



TO: Plymouth District Library Board **DATE:** Sept. 13, 2022
RE: HVAC Preventative Maintenance **FROM:** Melanie Bell,
Assistant Director

Each year the library contracts with a vendor to provide preventative maintenance on the library's HVAC mechanical systems. This helps to prevent costly repairs by spotting problems early. This includes two semi-annual inspections of the system and replacement of filters, and belts.

Facilities Supervisor, Yong Heo, secured three quotes for the preventative maintenance for the HVAC mechanical systems. Of the three quotes attached to this memo, I suggest the approval of the quote supplied by Robertson Morrison, Inc. from Ann Arbor, MI totaling \$6,500. Of all the contractors interviewed, Robertson Morrison exhibited excellent references, professional conduct, strong communication, and pride in workmanship. They also included the snow melt system in the agreement. This fits within the 2022 budget for building repairs and maintenance.

Resolved by Trustee ____, seconded by Trustee ____, to approve hiring Robertson Morrison, Inc from Ann Arbor, MI to perform preventative maintenance on the HVAC mechanical systems. The total cost of the project is \$6,500.00

Roll Call:

AYES:

NAYS:

ABSTAIN:

ABSENT:

RESOLUTION:

Automatic Routine Maintenance Agreement 2022

August 15, 2022

Plymouth District Library
Yong Heo
223 South Main Street
Plymouth, MI 48170

Email: YHEO@PLYMOUTHLIBRARY.ORG
Phone: (734) 453-0750

Service Location: 223 South Main Street, Plymouth MI 48170

Thank you for the opportunity to bid the routine preventative maintenance on your HVAC equipment.

This comprehensive plan will help extend the life of your heating and cooling system and increase efficiency. Regular maintenance can help avoid costly repairs by spotting problems early, before they cause inadvertent system failures leaving your company without heat or air conditioning. A well-maintained heating and cooling system can lower your energy bill and safeguard your valuable equipment.

Benefits:

- **Preferred customer** status allowing you priority service day or night.
- **5% discount** on all service-related parts on your covered equipment during the term of this agreement.
- Replacement of **pleated filters and belts** on covered equipment as noted.
- Notification of any needed repairs found during maintenance inspections.

Terms:

- This agreement is **valid for one year** from the date of signing.
- Agreement does not include the cost of any repair work, parts, refrigerant, etc. Any additional repairs found will be quoted to the customer and scheduled upon the customers approval.

Robertson Morrison will perform seasonal equipment checks as listed in schedule A.

This maintenance agreement amount is for: **\$3,250.00** per semi-annual inspection. For a total of **\$6,500.00** annually.

Accepted by (Signature)

_____/_____/_____
Date

(____)_____
Phone #

Printed Name
Nic O'Neill

Nic O'Neill, ext. 115, Service Estimator

Email Address

Email: Nic@rob-mor.com

SCHEDULE A

<u>Qty</u>	<u>Type of Equipment</u>	<u>Type of Inspection</u>	<u>Inspection/Yr</u>	<u>Filters</u>
2	Boilers	CSD-1	1 Heat	Annually
1	Exhaust Fans	Snow Melt	1 Heat	Annually
2	Circ. Pump	Pump Inspection	1 Heat	Annually
2	Rooftop Units	Rooftop Inspection	1 Heat / 1 AC	Semi-annually
2	Exhaust Fans	Heating	1 Heat	Annually

Packaged Rooftop Unit Air Conditioning Inspection

- Check all electrical connections, voltage, power/disconnect switch
- Note fuse rating at disconnect, check fuse size
- Ambient temperature
- Check and record liquid and suction pressures
- Record amperage draw of condenser fan motor
- Required superheat / actual superheat
- Required sub-cooling / actual sub-cooling
- Check safeties
- Check and record amperage draw of compressor
- Lubricate condenser fan motor
- Record amperage draw of condenser fan motor
- Check contactor
- Check all electrical connections for tightness
- Check phase monitor (if applicable)
- Check condenser coil; clean as needed
- Check for signs of leaking refrigerant
- Clean unit housing and panels
- Check air filter; replace as required
- Check and inspect blower wheel; housing, brackets
- Lubricate blower bearings
- Check blower fan belt; replace as needed
- Record fan motor amperage draw
- Check evaporator coil
- Check drain pan; clean as needed
- Check condensate drain, trap, pump
- Check and record temperature drop
- Check thermostat level, anticipator, calibration and battery (if applicable)

Packaged Rooftop Unit Heating Inspection

- Check heat exchanger (If cracked, shut unit down and inform customer)
- Clean burners, pilot assembly
- Check for gas leaks
- Check inducer motor and wheel (lubricate if needed)
- Check all electrical connections for tightness
- Check phase monitor (If applicable)
- Clean and inspect blower wheel, housing, brackets
- Lubricate blower bearings
- Check blower fan belt; replace as needed
- Check safeties
- Check control relay/circuit board
- Replace filter as required
- Check fresh air control/economizer
- Check and record temperature rise
- Check power/disconnect switch and connections
- Check unit housing and panels
- Check thermostat level, anticipator, calibration and battery (if applicable)

Exhaust Fan Inspection

- Check voltage and amp draw
- Check rotation
- Check belt, pulleys, and bearings
- Check blower wheel, clean if needed
- Check motor mounts, lubricate if applicable

Pump Inspection

- Check voltage
- Check amp draw
- Check electrical connections
- Check rotation
- Check pressure drop
- Check coupler alignment
- Lubricate bearings



TO: Plymouth District Library Board **DATE:** September 9, 2022
RE: Email Marketing Quote, **FROM:** Shauna Anderson,
Approval Director

One of the goals in our current strategic plan is to increase awareness of library resources throughout the community. Email marketing is one of the primary modes of communication with our constituents. PDL boasts over 20,000 subscribers to our email newsletters. As we've worked to integrate an onboarding campaign for new library cardholder, we have continued to bump up against the confines of our current email marketing vendor, Constant Contact. We connected with other vendors who work primarily in the public library market with email marketing products designed specifically for our needs and received quotes for the products listed below.

Of the quotes outlined in this memo, the quote from Orangeboy is our preferred option. They offer a more moderate annual subscription fee with the ability to target marketing through our usage statistics. This module also offers a direct connection to our calendar system to pull in event data to our newsletters—saving considerable staff time in putting together the newsletters each week. Local libraries surveyed have also provided glowing feedback about their experiences with Orangeboy.

Vendor	Cost	Specifications
Orangeboy	\$7,500 annually with \$1,000 implementation fee	Email marketing that ties in to all forms of library data to create custom campaigns, robust data visualizations on user trends, ability to create trigger alerts (birthdays, aging into adulthood, renewal notices, lapsed user outreach, etc.)
Patron Point	\$8,625 annually with \$6,000 implementation fee	Email and SMS texting platform, customized recommendations based on library catalog, online library card signup with address verification, customized campaigns based on market segmentation
Constant Contact	\$2,700	Basic email marketing with no additional integration of library data

RESOLVED BY TRUSTEE _____, SECONDED BY TRUSTEE _____, TO APPROVE THE ANNUAL SUBSCRIPTION CONTRACT FOR ORANGEBOY AT THE RATE OF \$7,500 PER YEAR PLUS A \$1,000 IMPLEMENTATION FEE.

ROLL CALL:



TO: Plymouth District Library Board **DATE:** September 7, 2022
RE: Borrowing Policy, First Reading **FROM:** Shauna Anderson,
Director

In alignment with our strategic plan, the management team reviewed our public policies to create better organizational transparency. Our current borrowing policy requires updates to support the various ways the library engages with the broader community. Changes include support for students and teachers, the ability to utilize self-registration for library cards online, and the removal of overdue fines, which is included in the proposed Operating Budget and updated Fines & Fees Schedule for 2023.

Technical Services Coordinator, Katie Page, will present on the highlights of the proposed policy.

BORROWING POLICY

FIRST READING

REGISTRATION

All persons wishing to borrow materials from Plymouth District Library (hereafter referred to as "the Library") must have a valid Plymouth District Library card. In the case of residents of communities with whom there exist reciprocal borrowing agreements, a library card from their home library will be honored. Patrons may also be asked to register separately for specific Library programs or services.

ELIGIBLE BORROWERS

District Residents

All residents or property owners of record in the City of Plymouth and Plymouth Township are eligible to receive all Library services from Plymouth District Library. In order to receive a Library card, the individual must show (1) proof of identity and (2) proof of residency. The following documents will satisfy those requirements:

1. To show identity (referred to in this policy as "Proof of Identity"), a person must provide any of the following documents that contain a photo:
 - a state or government issued ID
 - employment ID
 - School ID

2. To prove residency (referred to in this policy as "Proof of Residency"), a patron must provide a current copy of any of the following:
 - State issued ID with current address
 - Property tax receipt
 - Voter registration card
 - Government issued ID with current address
 - Utility bill or credit card bill issued within the last 90 days
 - Bank check with imprinted current name and current address
 - Bank statement issued within the last 90 days
 - Vehicle registration
 - Certificate of residency
 - School transcript or report card
 - Mortgage, lease, or rental agreement
 - Pay stub or earnings statement with your name and current employer

TLN Reciprocal Residents

Patrons who are a valid member of a library within The Library Network (TLN) community are eligible to borrow materials from the Plymouth District Library. TLN library card holders shall not have access to the Library's digital resources. To borrow materials from Plymouth District Library, TLN members must present (1) proof of identity and (2) their home library card.

MILibraryCard Holders

Plymouth District Library participates in the MILibraryCard Statewide Library Card program. The Library also honors MILibraryCard cards from other libraries. MILibraryCard borrowers are subject to all circulation policies and procedures. MILibraryCard holders shall not have access to the Library's digital resources. MILibraryCard holders are also prohibited access to any materials or services that are restricted to Plymouth District Library residents only by contract.

District Business Owners or Employees

Individuals who are employed by or own a business located in the City of Plymouth or Plymouth Township, but who do not reside there are eligible for Business cards. There is no charge for these cards, but they will be honored only at Plymouth District Library. Business card patrons are eligible to receive all services from the Library.

Proof of current employment and Proof of Identity must be presented. Proof of employment must include the employee's name, the name and address of the company, and must be dated within the past year. Examples of acceptable documents include paystubs, employee IDs with the company name and address, or a document with the necessary information on company letterhead. Business cards expire after one year, but may be renewed with updated proof of employment.

Students

Students who attend school within the boundaries of the Library District or in the Plymouth-Canton Community School District are eligible for Student Cards. Students have full access to resident library privileges. Proof of Enrollment and Proof of Identity must be presented. Proof of Enrollment must be dated within the past year and include both the student's name and the name of the school. Acceptable documents include a photo student ID or report card.

Teachers

Teachers who work at a school within the boundaries of the Library District or in the Plymouth-Canton Community School District are eligible for Teacher Cards. Teachers have full access to resident library privileges in addition to increased borrowing limits to support

classroom use of library materials. Teacher cardholders are eligible to receive all services from the Library.

Proof of current employment and Proof of Identity must be presented. Proof of employment must include the teacher's name, the name and address of the school, and must be dated within the past year. Examples of acceptable documents include paystubs, school photo ID, or a document with the necessary information on school letterhead. Additionally, school administrators may request teacher cards on behalf of their employees and provide direct proof of employment to the Library. Teacher cards expire after one year, but may be renewed with updated proof of employment.

Non-Resident Borrowers

Non-resident registration is required by all library patrons who are not eligible for resident, reciprocal, business, student, or teacher cards. Non-Resident Borrowers are eligible to receive all services from Plymouth District Library, excluding any that are restricted to Plymouth District Library residents only by contract. Non-Resident Borrowers shall have unrestricted use of the Library's facilities and programs and have the same circulation privileges as District residents.

The non-resident card is good for one year and may be used only at Plymouth District Library. To obtain a Non-Resident Card, the individual must show Proof of Identity. A charge for a non-resident card shall be established by the Library Board, and no portion shall be refunded for any reason. The non-resident card is good for one cardholder. Non-resident cards purchased at other TLN member libraries will not be honored at Plymouth District Library.

Temporary cards

If a resident of the District presents Proof of Identity, but cannot present proof of current residency within the District, they may be issued a Temporary card. TLN reciprocal borrowers who can present Proof of Identity but cannot present their home library card may also be issued a Temporary card. Temporary cards are valid for 30 days, and are limited to 20 checked out items per card. Temporary card holders do not have access to digital resources.

SELF-REGISTRATION

An online application may be made available to support self-registration for library cards. Until the Proof of Identity and Proof of Residency is presented in-person, self-registered patrons are limited to placing up to 5 holds on library materials. No checkouts or digital resources will be made available. Once appropriate documentation is presented, full privileges will be granted. In special circumstances, such as library closures, limits to self-registered patrons can be removed for a specified time period.

CARDS ISSUED TO MINORS

In the case of children under 18, the signature and identification of a parent or guardian will be required. In accordance with the Michigan Library Privacy Act (PA 455 of 1982), parents will be required to agree in writing to be responsible for payment or return of borrowed materials and will be able to obtain information regarding use of the Library by their children until they are 18 years old.

DELINQUENTS

Patrons will be charged for lost or damaged items, and will be blocked from Library privileges once their fines reach certain limits, defined by the Library Board in the Fines & Fees Schedule. In the case of minor patrons, such bills or delinquent notices may be sent to the parent or legal guardian only if that parent or guardian accepts responsibility for the returned items as stated in the Michigan Library Privacy Act (PA 455 of 1982). The Library may use the services of a collection agency to settle overdue accounts. Delinquent patrons may also be prosecuted under such 'Failure to Return' ordinances that are in force in the City and Township of Plymouth.

CHECKING OUT MATERIALS

Library materials are not properly checked out until they have been processed through the circulation system and issued due dates. Limits may be imposed to stretch collections of materials in certain subject areas.

LOAN PERIODS

Loan periods will be established for types of library materials based on the adequacy of collections to meet general demand levels. **Any material that remains checked out 30 days after the due date will be charged to the patron's account for replacement.**

HOLDS

Patrons may place holds on certain materials at the library. Patrons will receive a notice from the library when the item is available. Requested items will be held for the patron for a certain number of days and must be checked out on the account of the person placing the request. If a patron has placed a hold on an item currently available on the shelf, and that item has not yet been pulled for that patron, the item may be checked out by another patron physically at the library. The hold will be retained in the system, and the patron with the hold will be the next person to receive the item when it is returned.

RENEWALS AND EXTENSIONS OF LOAN PERIOD

Certain types of materials may be given extended loan periods or renewed for additional loan periods providing there have been no holds or reserves placed on them.

INTER-LIBRARY LOAN

The Plymouth District Library makes available an Inter-Library Loan service to complement its reference services. This service will be used to fill requests for items that the Library does not own or that have been lost in circulation. Patrons with temporary cards shall not have access to inter-library loan services. **Fees associated with Inter-Library Loan items are determined by the lending library and not governed by Plymouth District Library Board of Trustees. Therefore Inter-Library Loan items are not included in the Library's Fines & Fees Schedule.**

CHECKING IN MATERIALS

Library materials are not considered returned until a staff member has received and checked them in. A book drop may be provided to allow return of Library materials when the Library is closed. All materials returned to the book drop before the Library opens are considered returned the previous business day.

FINES & FEES

Patrons are responsible for all items checked out on their Library card. Charges for specific services may be established by the Library Board. A schedule of Fines and Fees will be set by the Plymouth District Library Board and will be posted in the Library. **Replacement costs for lost or damaged items are listed in the item record of the Library's catalog. The Library does not accept replacement copies in lieu of payment.**

OVERDUE PROCEDURES

Notice will be sent at regular intervals to remind patrons to return overdue materials. Procedures may include billing notices and prosecution under 'Failure-to-Return' ordinances. Patrons experiencing unusual difficulty in returning materials or paying fines may advise the Director or their designee, who may exercise discretion in determining the fine.

CLAIMS RETURNED

In the case of Library materials for which overdue notices are sent but are claimed to have been returned by the patron, acknowledgment of this will be made on the patron record, and shelves will be searched regularly by the Library staff for these items. Any such items that cannot be cleared must be assumed lost and will be noted in the patron record.

LOST OR DAMAGED MATERIALS

Library materials that are lost or damaged beyond repair must be paid for by the responsible party who checked out the material. The Librarian will make a final determination as to whether a damaged item must be replaced and the cost for the item.

Replacement cost plus a processing fee will be assessed. A receipt will be issued to the patron for any such payment. If full payment is made for damaged material, the patron may keep the item.

If lost material is returned within 60 days, the patron is entitled to a refund, minus the processing fee. The condition of the item will determine whether or not the item can be restored to suitable condition for public use.

LOST CARDS

It is the patron's responsibility to report the loss of a Library card. There may be a charge established by the Library Board for replacement of a lost card.

CIRCULATION RECORDS

Statistical information regarding the use of the Library may be gathered from circulation records for reporting purposes. However, library records, as defined under Michigan Public Act 455 of 1982 "The Library Privacy Act", are exempt from disclosure, and the confidentiality of such records shall be maintained by the Library to the extent permitted by law.

SPECIAL LOAN PROGRAMS

Special loan programs may be initiated to provide unique services for groups and organizations outside the Library facility. These special programs will be considered on a case-by-case basis, and judged on the basis of need, availability of resources, and their consistency with the goals, objectives, and policies of the Plymouth District Library. A deposit may be charged to support special loan programs.

NON-CIRCULATING MATERIALS

Materials designated 'Reference' are for in-Library use only.



TO: Plymouth District Library Board **DATE:** September 7, 2022
RE: 3rd Quarter Objective Review **FROM:** Shauna Anderson,
Director

Staff across the library have been working diligently to move forward our objectives for the 2022 fiscal year. Listed below are status updates for each of the projects.

GOAL 1: Promote equity across our community and contribute to a welcoming, inclusive environment for all.

OBJECTIVE 1: Create and implement a set of benchmarks for collection diversity that selectors can use to analyze their collections and guide ordering going forward.

COMPLETED –Collection selectors continue to compile statistics with each of their orders using the benchmarks selected in the first quarter. Selectors continue to exceed the 30% benchmark for all collections.

OBJECTIVE 2: Provide ongoing training opportunities for staff on topics related to equity, diversity, and inclusion. By the end of this year, staff in all departments will report an increase in their understanding of DEI issues and how it relates to their job.

IN PROCESS—Planning has begun for Staff Day 2023 with a focus on training to support neurodiversity both in the workplace and in serving the public.

GOAL 2: Increase awareness of library services and resources.

OBJECTIVE 3: Prototype, user test, and install a new website template by the end of this year. Testing will include accessibility analysis.

IN PROCESS—A more solid template is currently in development. Site architecture is being finalized before moving on to preliminary user testing. The final phases of this objective will include staff training and fine-tuning content.

OBJECTIVE 4: Research options and design a patron onboarding system to help new cardholders or community members become active library users.

IN PROCESS—Quotes will be presented at the September board meeting to finalize a new email marketing system to support patron onboarding using one of our most popular marketing formats.

OBJECTIVE 5: Solidify the library’s brand identity and create a style guide to support public communication efforts going forward.

IN PROCESS—The updated style guide received feedback from key staff and training is set for the first week in October.

GOAL 3: Connect with patrons across multiple environments, prototyping services that extend beyond books.

OBJECTIVE 6: Produce at least 10 different outdoor public programs throughout the year.

COMPLETED—Outdoor programs and outreach opportunities accounted for a significant portion of overall attendance during the summer months. Going forward, we are hoping to invest in landscaping that supports additional outdoor programming on-site.

OBJECTIVE 7: Research and create a proposal for new “library of things” collections, including budget needs, processing guidelines, and circulation procedures.

IN PROCESS—Youth STEAM kits, funded by the BOSCH Community Fund and IEEE, are about to begin circulating with the public. New tech kits will also be introduced within the next quarter to include a mobile projector with screen, multiple telescopes, and a GoPro camera set. These new kits required a new storage and circulation process, and staff across the organization came together to make that possible. With the launch of these new collections, we will have the capacity to add even more things quite seamlessly in the future.

OBJECTIVE 8: Write and submit a grant proposal to update the technology in our meeting rooms to allow for seamless zoom compatibility.

IN PROCESS—The grant proposal was approved and we are currently accepting bids on the project to be completed next fiscal year.

OBJECTIVE 9: Re-open the Creative Lab with regular access to at least 4 public programs and a variety of technology and tools for creative pursuits.

IN PROCESS—New tools for the Creative Lab were purchased with the support of the BOSCH Community Fund. Once they arrive, staff will be provided with training. Once they are more comfortable using the tools, all will be made available to the public. We also anticipate adding additional open days to our schedule within the next quarter.

GOAL 4: Become a convening space in our community for shared dialog and action.

OBJECTIVE 10: Reconvene the Know Your Neighbor committee.

PAUSED—After communicating with current members of the committee, it became clear that capacity for this effort was not available this current fiscal year. PDL will continue to seek out diversity programming until the committee is able to reconvene.

OBJECTIVE 11: Staff will select key organizations or community meetings to participate in as a library liaison.

IN PROCESS—Staff continue to check-in with local community groups. Fruitful relationships have been developed to make use of weeded library materials in support of community needs.

GOAL 5: Establish benchmarks and formalize procedures in ways that increase organizational clarity and public transparency.

OBJECTIVE 12: A new annual employee evaluation process will be implemented by July 2022 to include job description updates, performance feedback, and professional development goals.

COMPLETED—Of the staff who responded to our survey, 2/3 agreed that the new evaluations set the stage for important conversations with their managers, and 100% felt they had a better understanding of expectations, areas for improvement, and resources available in the workplace.

OBJECTIVE 13: Create and implement a new information management system for shared files, including information architecture, naming conventions, archiving, and retention policies.

PAUSED—No additional activities have taken place this quarter.

OBJECTIVE 14: Revisit the library policy manual and employee handbook for updates.

IN PROCESS—The management team put together a full policy manual to present to the board in a manner that allows for opportunity for necessary public discourse and consideration. We are currently working through the approval of the Borrowing Policy. Final policies to seek board approval this year will include the Internet/Computer Use and Privacy Policies.

OBJECTIVE 15: Re-work our financial system including workflow development, software implementation, and policy updates.

COMPLETED—With the personnel changes in administration, we are seeking out an accounting firm to support the maintenance of the library's general ledger. Purchasing and accounts payable continues to function effectively thanks to the implementation of BSA Financial Software.