

Minutes
For the West Bloomfield Township Public Library
Board of Trustees Meeting on
July 10, 2019

Present: Foster, Holtz, Kravetz, Macon, Meyer, Bohrer

**Absent &
Excused:** Eickemeyer

Call to Order

President Holtz called the meeting to order at 7:00 p.m.

Approval of Agenda

MOTION:

MOVE TO APPROVE THE AGENDA FOR THE JULY 10, 2019 MEETING.

Moved: Kravetz
Second: Meyer
Ayes: Kravetz, Meyer, Foster, Holtz, Macon
Nays: None

MOTION CARRIED.

Approval of Minutes

MOTION:

MOVE TO APPROVE THE MINUTES FOR THE JUNE 12, 2019 MEETING.

Moved: Macon
Second: Foster
Ayes: Macon, Foster, Holtz, Kravetz, Meyer

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Nays: None
MOTION CARRIED.

Financial Reports

The June 2019 financial statements were received.

Director's Report

Director Bohrer reported on the following:

- Due to a violation of the Library's Rules of Conduct, the privileges of an individual were suspended for a period of six months. In addition, two individuals received warning letters for behavior in violation of the Rules of Conduct.
- Director Bohrer has been asked to serve as a reviewer for the Institute for Museum and Library Services' (IMLS) National Leadership Grants program.
- Scheduled work on the landscaping at the front and both entrances of the Main Library, which is included in the budget, will begin next month.
- The department quarterly reports for the period of April – June 2019 were provided.

The Director's Report was received.

Accounts Payable

**MOTION:
MOVE TO APPROVE ALL BILLS AND ACCOUNTS DUE IN THE AMOUNT OF
\$343,879.24 AND RATIFY EXPENSES INCURRED SINCE JUNE 12, 2019 IN
THE AMOUNT OF \$78,815.29.**

Moved: Macon
Second: Kravetz
Ayes: Macon, Kravetz, Foster, Holtz, Meyer
Nays: None
MOTION CARRIED.

Customer Satisfaction Survey

Director Bohrer reported on the results of the customer satisfaction survey which was distributed to users entering both facilities during the first week of April 2019. A total of 1,609 surveys were completed. The results were very good with only 21 people

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indicating they were not satisfied. For all areas polled, the very satisfied percentage increased over the last time this survey was conducted in 2015. At the Main Library, the adult information desk polled at 99% satisfied/very satisfied, the youth information desk at 99.5%, the circulation/reception desk at 99.5% and the drive-up window at 98%. At the Westacres Branch, the information desk polled at 100% satisfied/very satisfied and the circulation desk at 100% as well. Director Bohrer reported that all departments are currently reviewing survey comments and will take follow-up action as necessary. The Board commended the staff for the high quality of customer service provided to the community.

From a policy perspective, the Board over the course of the fiscal year will need to review and consider use of study rooms, programming balance/limits and use of computer workstations based on comments received.

The Customer Satisfaction Survey Report was accepted.

Award Bid for HVAC Preventive Maintenance

The bid for HVAC preventive maintenance for both facilities covers a period of one year starting August 1, 2019 through July 31, 2020, with an option for a one year extension. A legal advertisement was placed in the *Oakland Press* on June 16, 2019. Bid packets were distributed to seventeen companies and provided to the Builder's Exchange of Michigan, Construction Journal and Blue Book. A mandatory on-site pre-bid meeting was held on June 24, 2019.

MOTION:

MOVE TO AWARD THE BID FOR HVAC PREVENTIVE MAINTENANCE TO THE LOW BID VENDOR, MECHANICAL TEMP, AT AN ANNUAL COST OF \$9,700.00.

Moved: Kravetz
Second: Macon
Ayes: Kravetz, Macon, Foster, Holtz, Meyer
Nays: None

MOTION CARRIED.

The meeting was adjourned at 7:50 p.m.

Carol Foster, Secretary