

**STOW-MUNROE FALLS PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR BOARD MEETING
Monday January 21, 2019**

The meeting was called to order at 7:00 pm by President Shubert

PRESENT

Craig Mancuso, Vice President; Pastor Brad Jagger, Tom Shubert, President; Richard Bedell, David Renninger, Secretary; Angela Daniel, Sara Kline

ABSENT

OTHERS PRESENT

Doug Dotterer, Director; Linda Sutherland, Fiscal Officer

PUBLIC

There is no public comment.

ACTION ITEMS

MOTION NO. 190121-1 APPROVE DECEMBER 17, 2018 MINUTES

Renninger moved, Kline seconded:

RESOLVED: That the Board Minutes of December 17, 2018 regular meeting be accepted and approved.

The roll being called on its adoption, the vote resulted as follows:

AYES: Daniel, Jagger, Kline, Mancuso, Renninger, Bedell, Shubert

NAYS:

Motion carried.

FINANCE

MOTION NO. 190121-2 APPROVE DECEMBER TREASURER’S REPORT

Daniel moved, Kline seconded:

RESOLVED: That the Board of Trustees approves the Treasurer’s Report for December 2018.

MTD BANK REPORT FOR MONTH 12-STOW-MUNROE FALLS PUB LIB

BANK	DESCRIPTION	Begin Mo Bal	MTD Deposit	MTD Withdrawal	MTD Tran In	MTD Tran Out	Balance
1	MAIN CHECKING ACCOUNT	537,076.86	115,221.50	282,916.84	0.00	0.00	369,381.52
2	PAYROLL CHECKING ACCOUNT	0	0	0	0.00	0.00	0.00
4	BUILDING PROJECT CHECKING ACCT	0	0	0	0.00	0.00	0.00
9	IMPREST FUNDS	300.00	0	0	0.00	0.00	300.00
20	CERTIFICATES OF DEPOSIT	0	0	0	0.00	0.00	0.00
21	STAR OHIO - INVESTMENTS	308,837.75	623.60	0	0.00	0.00	309,461.35
24	STAR OHIO BLDG - INVESTMENTS	77,749.25	156.99	0	0.00	0.00	77,906.24
29	STAR PLUS OHIO - INVESTMENTS	519,250.82	1044.91	0	0.00	0.00	520,295.73
		1,443,214.68	117,047.00	282,916.84	0.00	0.00	1,277,344.84

The roll being called on its adoption, the vote resulted as follows:

AYES: Jagger, Kline, Mancuso, Renninger, Bedell, Daniel, Shubert

NAYS:

Motion carried.

MOTION NO. 190121-3 APPROVE DONATION LIST OF 2018

Mancuso moved, Kline seconded:

RESOLVED: That the Board of Trustees approves the following Donation List of 2018:

MONTH YR/2018	AMOUNT	DESCRIPTION
JANUARY	\$ 12.00	GENERAL DONATION FROM ANONYMOUS
	\$ 59.50	GENERAL DONATION FROM COFFEE COLLECTION
	\$ 10.00	GENERAL DONATION FROM ANONYMOUS
FEBRUARY	\$ 58.55	GENERAL DONATION FROM COFFEE COLLECTION
APRIL	\$ 60.63	GENERAL DONATION FROM COFFEE COLLECTION

MAY	\$ 629.75	\$500 FROM F. HOUSER FOR LIBRARY PROGRAMS, \$100 GENERAL DONATION FROM CUY. VALLEY TERMINAL MRC, AND \$29.75 FROM COFFEE COLLECTION
	\$ 100.00	FROM M. B. DUNCAN IN MEMORY OF HAL PULCINI FOR AUDIOBOOKS
JULY	\$ 73.42	\$50.42 FROM COFFEE COLLECTION AND \$23 GENERAL DONATION FROM ANONYMOUS
AUGUST	\$ 5.00	GENERAL DONATION FROM ANONYMOUS
	\$ 100.00	FROM FERRY INDUSTRIES INC. IN MEMORY OF DAVID RICHARDS
	\$ 20.00	GENERAL DONATIONS FROM \$10-MONA GOLDEN & \$10-AUSTIN GOLDEN
SEPTEMBER	\$ 155.08	\$60.08 FROM COFFEE COLLECTION, IN MEMORY OF REBECCA MCINTIRE - \$50 FROM JAY & SUSAN RICHARDSON AND \$45 FROM BONNIE SCHULTZ
	\$ 200.00	FROM E & C THOMPSON IN MEMORY OF REBECCA MCINTIRE
	\$ 45.00	IN MEMORY OF REBECCA MCINTIRE FROM: \$20 B. FOSTER AND \$25 G. LETZLER
	\$ 200.00	FROM THE CRAFT SHOPPE AT QUIRK CENTER IN MEMORY OF REBECCA MCINTIRE
	\$ 9.50	GENERAL DONATION FROM ANONYMOUS
OCTOBER	\$ 32.46	GENERAL DONATION FROM COFFEE COLLECTION
NOVEMBER	\$ 56.61	GENERAL DONATION FROM COFFEE COLLECTION
	\$ 15.00	GENERAL DONATION FROM D & K MEETING
DECEMBER	\$ 47.18	GENERAL DONATION FROM COFFEE COLLECTION
	\$1,090.07	GIFT FROM WALTER WITHERSPOON TRUST FOR PURCHASE OF POPULAR BOOKS
	\$ 25.00	GENERAL DONATION FROM D. ROSS
	\$ 100.00	GIFT GENERAL DONATION FROM ANGEL RAY MEDITATION GROUP
ANNUAL TOTAL	\$3,104.75	

The roll being called on its adoption, the vote resulted as follows:

AYES: Kline, Mancuso, Renninger, Bedell, Daniel, Jagger, Shubert
 NAYS:

Motion carried.

PROGRAM

DIRECTOR'S REPORT

MOTION NO. 190121-4 ACCEPT DIRECTOR'S REPORT

Kline moved, Mancuso seconded:

RESOLVED: That the Board of Trustees accepts the written Director's report for the months of December 2018 and January 2019.

Mr. Dotterer stated the following:

- a) Regarding the weather this past weekend, Mr. Dotterer said he informed staff that if they were not comfortable driving in the inclement weather, they may call off and use vacation or reschedule their hours. Doug informed the Board that he did not feel it was necessary to close the library.
- b) Distributed the 2018 Annual Report from the library departments to the Board and Fiscal Officer. Please see copy attached.

The roll being called on its adoption, the vote resulted as follows:

AYES: Mancuso, Renninger, Bedell, Daniel, Jagger, Kline, Shubert

NAYS:

Motion carried.

DISCUSSION ITEMS

BOARD COMMITTEES

BUILDING & GROUNDS

Mrs. Kline stated nothing to report.

FINANCE

Mr. Bedell stated the Finance Committee met prior to the Library Organizational Meeting and reviewed the 2018 Financial Reports. Mr. Bedell stated the library is on budget for the year 2018.

HUMAN RESOURCES

Mr. Mancuso stated nothing to report.

LEGISLATION/RULES

Mrs. Kline stated the Legislation and Rules Committee recommends the following motions:

MOTION NO. 190121-5 AMEND JOB DESCRIPTIONS

RESOLVED: That the Board of Trustees amends the following job descriptions as presented:

Amend Public Services Assistant – Floor Coordinator

QUALIFICATIONS:

G.E.D. or a high school diploma

~~Minimum of 2-4 years library experience in circulation~~
Prior circulation experience preferred

The roll being called on its adoption, the vote resulted as follows:

AYES: Renninger, Bedell, Daniel, Jagger, Kline, Mancuso, Shubert

NAYS:

Motion carried.

MOTION NO. 190121-6 AMEND CREDIT CARD BOARD POLICY

RESOLVED: That the Board of Trustees amends the credit card Board Policy as follows:

The Board of Trustees shall permit the Director and Fiscal Officer to use credit cards. ~~Credit cards shall list the Stow-Munroe Falls Public Library and the name of the approved staff member as cardholders.~~

~~The authorization, handling, and use of credit cards have been established to provide a convenient and efficient means to purchase goods and services from vendors. Credit cards, however, shall not be used to circumvent the general purchasing procedures established by state law and board policy. Library credit cards must be used for a proper library purpose and personal use of library credit cards is strictly prohibited.~~

~~A Credit Card will be issued to the following eligible employees:~~

- ~~1. Director with a limit of \$3,000.00~~
- ~~1. Fiscal Officer with a limit of \$7,500.00~~

~~The Director and Fiscal Officer may authorize other library employees to use their credit card. The user of the credit card is responsible for payment of amount charged if proper documentation is not provided to the Fiscal Officer of the Board of Trustees.~~

Credit cards are the property of the library and must be returned to the Fiscal Officer upon termination of employment with the library.

1. This policy applies to all (i) payment cards, checks or other payment instruments associated with a credit account issued by a financial institution or a retailer, and (ii) payment cards related to the receipt of grant funds. All such cards and instruments are referred to herein as “credit cards”.
2. This policy does not apply to procurement cards (P-cards), or to gas cards or other payment cards that are capable of use only for the purchase of certain limited types of goods.
3. The library will not obtain or maintain any debit cards.
4. Credit cards will be established in the name of the Stow-Munroe Falls Public Library with a maximum credit limit not to exceed \$3000 limit for the Director and a \$7,500 limit for the Fiscal Officer.
5. The Fiscal Officer will work with the appropriate financial institutions that issue credit cards to determine the best type of credit card accounts for the Library, and also to determine which store credit card accounts the Library will utilize.
 - a. The Fiscal Officer is responsible for working with the issuing financial institution to determine the dates when credit cards expire and the re-issuance of replacement cards.
 - b. The Fiscal Officer is responsible for determining, when necessary, the need to cancel a credit card account and any adjustment to credit limits on the credit cards.
 - c. The Fiscal Officer is responsible for notifying the issuing financial institution of a lost or stolen card. Library personnel using a credit card must notify the Fiscal Officer when they become aware that a card is lost or stolen.
6. Credit cards will be kept in the office of the Fiscal Officer and may be signed out to authorized Library personnel from time to time as necessary. The credit card should be promptly returned to the office of the Fiscal Officer once the purchases for which it was checked out have been made.
7. Credit cards may be signed out only to Library personnel.
8. A credit card may not be used by anyone other than the individual to whom it is signed out.
9. Prior to initial receipt of a credit card, each individual must agree to and sign the Credit Card Responsibility and Use Procedures.

10. The Board authorizes the use of Library credit cards for use in connection with Board-approved or Library-related activities and for only those types of expenses that are for the benefit of the Library that serve a valid and proper public purpose shall be paid for by credit card. Credit cards will be used primarily for travel expenses to conferences and/or workshops and pre-payment of materials when required by a vendor. In any event, credit cards may be used only for expenditures that are within the applicable budget and departmental guidelines.
11. For each purchase made using a credit card, an itemized receipt indicating the amount paid, the vendor, and the goods/services purchased must be submitted to the Fiscal Officer promptly following the purchase.
12. Use of a credit card for personal expenditures, for expenditures in excess of the applicable credit limit, or otherwise in violation of this policy constitutes a misuse of the credit card. Any Library personnel engaging in misuse of a credit card will be responsible to reimburse the Library for any unauthorized expenditures and may be subject to disciplinary action up to and including termination of employment.
13. If a credit card is lost or stolen, or any Library personnel become aware of unauthorized or fraudulent use of any of the Library's credit card accounts, the same must be reported immediately to the Fiscal Officer.
14. All monthly credit card statements and other correspondence associated with the credit card accounts will be sent to the Stow-Munroe Falls Public Library. Payment of the monthly statements must be made in a timely fashion so that finance charges and late payment fees are not incurred.
15. On an annual basis, the Fiscal Officer will submit a report to the Library Board of Trustees regarding all credit card rewards received by the Library.

See Credit Card Responsibility and Use Procedure attached.

The roll being called on its adoption, the vote resulted as follows:

AYES: Bedell, Daniel, Jagger, Kline, Mancuso, Renninger, Shubert

NAYS:

Motion carried.

LONG RANGE PLANNING

Mr. Renninger stated the Long Range Planning Committee will meet sometime in March.

TECHNOLOGY

Mr. Shubert stated nothing to report.

RECORDS COMMISSION

Mr. Shubert stated nothing to report.

NEW BUSINESS

Mr. Dotterer informed the Library Board that in 2019 there is currently no big projects to be addressed. Mr. Dotterer stated this would be a good time to review the Computer Workstation Project. Please see details attached. After discussing the project, the Library Board requested the following:

- a) Research other companies who may complete the job at a lower cost
- b) Does the project have to be custom made, research other alternatives
- c) Do some comparison shopping

The Library Board stated when the research is completed to bring the details to the next Board meeting.

MOTION NO. 190121-7 AJOURNMENT

Mancuso moved, Bedell seconded to adjourn the meeting at 7:48pm.

All were in favor.

Motion carried.

Secretary

Board President

Linda D. Sutherland
Fiscal Officer



Marketing & Public Relations 2018 Annual Report • Ann Malthaner

Data Analysis and Targeted Email Marketing

The Marketing Department began using **OrangeBoy**, a suite of tools created specifically for libraries, in February 2018. It collects patron data and builds reports based on that data. We now produce and send approximately 8 targeted and customized email messages every month. It also provides Net Promoter Score survey tools that can be automated. We monitor the effectiveness of our messages and get instant feedback from patrons regarding their satisfaction with the library, and make necessary changes.

We realize that keeping active cardholders is the best way to increase market penetration. We are on an active email campaign to re-engage inactive cardholders. As of December, **661 cardholders** have returned to the library after receiving an email. (Since February 2018.)

Social Media Marketing

We have a very strong social media presence and we increased its footprint in 2018. On average, 2,792 people saw the library's posts on Facebook, Twitter, or Instagram each day in 2018.

f Total **Facebook fans: 5,854**, an increase of 6.6%.
955,800 people saw the library's posts.
Posts were "liked," commented on, or shared **19,200** times.
Posts were clicked for more information **1,644** times.

t **129,000** people saw the library's posts on **Twitter**.
Tweets were "liked," commented on, or shared **1,769** times.
Tweets were clicked for more information **104** times.

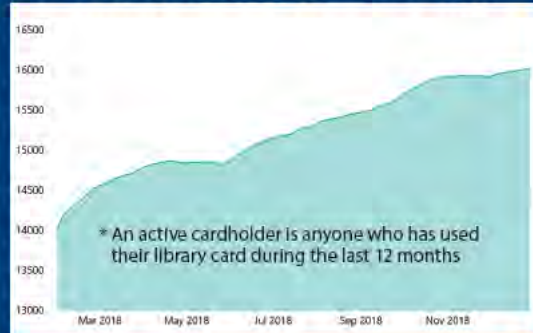
i **273** people "follow" the library on **Instagram**.
"Likes" received: **1,544**

Social media grows more important every year. An average adult spends 25 hours per week on social media, and we want the SMFPL brand to be in their newsfeed. Social media marketing helps validate our brand, foster interaction, discussion, and community, and it allows people to build a relationship with us and share our information. 113 patrons direct messaged us in 2018. We spent only \$1,079 on our social media budget.

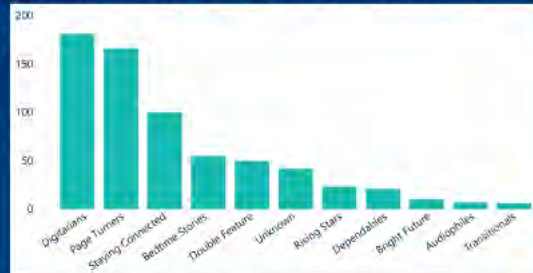
Internal Communications

In September we implemented **Workplace** by Facebook as an internal communication tool for all staff. Workplace allows every employee to easily communicate and collaborate on projects, and it replaces paper notices in staff areas. All staff members have an account, and they can access Workplace through their desktop computer or from a laptop in the staff break room. Optionally, a mobile app is available, so checking in from home, or on the go, is possible.

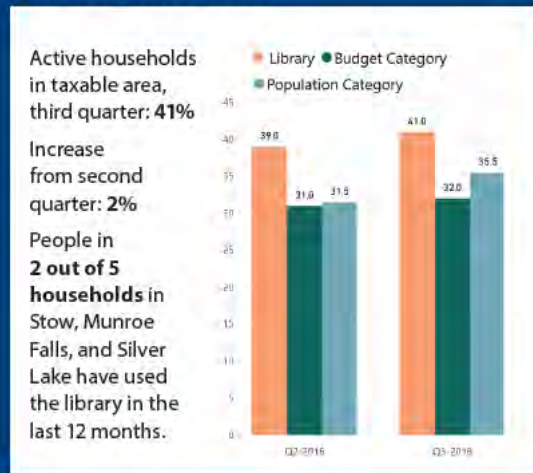
Active Cardholders Feb. – Dec. 2018



Activity of Re-engaged Cardholders



Market Penetration



12th Annual Dessert Extravaganza

Tickets (Qty. = 130) \$6,500
 Silent Auction \$5,082
 Sponsorships \$ 10,226
TOTAL \$21,808



The 12th Annual Dessert Extravaganza, held at the Silver Lake Country Club on April 19, was another success. The fundraiser generated **\$21,808** for the Stow-Munroe Falls Public Library Foundation, which was a record. The previous year's total was \$17,516. The night was filled with desserts/appetizers from local restaurants and an abundance of auction items. 130 people were in attendance.

Most Successful Programming

- Drew Daywalt – Best-Selling Author Returns to Hometown Library of Stow
- Chardon Polka Band
- Astronaut Mike Forman
- Wonderful World of Owls
- Art and Cooking Programs

Total Program Attendance for 2018:
3,575 patrons attended 113 programs

Library Upgrades and Marketing Displays

Marketing was able to source/design/or implement the following: **Eclectic Collection displays and wall graphics**, new **illuminated exterior signs**, 100 new **meeting room chairs**, and a new **shelving display unit** in the lobby.

Advertising

Sue and Cheryl produced: 5 newsletters, newspaper ads, promotional materials (signs, flyers, posters, tickets, etc.) for approximately 113 programs and 8 art shows, slide shows for 3 different events monitors (front desk, teen and children's), marketing materials for special events, 35 marketing emails, Summer Reading graphics, 9 promotional videos and 62 "Story Time at Home" videos, PowerPoint presentations (for NEO-RLS, Staff In-Service, & the Library Board), banners for displays, 120 nonfiction shelf talkers, monthly Upcoming Events and DVD brochures, rotating advertisements for website, Facebook graphics, "Today's Events" signs, displays and check-out cards for the Eclectic Collection and Children's Puzzles and Flashcards, and miscellaneous in-house signs as needed. Additionally, Cheryl coordinated 8 shows for the new art gallery.

Leadership, Stow Chamber & Conferences

Ann completed her second two-year term for the **Stow Chamber of Commerce Board of Directors**.

OrangeBoy Idea Exchange in Columbus, Ohio (Ann).

Content Marketing World Conference in Cleveland, Ohio (Ann).

Programming



Exterior Signs



Summer Reading



The Eclectic Collection



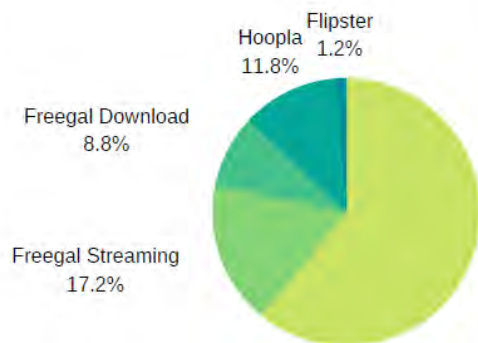
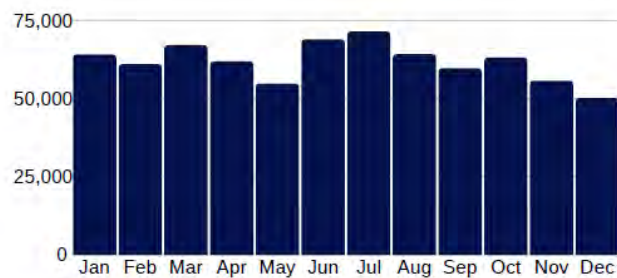


Stow • Munroe Falls
PublicLibrary
 Read. Dream. Connect.

CIRCULATION ANNUAL REPORT 2018

Circulation

Total circulation for 2018 was 742,963; this is 1% higher than circulation in 2017.



Digital Circulation

Digital circulation increased by 22% to 150,001 checkouts; it now accounts for 20% of items borrowed.

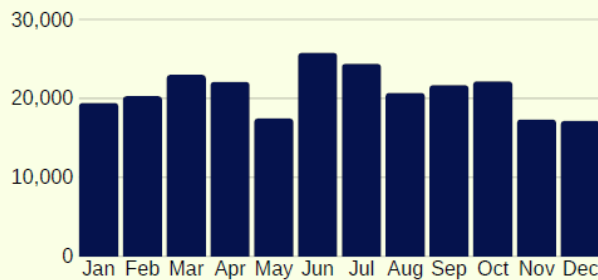
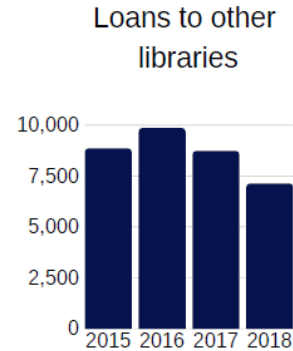
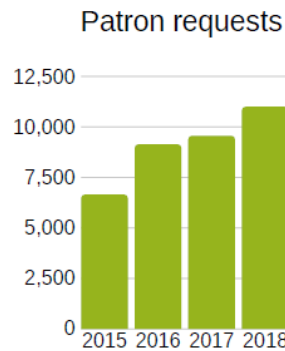
Ohio Digital Library
61%

New Cards

SMFPL saw 2,736 new patrons get library cards in 2018. This is 5% higher than 2017.

SearchOhio/ OhioLINK

Our patrons borrowed a record 10,978 items from SearchOhio; this is 15% higher than 2017, and an increase of 65% from when we joined in 2015. Circulation staff processed a total of 18,101 SearchOhio items in 2018.

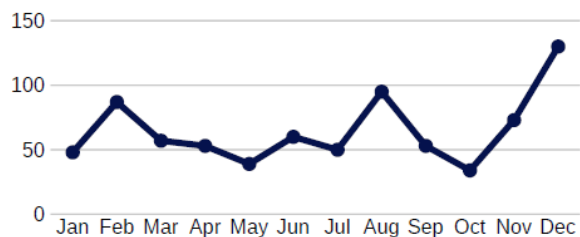


Patrons

The library had 250,462 people visit in 2018, a decrease of 1% from 2017.

Fine Free Fridays for Food

Patrons used Fine Free Fridays for Food to donate 779 items this year.



Unique Management Services

Unique Management Services handled 335 accounts for the library in 2018, and recovered \$8,696.95.

Since August 2004, UMS has handled 6,901 accounts and recovered \$240,507.97.



Tech Help

Staff assisted **538** patrons



Adult Summer Reading
1,109 participants read **2,920** books



Teens
Stow • Munroe Falls
Public Library

Christina Getrost planned and put on **15** programs this year with total attendance of **406** teens

Teen Summer Reading: 188 teens read **962** books

Christina made **17** summer reading booktalks in May at four area schools reaching an audience of **1,271** students

659 people visited our Pop-Up Libraries this year. Locations included Maplewood Pool, Munroe Falls Farmers Market, Handel's, Stow Harvest Festival, Stow Tree Festival and Stow-Munroe Falls- Relay for Life.

Passport Services 2018

1,646 applications
(\$52,510)
1,585 photos
(\$19,020)

Total revenue = **(\$71,530)**

Since May 2011, we have accepted **10,699** applications **(\$278,835)** and taken **8,916** photos **(\$100,978)** for a total amount of **\$379,813**



Notarized **786** signatures

87,000 questions were answered by Information Services staff in 2018

Emily Adams and **Lauren O'Keeffe** joined our team

Thea Bilowich resigned after **7** years of service

Jim Williams retired after **20** years of service

Outreach and Homebound Services

Sarah Filiberto and **Alissa Nivens** brought library services to **16** senior facilities in 2018

Service was provided to **1,063** patrons

21 new library cards were issued

Overall, Outreach and Homebound patrons checked out **8,965** items in 2018 which was a **21%** increase from 2017

4 book discussions met in house and **1** met at Stow Glen Cedar with a total of **62** discussions and **708** participants

Local History

35% increase in archival material use

Local History Librarian, **Gretchen Quinn** assisted with many inquiries via email, phone and in person this year.

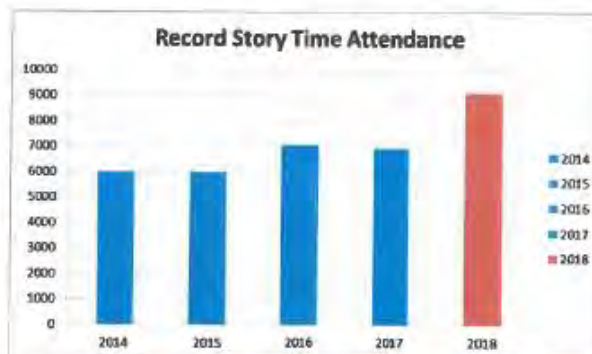
Gretchen gave a presentation at Stow Glen for the Lunch and Learn program on Genealogy 101 with **80** people in attendance.



SMFPL Children's Dept. Report 2018 submitted by Lydia Gamble

2018 Was a Banner Year for Us!

- Total Program Attendance — 45,747
- Story Time Attendance — 9,134
- Summer Reading Participants — 2,399



Program Success

Santa Stories

- Holiday favorite, Santa Stories, *broke a record* with 293 people attending two sessions on Monday, December 17 at 6:30 PM and on Tuesday, Dec. 18 at 10:30 AM. Jason, Calvert played Santa, Evie Kremyar portrayed Mrs. Claus and Nancy Messmore was an elf.
- This year Lydia Gamble added special effects to the storytelling with an iPad App called Novel Effects that applies



Life-size Candy Land

- Chris Andersen and Amy Thomas hosted this annual, life-size version of the popular children's game on December 1 from 10 AM – 2 PM. Children collect candy while playing on a large game board assembled throughout the floor.
- This year, 286 patrons attended. The Stow Mom's Club, a local group of preschool mothers, generously donated 2/3 of the candy for the program, with the Friends of the Library providing the remainder.

Touch a Truck

- Kristin Casale and Lydia Gamble hosted the 12th annual Touch a Truck program on Saturday, September 15 from 10 AM - 12:30 PM.
- The event once again brought 1,000 people to the library. We showcased 11 vehicles, including the Cleveland Museum of Art Studio Go mobile art studio and the Summit County Humane Society mobile adoption vehicle.
- There was also face-painting and balloon twisting. Jason Calvert made an appearance as Spike and Handel's sold ice cream.



Rockin' Robots

We hosted the Rockin' Robots as part of our contribution to Pride in Your Library Day on Thursday, June 28. One-hundred and eighty people attended this raucous dance party led by two gentlemen dressed as robots, who got everyone moving using flashing lights and a sound system. The Rockin' Robots have been featured on America's Got Talent, and they have appeared at

Build a Playhouse at Spike's Place

Norio Saneshige, from Canton, Ohio, is the creator of a giant, cardboard playhouse system that children can put together themselves. On Friday, December 28, from 10:30 AM-12:30 PM, we hosted this program for 31 people. The kids were first given a small-scale cut-out to make a house to take home. Then families built the large-scale playhouses. We kept the playhouses in the



Noon Year's Eve Party

Amy Thomas and Kristin Casale hosted this New Year's party on December 31 from 11:30-noon, with 223 people attending, our second-highest participation number ever. They told stories, sang songs, counted down to noon, and served cookies.

Children's Outreach 2018

Submitted by Amanda Rome, Children Services Outreach Librarian



SUMMER READING

Evie Kremyar and Amanda Rome presented summer reading skits and made special lunch visits to about 3,853 children at 8 schools.



STORY TIME AT HOME

Amanda Rome worked with Sue Kirchgessner to record and post 68 videos on YouTube. To date the channel has 48 subscribers and 558 views.

10,927 People!
352 Programs!

Community Outreach

Maplewood Pool: Due to some rainy days, our poolside story time attendance was lower than normal but our four session attendance still totaled 177. We added a Pop-Up Library to the program this year as well.

Family Night: Amanda Rome led family night for Stow Alliance Preschool where she performed stories, provided snacks and led crafts for 65 people.

Early Learning Fair: Five preschools and daycares and five community organizations came to our first early learning fair on February 22. We had 44 people attend.

Handel's Ice Cream: Story Time and Pop-Up Library at Handel's was a great success with 182 people attending 3 sessions. Handel's was our most successful Pop-Up Library location!

Mulberry Gardens: Evie Kremyar presented two special story times at Mulberry Gardens for 131 people.

Laundromat Library: Monthly visits were made to the Laundromat Library, bringing a total of 360 books.



POP-UP LIBRARIES

Amanda Rome interacts with two children at a Pop-Up Library At Handel's Ice Cream July 19, 2018.

2018 Children's Materials Loaned for		
	Loans	Books
Preschool and	137	5,805
Teacher Loans	129	3,925
Total	266	9,730

Amanda Rome and Evie Kremyar made a total of **127** visits to Preschools and Daycares. They presented **258** story times and served **5,917** children and caregivers.



Graphic Novels and Manga Collections

This year our department re-evaluated all of the graphic novel collections in the library, adult, children's and teen. It was determined that unless the graphic was a stand-alone, it would be cataloged under the series and parts and volume added in a field that would appear in the catalog on the initial page the patron would see. This gives the library user all the pertinent information they need immediately. Items were re-labeled, genre stickers added and cataloging updated.

Our library has one of the largest manga graphic novel collections in the area. This year all manga titles were separated from the teen graphic novel collection and given their own collection code, genre sticker, and specific cataloging according to the series.

After the teen graphics and Manga graphics had been separated for several months, a usage report was generated and the results were very positive. In 2017 the circulation was 456 for all Teen Graphics. Using the same time frame in 2018, the circulation for the regular teen graphics and the upgraded Manga was 597. This is a 30.92% increase. There is no way to specifically determine if applying the Manga genre sticker and upgrading the overall appearance of the two collections attributed to the growth in usage, but it was the only change that occurred between the two years in those collections.



Technical Services 2018 Annual Report

Patron Services Provided by Technical Services

We continue to provide a coffee service to our patrons during the week from 9-1. This is a very popular program that keeps our patrons happy and coming back. We made approximately 1300 pots of coffee for our library users.



We also continue to show a movie three Wednesday afternoons of every month. We have made a special effort to show recently released movies and have received a positive response in attendance growth. We have our regulars that show up every week and are disappointed on the off week.



Eclectic Collection

With the introduction of the Eclectic Collection to the library our department had to determine the best way to process and preserve the items. Each item was looked at individually and then we decided what the patron needed to use the item, what circulation needed to check-out the item and what was required to check-in the item. Many of the items had multiple parts and pieces that needed to be returned with the item if was to continue circulating and if not returned the financial responsibility of the patron. We realized that the investment in the collection was substantial, and we wanted to insure that it would continue to be part of our library collection for many months, if not years.

The Numbers Count



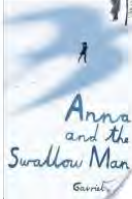
Libraries live and breathe by the numbers, and so does Technical Services. As presented below, our department was very busy this year adding, deleting, and changing items in our collection. Next year we are going to evaluate our work and how we count each process. Many items are counted as one item, when in reality they require multiple steps to obtain that one count.

Changes and Corrections Made to Collection	5401
Items Mended or Cleaned and Returned to the Collection	2333
Items Changed from New to Old	11,607
Author, Subject, Series Authority Added to Bibliographic Record	3133
New Items Added to Collection	16,483
Uploaded E-Books to Catalog	21,183
Interest Reserves	132
Items Withdrawn From OCLC	16,071
Authority Deletions	9587

Systems 2018 Year Highlights

Amazon Module Replacement

We lost use of the Amazon API. A service we used for several book lists on our web site. Systems was able to copy the Amazon module and recode it to use GoogleBooks API. We were able to restore the Forthcoming Book List, Popular Reads from Staff List and the New Book Lists. The API lets us pull a lot of information just from an ISBN. We get book cover, full title, authors, publication date and description.

Forthcoming Book Release	Popular Reads from the Staff
 <p>The Break Line By James Brabazon Google Release date: Jan 15 2019</p> <p>Description:</p> <p>British intelligence operative and hardened assassin, Max McLean, battles a nightmarish enemy in this stunning debut thriller from an award winning war correspondent.</p> <p>When it comes to killing terrorists British intelligence has always had one man they could rely on, Max McLean. As an assassin, he's never missed, but Max has made one miscalculation and now he has to pay the price.</p> <p>His handlers send him to Sierra Leone on a seemingly one-way mission. What he finds is a horror from beyond his nightmares. Rebel forces are loose in the jungle and someone or something is slaughtering innocent villagers. It's his job to root out the monster behind these abominations, but he soon discovers that London may consider him the most disposable piece in this operation.</p>	 <p>A Gentleman in Moscow By Amor Towles Google</p> <p>Description:</p>  <p>Anna and the Swallow Man By Gavriel Salvit Google</p> <p>Description:</p>

NEW AND POPULAR

New Fiction	New Non-Fiction	New Large Print Fiction	New Science Fiction
			

Booklist New fiction



Secret partner /
Martini, Steve,
[Check catalog](#)



Of blood and bone /
Roberts, Nora
[Check catalog](#)



The mark /
Evanovich, Janet
[Check catalog](#)

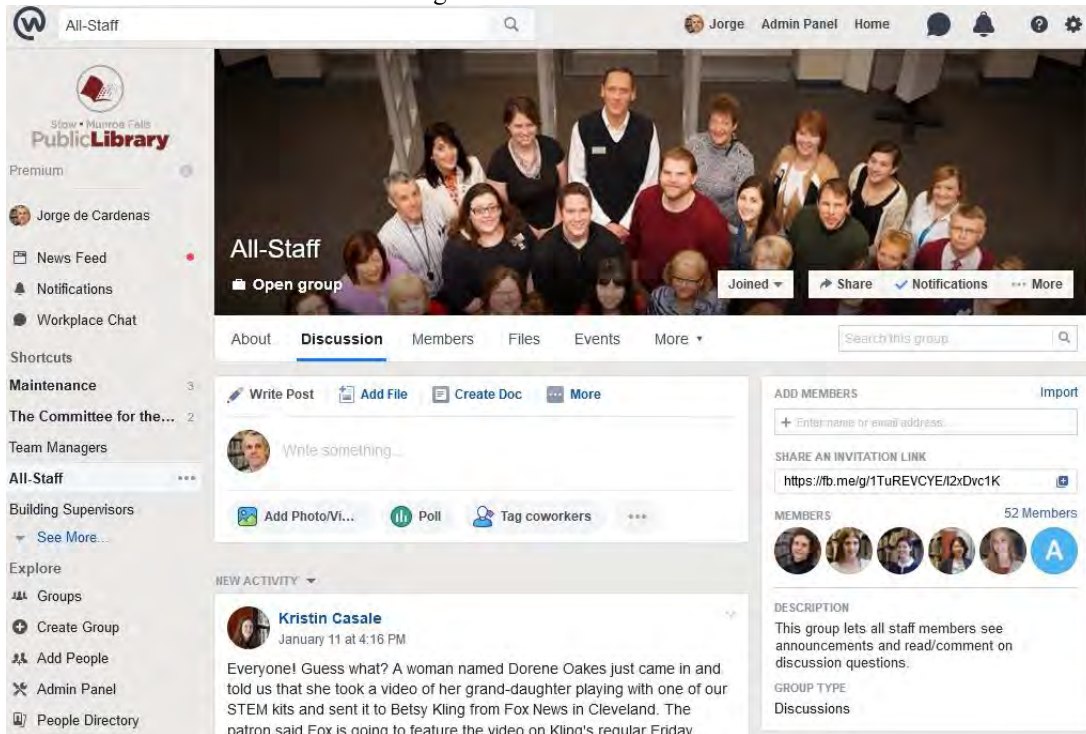


Mussolini's island /
Day, Sarah
[Check catalog](#)

Systems 2018 Year Highlights

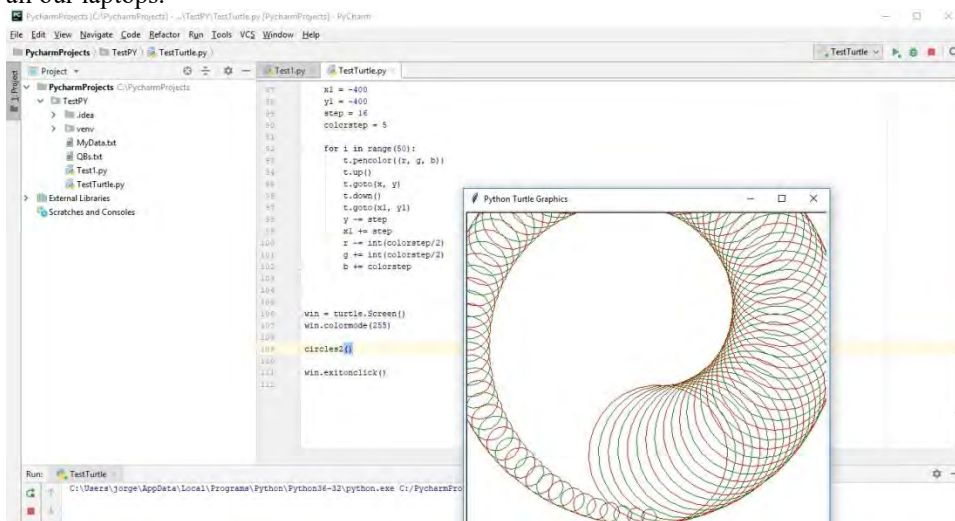
Intranet Solution

We had been in discussion with PR about creating something to facilitate communication between staff. Systems came across a service offer by Facebook called Facebook Workplace that met our requirements. The service is used by many corporations and is offered free to non-profits. We created the account and tested it's capabilities. We turned it over to PR and it has been a huge success.



Girls Who Code Club

In support of “Girls Who Code Club”, systems has installed Python and a coding environment called PyCharm on all our laptops.



Credit Card Responsibility and Use Procedures

A credit card account has been established to meet the needs of your department for incidental purchases. Upon receipt of proper documentation and itemized receipt, credit card expenditures will be paid through the Fiscal Officer's office.

*****A credit card does not replace requisitions and purchase orders.**

Conditions of Use Expenses may be incurred with the credit card only if all of the following conditions are met:

1. Expenditures must be within the guidelines of the particular activity of your department and budget. The expenditure may only be made after the approval of any required requisition and purchase order. The credit card is not to be used for any personal expenses.
2. Expenditures to be paid must be less than the credit card limit of \$3000.00 (Director), \$7500.00 (Fiscal Officer). There are no exceptions.
3. Proper documentation to support the expenditure must be sent to the Fiscal Officer **prior** to receipt of the monthly statement.
 - a. Proper documentation is to include:
 - i. Itemized paid receipt indicating the amount paid, the vendor, and an itemized description of the purchase.
 - ii. In the case of books, subscriptions or similar types of orders, a copy of the order form or document, and the packing slip or other receiving document.
 - iii. A hardcopy print-out for any items ordered online.
 - b. Examples of documentation not allowed:
 - i. Non-itemized cash register receipts.
 - ii. Handwritten requests for reimbursement without receipts or other verification.
4. The Library is exempt from sales tax, and all reasonable efforts should be made to ensure that sales tax is not charged by vendors in connection with purchases made via credit card. A tax exemption certificate is available in the Fiscal Officer's office. In some cases, if you merely mention to the vendor that the purchase is tax exempt, no sales tax will be charged.

Safekeeping You are responsible for the safekeeping of the credit card. You shall not permit anyone else to use the credit card or disclose to anyone (other than the vendor/merchant in connection with a purchase) the card account number, CVV, or other pertinent account information. You shall promptly return the credit card to the office of the Fiscal Officer once the purchases for which it was checked out have been made.

Unauthorized Use If you become aware of any unauthorized or fraudulent use of the credit card, or if the credit card is lost or stolen, you must immediately report same to the Fiscal Officer.

No Right to Credit Card The credit card is issued to you on a temporary basis, and remains the sole property of the financial institution from which it was issued. The right to use the credit card may be revoked at any time without notice by the issuing financial institution or by the Library's Fiscal Officer or Director.

Personal Responsibility You are personally responsible for any unauthorized credit card expenditures and expenditures made in violation of applicable Library policy.

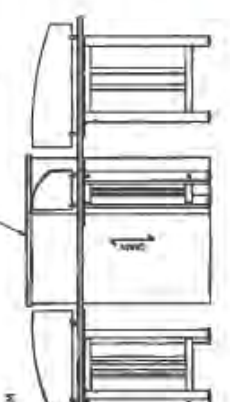
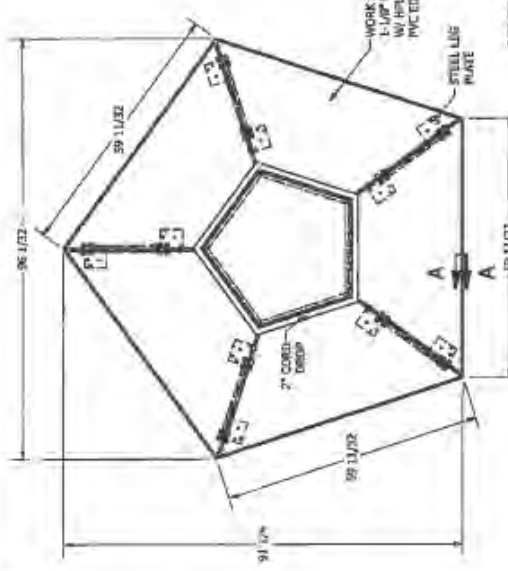
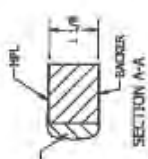
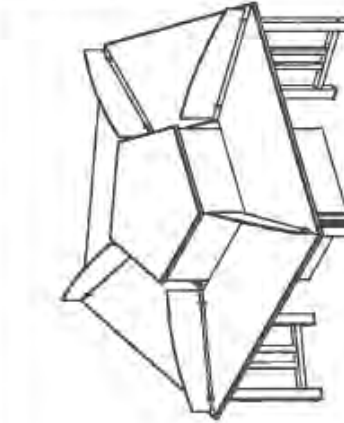
Policy In addition to the terms set out herein, use of the credit card is subject to the Library's Credit Card Policy.

I have read and fully understand and accept my personal responsibilities and liabilities in regard to the credit card issued to me, including the terms set out in the Library's Credit Card Policy. I further acknowledge that any misuse of the credit card may result in disciplinary action up to and including termination of employment.

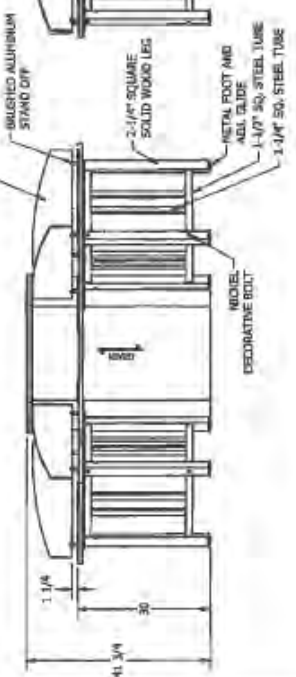
Cardholder Signature: _____ Date: _____

Witness: _____ Date: _____

Legend	
Feature	Abbreviation
Species	MARLE
Wood Finish	LWP # 13.145
Laminates	WELSCHMART LAMINAT ALUSTRUM 3
Salts Surface	
Non-scratch film	
Anti-scratch Finish	
Powder Coat	ARCTIC SILVER
Fabric	
Operational Finish	
Sealant Detail	T.B.D.
Others	



TOP CAP
1-1/2\"/>



3/8\"/>

2-1/4\"/>

METAL FOOT AND
KILL GLIDE
1-1/2\"/>

2-1/4\"/>

STEEL LEG
PLATE

41 3/4

1 1/4

50

LD.A, OHIO

STOW

PERT, JAY

REVIS TO LEGEND

DATE	4/27/05	BY	AKG/005
DESCRIPTION	Laminated Table (Interior)		
PROJECT NO.	400005		
DATE	4/27/05	BY	AKG/005
			
<small>16000 NORTH STOW ROAD, STOW, OHIO 44224 614.771.7500 614.771.7500 WWW.WOODWORKERS.COM</small>			
PROPOSAL DRAWING	14 of 14	1 of 1	1

2019 Computer Workstation Project

Qty	Item	Price Per	Price Total
	Workstations		
5	Worden 5-position pentagonal workstations	\$9,791.00	\$48,955.00
	Additional computers, monitors, and chairs		
5	Dell Optiplex 7060 i7-8700 Computers	\$1,300.00	\$6,500.00
5	Dell Monitors U2717D	\$380.00	\$1,900.00
5	Chairs with Rollers (to match existing)	\$380.49	\$1,902.45
TOTAL			\$59,257.45

