.

Vote: Aye: Duron-Willner, Hahn, Huyck, Largent, Stryd, Murphy, Kelly, White
Opposed: None
Motion passed.

The Board meeting was adjourned at 9:25 p.m. by President White. The next meeting of the Library Board is scheduled for Monday, October 19, 2020 at 6:00 pm. Via ZOOM, for a Study Session, and for Thursday, November 12 at 6:00 PM via ZOOM for a regular Board Meeting.

Respectfully Submitted,

Renee Murphy, Secretary
Library Board of Trustees