Agenda
Topeka and Shawnee County Public Library
Board of Trustees
February 16, 2012 – 4:00 p.m.
Menninger Room

Call to Order

Public Comment

Approval of January Board Meeting Minutes

Chief Financial Officer's Report – Sheryl Weller

Financial Reports
- Treasurer's Report – Bob Harder
- Financial Reports - **Action Item**

Friends of TSCPL –Linda Hayse, Board Chair

The Library Foundation – Steve Page, Board Chair

Chief Executive Officer's Report – Gina Millsap

Chief Operating Officer's Report– Rob Banks

Old Business
- Strategic Plan Update – Gina Millsap, Management Council
  1) External & Internal Work Plans-updated – **Review & Discussion**

New Business
- 2011 Annual Report - **Presentation**
- Customer Service Policy - **Action Item**
- Finance & Audit Committee Appointments - **Action Item**
- Disaster Plan: Greg Gaul, Security Manager- **Presentation**

Advocacy Stories

Adjournment

Next Regular Meeting:
March 1, 2012 9:00-3:00 (Board Retreat)
March 8, 2012 @ 4:00 pm **(date change)**
April 11, 2012 @ 4:00 pm **(Wednesday: date change)**

Subject to change w/o notice

TOPEKA & SHAWNEE COUNTY PUBLIC LIBRARY
LIBRARY BOARD OF TRUSTEES MEETING
January 19, 2012
Menninger Room

BOARD MEMBERS PRESENT:
Duane Johnson (vice-chair), Bob Harder (treasurer), Kerry Storey, David Monical, Stacey Woolington, Elizabeth Ross & Jennifer Turner

BOARD MEMBERS ABSENT:
Dan Guenther (chair), Melissa Masoner (secretary) & Quentin Martin

The meeting of the Board of Trustees of the Topeka and Shawnee County Public Library was held on Thursday, January 19, 2012 in the Menninger Room of the Main Building, 1515 SW 10th Avenue, at 4:00 p.m., the Chair and the Secretary were not present.

PUBLIC COMMENT
Duane Johnson (vice-chair), asked for public comment. Robert Hogan addressed the board. Public comment was closed, and the meeting commenced.

APPROVAL OF MINUTES

On motion by Bob Harder, seconded by David Monical, the December board minutes were accepted as presented. Motion carried.

CHIEF FINANCIAL OFFICER'S REPORT–Sheryl Weller
Treasurer's Report-Bob Harder

On motion by Bob Harder, seconded by Kerry Storey, the December financial reports were accepted. Motion carried.

FRIENDS REPORT– Linda Hayse, Board Chair

FOUNDATION REPORT– Steve Page, Board Chair

EXECUTIVE DIRECTOR'S REPORT- Gina Millsap

CHIEF OPERATING OFFICER'S REPORT – Rob Banks

OLD BUSINESS
Strategic Plan Update – Gina Millsap

NEW BUSINESS

Approval of bid for replacement of water heater in Café.

On motion by Bob Harder, seconded by Elizabeth Ross, the board accepts the bid submitted by Lower Plumbing, Heating and Air of Topeka, Kansas for the removal and disposal of the existing water heater, and for a new replacement water heater, installation thereof, and one-year warranty, for the Millennium Café in the amount of $6,370. Further, the Board of Trustees approves the use of capital improvement funds, authorized and available under K.S.A. 12-1268, for the payment of this purchase. Motion carried.

Customer Conduct Policy

On motion by Bob Harder, seconded by Kerry Storey, the board approves the Customer Conduct Policy as presented. Motion carried.

Change March Board Meeting to March 8th at 4:00 pm

On motion by Bob Harder, seconded by David Monical, the board approves changing the March 15th, 2012 board meeting to March 8th at 4:00 pm. Motion carried.

Change April Board meeting to April 11th at 4:00 pm

On motion by Bob Harder, seconded by David Monical, the board approves changing the April 19th, 2012 board meeting to April 11th at 4:00 pm. Motion carried.

Advocacy Stories

Adjournment

On motion by Bob Harder, seconded by David Monical, the board adjourned at 2:35 p.m. Motion carried.

Elizabeth Ross
Pro-tem Secretary of the Board

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The meeting adjourned at 2:35 p.m.
File: Bd. minutes January 2012

Chief Financial Officer's Report
February 2012
Sheryl Weller

CORRECTION: January 2012 Chief Financial Officer's Report for December 2011 financial report explanation

The following correction is needed regarding the explanation of the actual General Fund revenues compared to the budget for 2011. I apologize for this error. The December 2011 financial reports are correct as approved.

"However, revenues ~~exceeded the~~ were under-budget by $66,719.44… "

In analyzing this error, I have decided to reformat the reports to clearly show whether General Fund revenue and expenditures are over or under budget, rather than simply saying "balance". The changes are reflected in the January 2012 financial reports in this month's packet.

Revenue/Expense/Balance by Fund Report – Page 2

The Cooking Neighborhood Fund, the Health Neighborhood Fund and the Programming Fund are temporarily negative due to either current expenditures or purchase orders enacted for the whole year and for upcoming performances. Expenditures will be reimbursed by various sources. Discussions are currently underway with the Library Foundation to allow a simpler method of reimbursement for the Programming Fund since donors have already been secured.

The "Prev. Year PO Expenditures" column reflects payment for items that were ordered during the 2011 budget year and received and/or invoiced after January 1, 2012.

General Fund – Pages 3 & 4

With 8.5% of the budget year completed, 46% of the budgeted revenue has been received and 11% of the approved budget has been expended/encumbered. At the end of January 2011, the percentages were similar to this year; 44% of the budgeted revenues received and 8% of the approved budget expended/encumbered.

On page 4 the "% Expended" column reflects the expended and encumbered totals. Purchase orders are created in January that reflect expenditures for the whole year for categories such as mileage for outreach storytellers, leases on office equipment paid monthly or quarterly, facilities and digital services department contracts paid monthly, telecommunication contracts, open contracts for vendors with whom the Library does regular business (ex. Lowes, paint supply vendors, etc.) During 2012, this encumbrance process will expanded for known obligations (things like maintenance agreements, memberships, utilities, etc). Encumbering in the first part of the year will allow a more realistic review of any available budget. This increases the percentage expended/encumbered when compared with the prior year. More work will be done towards this goal in February.

The first tax distribution for 2012 was received January 19th as scheduled. The total received for the General Fund was $5,367,601.46. The percentage of the ad valorem budget collected year-to-date is the same as in 2011 at 53%. The percentage of year-to-date motor vehicle tax is also the same as in 2011 at 3%.

Miscellaneous expenditures is reported as negative due to an outstanding 2011 accounts receivable paid that should have reversed 2011 expenditures if received in the same year. This will be adjusted in February to be recorded as Miscellaneous revenue since related expenditures can no longer be reversed.

Employee Benefit Fund – Page 5

With 8.5% of the year completed, 47% of the budgeted revenue has been received, with 7% of the approved budget expended. In 2011, 50% of the revenue had been received to-date and 7% of budget expended. The increased revenue was because of the significant Blue Cross Blue Shield refund received in January 2011.

Although Stephen Lusk, HR Director, and I decided this year to roll any Blue Cross Blue Shield refund into the 2012 premium rates to match these revenues with the expenditures and keep rates nearly flat, there was still $19,975.58 to refund due to improved claims history for the remainder of 2011. This refund was received in January.

The January 19th tax distribution totaled $1,410,247.51. The percentage of the ad valorem budget collected year-to-date is the same as in 2011 at 53%. The percentage of year-to-date motor vehicle tax received is 3% compared to 2% in 2011.

Debt Service Fund-Bond & Interest – Page 6

The January 19th tax distribution totaled $863,843.45. The percentage of the ad valorem budget collected year-to-date is the same as in 2011 at 53%. The percentage of year-to-date motor vehicle tax received is 2% compared to 3% in 2011.

Other Items:

- The audit for FY2011 is reported by the auditors to be going very well. Field work is nearly completed. Once the field work is completed and the audit has gone through several reviews at Berberich, Trahan, the final will be provided to use in the management discussion and analysis portion of the audit report.

- eRate Solutions is preparing the reimbursement forms for the last six months of invoices that apply towards the 2012 eRate revenues.

- Work is underway on a self-audit for workers compensation. A refund may be received when the review process is complete.

- CoreFirst has adjusted its service charge fees to be approximately $110 per month. The change from certificates of deposit to interest-bearing checking accounts caused their calculation process to determine higher rates. They have been working with me to alter the calculation and to adjust the rates to reasonable amounts as were previously calculated.

- Electronic pay stub creation and distribution was implemented effective with the first pay period in January for those employees who have their pay directly deposited to a bank account. Paper direct deposit confirmations will no longer be printed, stuffed in an envelope and distributed to the employee by the supervisor. About 25 employees still receive a paper pay check and that process remains unchanged.

- Two Requests for Proposal are currently posted: (1) library-wide wireless service project (to obtain e-rate funding); and (2) electronic security systems one year service and maintenance agreement.

TOPEKA & SHAWNEE COUNTY PUBLIC LIBRARY

Investments as of January 31, 2012

Capital Improvement Fund-CoreFirst Bank:

$ 195,518.10 at 0.10%, dated 01/13/12, due 02/03/12
$2,490,173.49 at 0.10%, dated 12/02/11, due 02/03/12
$2,685,691.59 Total

On 2/3/12, $31,822.90 was transferred from the longer-term CD to the short-term CD for the remainder due for the integrated library system (Polaris) and for the replacement water heater job approved at the January 2012 Board meeting.

Municipal Investment Pool:

$ 0

Topeka and Shawnee County Public Library
Financial Summary

01/31/12

	Balance 01/01/12	Revenue Y-T-D	Expenditures Y-T-D	Balance 01/31/12
GOVERNMENTAL FUNDS				
General Operating	$ 2,845,455.05	$ 5,413,858.41	$ 885,017.59	$ 7,374,295.87
Employee Benefits	894,499.39	1,439,717.39	232,955.50	$ 2,101,261.28
Capital Improvement	2,685,683.79	7.80	-	$ 2,685,691.59
Bond & Interest	981,383.59	863,843.45	-	$ 1,845,227.04
NON MAJOR GOVERNMENTAL FUNDS				
State Aid	-	-	-	$ -
Federal, State & Local Grants	31,149.13	-	13.19	$ 31,135.94
Other Special Revenue	619,693.79	4,802.10	3,232.30	$ 621,263.59
Permanent Funds	427,997.00	-	-	$ 427,997.00
Totals	$ 8,485,861.74	$ 7,722,229.15	$ 1,121,218.58	**$ 15,086,872.31**

Bank Account Summary

General Fund-CoreFirst Bank-Checking	$ 9,507,987.69
General Fund-CoreFirst Bank-Investments	-
Capital Improvement Fund-CoreFirst Bank-Investments	2,685,691.59
Restricted Funds-CoreFirst Bank-Checking	618,833.41
Restricted Funds-CoreFirst Bank-Investments	-
Restricted Funds-CoreFirst Bank-Investments-Foundation	247,616.67
Bond & Interest Fund-CoreFirst Bank-Checking	1,844,599.96
Bond & Interest Fund-CoreFirst Bank-Investments	-
Cash on Hand	2,674.00
Petty Cash	100.00
Endowment Securities	182,376.61
Municipal Investment Pool	-
	$ 15,089,879.93
Payroll Liabilities	3,007.62
	$ 15,086,872.31

Topeka and Shawnee County Public Library
Revenue/Expenditures/Balance By Fund Report

01/31/12

	01/01/12 Cash Balance	Revenues	Prev. Year PO Expenditures	Current Year Expenditures	01/31/12 Cash Balance	Current Encumbrances	Unencumbered Cash Balance
Major Governmental Funds							
General Fund	$ 2,845,455.05	$ 5,413,858.41	$ 69,609.45	$ 815,408.14	$ 7,374,295.87	$ 681,183.98	$ 6,693,111.89
Employee Benefit Fund	894,499.39	1,439,717.39	-	232,955.50	2,101,261.28	3,124.38	2,098,136.90
Capital Improvement Fund	2,685,683.79	7.80	-	-	2,685,691.59	227,341.00	2,458,350.59
Bond & Interest Fund	981,383.59	863,843.45	-	-	1,845,227.04	-	1,845,227.04
Non Major Governmental Funds							
State Aid Fund	-	-	-	-	-	-	-
Federal & State Grants							
Gallery Grant	10.32	-	-	-	10.32	-	10.32
11-LSTA-3(Talking Books)	8,239.87	-	-	-	8,239.87	-	8,239.87
12-LSTA(Talking Books)	22,311.44	-	-	13.19	22,298.25	-	22,298.25
Big Read Grant	587.50	-	-	-	587.50	-	587.50
Other Special Revenue Funds							-
Adult Programs	236.00	-	-	-	236.00	-	236.00
Art Collection	8,748.96	1,875.00	-	1,875.00	8,748.96	1,875.00	6,873.96
Book Cook Program	192.94	-	-	-	192.94	-	192.94
Bookmobile Fund	1,868.96	132.00	-	-	2,000.96	-	2,000.96
Career Neighborhood	-	-	-	-	-	-	-
Computer training	397.00	-	-	-	397.00	-	397.00
Children's Art Show	4.01	-	-	-	4.01	-	4.01
Cooking Neighborhood	-	-	-	265.90	(265.90)	84.10	(350.00)
Friends	196,494.24	-	-	45.00	196,449.24	2,254.99	194,194.25
Fun Committee	2,806.80	278.78	28.37	82.30	2,974.91	74.63	2,900.28
Gallery Competitions/Exhibits	14,347.64	-	-	-	14,347.64	-	14,347.64
Gifts/Memorials (Undesignated)	207,090.54	-	44.66	537.62	206,508.26	5,000.00	201,508.26
Great Stories Club	47.00	-	-	-	47.00	-	47.00
Health Neighborhood	965.17	-	46.59	-	918.58	2,700.00	(1,781.42)
Hirschberg Lecture	6,580.22	-	-	-	6,580.22	-	6,580.22
Hughes Business Collection	6,604.11	-	-	-	6,604.11	-	6,604.11
Library Materials	77,985.14	2,516.32	-	-	80,501.46	135.00	80,366.46
Lingo	3,269.45	-	-	-	3,269.45	-	3,269.45
NEH Expendable	12,705.01	-	73.98	-	12,631.03	9.90	12,621.13
Pets Neighborhood	502.75	-	18.76	-	483.99	133.99	350.00
PodCamp Topeka	1,224.06	-	-	-	1,224.06	-	1,224.06
Programming Fund	668.91	-	198.68	15.44	454.79	821.75	(366.96)
Red Carpet	27,565.52	-	-	-	27,565.52	4,407.67	23,157.85
Rotary Grant	4.29	-	-	-	4.29	-	4.29
Special Collections	1,841.16	-	-	-	1,841.16	-	1,841.16
Talking Books	8,367.00	-	-	-	8,367.00	-	8,367.00
Torluemke Landscaping	1,232.63	-	-	-	1,232.63	-	1,232.63
Workshops	1,005.16	-	-	-	1,005.16	-	1,005.16
Youth Services	36,939.12	-	-	-	36,939.12	810.41	36,128.71
Permanent Funds		-			-	-	-
Mertz Trust	182,376.80	-	-	-	182,376.80	-	182,376.80
NEH Endowment	245,620.20	-	-	-	245,620.20	-	245,620.20
TOTALS	$ 8,485,861.74	$ 7,722,229.15	$ 70,020.49	$ 1,051,198.09	**$ 15,086,872.31**	$ 929,956.80	$ 14,156,915.51

Topeka and Shawnee County Public Library 01/31/12

General Fund - Revenue

	Approved Budget	Received Year-To-Date	Over/(Under) Budget	% Received
				8.5% of year
Ad Valorem Property Tax	$ 10,040,747.00	$ 5,308,324.58	$ (4,732,422.42)	53%
Back Tax	-	-	$ -	0%
Motor Vehicle Tax	1,044,923.00	27,432.36	$ (1,017,490.64)	3%
Recreational Vehicle Tax	10,789.00	160.93	$ (10,628.07)	1%
16/20 M Vehicle Tax	10,200.00	8,169.22	$ (2,030.78)	80%
In Lieu of Tax	42,592.00	23,514.37	$ (19,077.63)	55%
E-Rate Reimbursement	81,550.00	-	$ (81,550.00)	0%
Sundry Revenue	5,000.00	1,121.70	$ (3,878.30)	22%
Sundry Revenue - Recycling	-	469.16	$ 469.16	0%
Salary Refunds-Foundation	68,000.00	-	$ (68,000.00)	0%
Salary Refunds-Friends	87,000.00	10,779.47	$ (76,220.53)	12%
Vend Machines	5,000.00	360.00	$ (4,640.00)	7%
Pay to Sam	48,000.00	3,340.13	$ (44,659.87)	7%
Overdue fees	333,000.00	26,752.02	$ (306,247.98)	8%
Debt Collect	36,000.00	1,461.77	$ (34,538.23)	4%
ILL Fees	5,000.00	467.09	$ (4,532.91)	9%
Mailing Fees	5,000.00	-	$ (5,000.00)	0%
Non Resident Card Fee	1,000.00	-	$ (1,000.00)	0%
Telephone/Fax	2,000.00	325.61	$ (1,674.39)	16%
Obituary Fees	-	95.00	$ 95.00	0%
Meeting Room Charges	15,000.00	1,085.00	$ (13,915.00)	7%
Monday Market Fees	-	-	$ -	0%
Sale of Inventoried Equipment	-	-	$ -	0%
Interest Received-Investments	5,000.00	-	$ (5,000.00)	0%
Library Treasurer's Balance	1,790,641.00	-	$ -	
TOTALS	**$ 13,636,442.00**	**$ 5,413,858.41**	**$ (6,431,942.59)**	**46%**

Topeka and Shawnee County Public Library

01/31/12

General Fund-Expenditures + Encumbrances

	Approved Budget	Expended Year-To-Date	Encumbrances	(Over)/Under Budget	% Expended
					8.5% of year
STAFF:					
Salaries-Auto Allowance	$ 6,400.00	$ 492.30		$ 5,907.70	8%
Salaries-Facilities	640,293.00	41,850.89	-	598,442.11	7%
Salaries-Overtime	10,200.00	28.53	-	10,171.47	0%
Salaries-Shelvers	193,800.00	10,402.87	-	183,397.13	5%
Salaries-Staff	7,130,591.00	535,134.85	-	6,595,456.15	8%
Salaries-Security	263,299.00	16,642.73	-	246,656.27	6%
Conferences	40,000.00	3,174.50	583.00	36,242.50	9%
Staff Training	12,000.00	2.32	309.00	11,688.68	3%
Employee Assistance Program	6,800.00	555.67	6,112.37	131.96	98%
Mileage	6,500.00	377.81	3,875.32	2,246.87	65%
COLLECTION:					
Materials-Binding/Replacements	4,000.00	-	276.95	3,723.05	7%
Materials-Print/Non-Print <1 YR	348,133.00	116,885.17	190.56	231,057.27	34%
Materials-Print/Non-Print	1,193,867.00	9,776.12	71,197.19	1,112,893.69	7%
Materials-Periodicals	50,000.00	-	43.79	49,956.21	0%
OPERATIONS:					
Contracted-Digital Services	209,035.00	460.64	12,774.36	195,800.00	6%
Contracted-Facilities	250,000.00	24,694.40	13,811.67	211,493.93	15%
Contracted-Office Equipment	130,000.00	2,121.24	20,083.62	107,795.14	17%
Contracted-Professional	210,000.00	1,433.57	64,972.00	143,594.43	32%
Databases	74,000.00	-	-	74,000.00	0%
Digital Services Support	173,850.00	182.15	4,121.74	169,546.11	2%
Furniture/Equipment	5,000.00	-	-	5,000.00	0%
Insurance	41,000.00	16,338.00	-	24,662.00	40%
Marketing	20,000.00	1,110.00	1,533.97	17,356.03	13%
Memberships/Dues	20,000.00	-	500.00	19,500.00	3%
Miscellaneous	5,000.00	(1,264.39)	226.80	6,037.59	-21%
Payments to Other Libraries	73,300.00	-	-	73,300.00	0%
Postage/Shipping	70,800.00	1,245.62	-	69,554.38	2%
Printing	61,200.00	213.23	893.85	60,092.92	2%
Programming	30,000.00	37.43	547.50	29,415.07	2%
Special Projects	250,000.00	-	-	250,000.00	0%
Supplies-Facilities	70,000.00	147.47	22,583.75	47,268.78	32%
Supplies-Office/Library	65,000.00	647.98	10,926.08	53,425.94	18%
Supplies-Processing	55,000.00	276.43	1,401.18	53,322.39	3%
Telecommunications	97,000.00	2,389.89	12,773.18	81,836.93	16%
Utilities-Electric	335,000.00	23,134.97	277,265.03	34,600.00	90%
Utilities-Gas	75,000.00	4,857.84	39,142.16	31,000.00	59%
Utilities-Water/Sewage	35,000.00	69.45	23,930.55	11,000.00	69%
Vehicle-Gas	29,000.00	1,598.12	-	27,401.88	6%
Vehicle-Repair	50,000.00	442.36	11,369.30	38,188.34	24%
Contingency/Fund Balance	1,200,000.00	-	-	-	
Revitalization Rebates	96,374.00	-	-	-	
Cash Long/Short	-	(52.02)	-	52.02	0%
TOTALS	**$ 13,636,442.00**	**$ 815,408.14**	**$ 601,444.92**	**$ 10,923,214.94**	11%

EMPLOYEE BENEFITS

	2012 Budget	Year To Date	%
Balance 01/01/12	**$ 772,695.00**	**$ 891,375.01**	
Revenue:			
Ad Valorem Property Tax	$ 2,634,392.00	$ 1,393,386.85	53%
Back Tax	-	-	
Motor Vehicle Tax	300,420.00	8,198.73	3%
Recreational Vehicle Tax	3,102.00	48.09	2%
16/20M Vehicle Tax	2,933.00	2,441.53	83%
In Lieu of Tax	12,248.00	6,172.31	50%
Refund-Fringe Benefits-Foundation	29,000.00	-	0%
Refund-Fringe Benefits-Friends	13,100.00	2,072.02	16%
Refund-Fringe Benefits-Talking Books	4,300.00	-	0%
Refund BC/BS	-	19,975.58	0%
Refund-Workers Compensation	-	-	0%
Former Employee Payments BC/BS	-	-	0%
Retiree Payments BC/BS	95,000.00	7,422.28	8%
	$ 3,094,495.00	$ 1,439,717.39	47%
Expenditures/Encumbrances:			
FICA	630,739.00	$ 43,837.23	7%
KPERS	655,440.00	48,049.00	7%
Worker's Compensation	110,000.00	-	0%
Unemployment Tax	10,725.00	1,959.25	18%
Health/Dental Insurance	2,060,000.00	139,110.02	7%
Revitalization Rebates	25,286.00	-	0%
Contingency/Fund Balance	375,000.00	-	0%
	$ 3,867,190.00	$ 232,955.50	7%
Unencumbered Balance 01/31/12	**$ -**	**$ 2,098,136.90**	

CAPITAL IMPROVEMENT

Balance 01/01/12		**$ 2,464,712.79**
Revenue:		
Interest received		7.80
		$ 7.80
Expenditures/Encumbrances:		
Capital Outlay		6,370.00
		6,370.00
Unencumbered Balance 01/31/12		**$ 2,458,350.59**

STATE AID

Balance 01/01/12		**$ -**
Revenue:		
State	95,000.00	-
	$ 95,000.00	$ -
Expenditures/Encumbrances:		
Library Materials	95,000.00	-
	$ 95,000.00	$ -
Unencumbered Balance 01/31/12	**$ -**	**$ -**

Topeka and Shawnee County Public Library
Debt Service Fund - Bond and Interest

01/31/12

	2012 Budget		Year to Date	% Rec'd
Balance 01/01/12	**$ 981,305.00**		**$ 981,383.59**	
Revenue:				
Ad Valorem Property Tax	1,617,713.00		855,208.61	53%
Back Tax	-		-	
In Lieu of Tax	8,152.00		3,788.33	46%
Motor Vehicle Tax	199,914.00		3,717.57	2%
Recreational Vehicle Tax	2,064.00		21.82	1%
16/20M Vehicle Tax	1,952.00		1,107.12	57%
Interest on Idle Funds	1,500.00		-	0%
	$ 1,831,295.00		$ 863,843.45	47%
Expenditures/Encumbrances:				
Principal	1,320,000.00		-	0%
Interest	477,073.00		-	0%
Wire Transfer Fees	-	0	-	0%
Revitalization Rebates	15,527.00	0	-	0%
Cash Basis Reserve	1,000,000.00		-	0%
	$ 2,812,600.00		$ -	0%
Unencumbered Balance 01/31/12	**$ -**		**$ 1,845,227.04**	

Topeka and Shawnee County Public Library
Non-Payroll Checks $5,000 and Over, Excluding Library Materials Purchases
All Checking Accounts; Includes Void and Cancelled Checks
For the Month Ended January 31, 2012

FUND	SACCT	Date	Name	Description		Paid	Sts	Check#
010	04010	1/10/2012	AT&T	#8310001412695 INTERNET	DECEMBER CHARGES	$ 5,779.56	O	79326
						$ 5,779.56		**79326 Total**
010	15150	1/10/2012	PEOPLES/COMMERCIAL INSURANCE	2ND INSTALLMENT COMMERCIAL		$ 16,113.00	O	79330
						$ 16,113.00		**79330 Total**
010	04010	1/10/2012	THE RTI GROUP	ECO SENIOR II DISC REPAIR SYST		$ 5,795.00	O	79332
010	04010	1/10/2012	THE RTI GROUP	WATER RECYCLING SYSTEM		$ 350.00	O	79332
						$ 6,145.00		**79332 Total**
010	15040	1/17/2012	JOHNSON CONTROLS, INC.	PLANNED SERVICE AGREEMENT 2012		$ 16,068.00	O	79348
						$ 16,068.00		**79348 Total**
010	15040	1/17/2012	MCELROY'S INC.	PEAK PERFORMANCE MAINTENANCE		$ 6,398.00	O	79351
						$ 6,398.00		**79351 Total**
010	15800	1/17/2012	WESTAR ENERGY	UTILITIES - ELECTRIC 2012		$ 23,104.76	O	79358
						$ 23,104.76		**79358 Total**
010	04010	1/19/2012	OCLC, INC.	CATALOGING/ILL CHARGES	DECEMBER CHARGES	$ 5,599.53	O	79386
						$ 5,599.53		**79386 Total**
010	04010	1/19/2012	UNIQUE MANAGEMENT SERVICES INC	MATERIAL RECOVERY FEES	DECEMBER CHARGES	$ 13,480.09	O	79399
						$ 13,480.09		**79399 Total**
010	04010	1/30/2012	XPEDX	PAPER - ESTIMATE		$ 3,588.00	O	79435
010	04010	1/30/2012	XPEDX	VARIOUS COLORS/WEIGHT/SIZE		$ 1,840.70	O	79435
010	04010	1/30/2012	XPEDX	DELIVERY		$ 14.00	O	79435
						$ 5,442.70		**79435 Total**
						$ 98,130.64		**Grand Total**

CHIEF EXECUTIVE OFFICER'S REPORT
February, 2012

LIBRARY NEWS – EBOOK UPDATE

In your docket is an article that appeared in American Libraries online about the ebook discussions with some of the Big Six publishers (Penguin, Macmillan, Random House, Simon & Schuster, and Perseus) that an ALA delegation, led by President Molly Raphael initiated. Here's the link: http://americanlibrariesmagazine.org/e-content/ebook-talks-details.

DISCUSSION & ACTION ITEMS

Strategic Planning

Project Updates – Please see Rob Banks' operations report for updates on our big projects.

Internal and External Work Plans – The current work plans are available online for review at: http://www.tscpl.org/nextdecade/staffindex

Note: These work plans have been updated for 2012. Completed projects are listed on a separate page. I will review them with you at the meeting. Note that changes are in red; if a funding strategy is needed, that is indicated in green.

Agenda Items

2011 Annual Report

We will present the 2011 annual report for your review. It is a 7 minute video and will be posted on the library's Digital Branch accompanied by current statistics and financial information.

Customer Service Policy

This is a new policy that we are recommending in support of our goal of making 2012 the year we focus on hospitality as a new level of customer service. It is a companion to the revised Customer Conduct Policy that you approved at the January meeting. It is designed to let customers know what they should expect as library users. We are using this as a foundation for training and performance management.

Finance & Audit Committee Appointments

Chair Dan Guenther is presenting his appointment to this committee for board approval. Current board members are: Bob Harder, chair; Kerry Storey, member; Dan Guenther, ex officio. New proposed members: Quentin Martin and Stacey Woolington.

Dan has two charges for this committee. The first is to meet with the auditor and review the audit prior to the April board meeting. The second charge is to work with staff (Sheryl, Rob and myself) to study the feasibility of refinancing our bonds, with the intent of reducing the library's total debt service by a significant amount.

Disaster Plan: Greg Gaul, Security Manager

Greg will present phase one of the comprehensive disaster plan we intend to complete in 2012. Phase One covers medical emergencies and incidents that occur on library premises that require special procedures to ensure the safety and security of customers and staff. Phases Two and Three will cover strategies for dealing with records retention and catastrophic events that would affect library property, collections and operations.

PROFESSIONAL ACTIVITIES & COMMUNITY CONTACTS

Meetings/Activities: Rotary, worked in The Edge; attended Foundation Finance Committee meeting; met with Heartland Visioning ED William Beteta, co-chair Harry Craig; attended Intergovernmental Cooperation Council; agenda review with TSCPL board executive committee.

Facilitated: Process improvement sessions for the Gallery, Special Collections; chaired the Heartland Visioning Steering Committee.

Presented/Published: American Library Association Midwinter conference (Dallas) – multiple presentations for presidential campaign; presented webinar for the Library Leadership & Management Association, "Library Fund Raising: Sharing the Passion with Library Staff." Presented the keynote address for The Edgy Librarian Web Conference, "Tough Times, Tough Librarians." http://vimeo.com/36118147

UPDATE ON CUSTOMER CONCERN

A library customer has attended board meetings over the past few months to express his concerns about the time limits on public access computers and the accessibility of the suggestion box.

We have relocated the suggestion box to the area by the volunteer coordinator's office in the circulation lobby. It is being checked daily. (Note that because we have so many ways for library users to ask questions and offer feedback, the suggestion box has not been a focus in recent years. We will monitor its use in 2012 and determine if it is a preferred strategy in soliciting customer feedback.)

Public services manager Marie Pyko and her team have completed their analysis of our computer management system and how we can equitably assign more time for users of the public access computers. Technical issues have been resolved. The staff team working on this is utilizing the software to provide better customer service and manage it efficiently.

It will work like this: When 15% - 25% (the percentage will vary based on overall usage/demand) of the public access computers are available, the system will ask each user, "Would you like an additional hour of computer time?" (The system will not offer this option if less than 15 – 25% of computers are available.)

This accomplishes the following:

- Does not require a customer to ask – we **offer** in the spirit of service and hospitality.
- Promotes accessibility, equity and fairness – it's available to everyone and is not dependent on a judgment call by a staff member or permission of management.
- Is efficient – does not require staff mediation or intervention – it's automatic and managed through the technology.
- Ensures that some computers will always be available for people when they visit.
- Will not allow "camping" on computers for extended periods of time each day.

Note that we have tested this as much as possible with a minimal number of computers. There may be some bugs when we turn it on for 170 computers. We will work through any problems, but discovering cause and effect may take some time. Our expected go-live date is Tuesday, February 21 .

We will contact the customer before that to let him know how we are responding to his complaint.

TRUSTEE RETREAT – MARCH 1, 2012

The Board Executive Committee met to discuss the agenda for the upcoming retreat.

There was consensus that the retreat should be extended to 3 p.m. to allow for the full agenda, which includes:

- Capital accruing fund and pending capital projects

- Library Debt Service: Bond Refinance
- Ebooks: Current landscape – threats and opportunities
- Policy Review – note this isn't a review of library policies, but a discussion of whether the Board will begin a monthly review of its policies.

Date: Thursday, March 1
Time: 9 a.m. – 3 p.m. (Snacks and lunch will be served)
Place: Library Auditorium, 101C

ALA PRESIDENTIAL CAMPAIGN UPDATE

I made almost 30 presentations to ALA divisions, round tables, committees and ethnic caucuses at the Midwinter Conference in Dallas. I have responded to questions from two ALA divisions, the Library Leadership and Management Association, and the Association of College and Research Libraries, and those responses will appear in the election issues of their publications. You may read the LLAMA edition here. http://journals.tdl.org/llm/article/view/6166/5814

The March/April issue of American Libraries is the election issue for the entire membership. The full page position statements for my fellow candidate Barbara Stripling and me will appear in that issue. I'll send that to you when it's available.

Gina Millsap, Chief Executive Officer
Topeka and Shawnee County Public Library, 2/10/2012

Published on *American Libraries Magazine* (http://americanlibrariesmagazine.org)

Ebook Talks: The Details

By *Beverly Goldberg*
Created *02/08/2012 - 13:10*
Submitted by Beverly Goldberg [1] on Wed, 02/08/2012 - 13:10
Digital Content and Libraries Working Group Cochair Robert Wolven, ALA President Molly Raphael, and ALA Executive Director Keith Michael Fiels, in the Random House offices in New York, January 31 [2]

Digital Content and Libraries Working Group Cochair Robert Wolven, ALA President Molly Raphael, and ALA Executive Director Keith Michael Fiels, in the Random House offices in New York, January 31

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Here's what happened when ALA and publishers shared concerns

By Molly Raphael
Digital Content and Libraries Working Group Cochair Robert Wolven, ALA President Molly Raphael, and ALA Executive Director Keith Michael Fiels, in the Random House offices in New York, January 31 [2]

The following is a summary of the meetings ALA President Molly Raphael and an ALA delegation held in New York City January 30–February 1 with members of the publishing industry:

> As recently reported [4], I led an ALA delegation to New York last week to meet separately with Penguin, Macmillan, Random House, Simon & Schuster, and Perseus. The publisher representatives at these meetings included CEOs, division presidents, and other executives. We had frank discussions related to library ebook lending and are appreciative of the serious engagement by these publishers. Many of the meetings extended for a longer time than scheduled, and all ended with the expectation of a continuing dialogue between each publisher and ALA.
>
> In every meeting, we reaffirmed our mutual desire to bring authors and readers together. Indeed, publishers and libraries enjoy a long history of productive relationships toward

this end. There was ready acknowledgment of the key role that libraries and publishers play in society. And there was a desire for a mutually beneficial way forward for library ebook lending.

Of course much has changed in the past few years—and all indications are that the evolution of the ebook format in particular (and the medium of e-content in general) will continue or even accelerate in the coming years. While publishers and libraries share a common mission to bring authors and readers together, it is also clear that we have some goals that diverge. It is these differences that lead to varying views in the library and publishing worlds of business models and overall short- and long-term strategies.

Our discussions with publishers who already sell ebooks to libraries focused on how to maintain and strengthen our relationships. Of course, libraries represent a significant amount of direct buying power. Perhaps even more important is the library role in discoverability. Libraries expend considerable effort to identify the most relevant works for our communities. We weed out titles and feature new titles. We construct displays in our libraries and sponsor author events, often in partnership with local bookstores. We provide literacy training; support for book groups; and offer myriad other services that promote reading and book genres, titles, and authors. These publishers clearly place a high value on the library role in discoverability, and we agreed to continue discussions on how best to provide and promote ebooks to library patrons.

In meeting with publishers who currently do not sell ebooks to libraries, we shared our profession's concerns regarding the impact of these practices on library users, many of whom rely solely on the public library for their reading choices. In some instances, we found that there were misconceptions about how libraries operate that, once clarified, mitigated some of these publishers' concerns. For example, some publishers had the impression that libraries lend to whomever visited their respective websites, thus making collections available virtually worldwide without restriction.

We explained the close ties between a library and its community and that collection development is based on what our users want to find in their libraries. Thus, we emphasized, ebook collections—financed mostly through local tax dollars—reflect local interests, with access restricted to the cardholders of each individual library.

Nevertheless, some substantive issues remain for publishers, though we now have a better understanding of the rationale for their concerns and of the publishing industry's perspective as a whole. In every instance, publishers are working to identify library-lending models that they find to be acceptable. We agreed to provide feedback on any ideas they may have; in turn, they agreed to consider proposals from ALA.

A key issue that arose in each meeting is the degree to which "friction" may decline in the ebook lending transaction as compared to lending print books. From the publisher viewpoint, this friction provides some measure of security. Borrowing a print book from a library involves a nontrivial amount of personal work that often involves two trips—one to pick up the book and one to return it. The online availability of ebooks alters this friction calculation, and publishers are concerned that the ready download-ability of library ebooks could have an adverse effect on sales.

Another issue that arose in all of the meetings is the influential role of intermediaries—aggregators or retailers—in library ebook lending. Thus, examination of the issue of

library ebook lending involves not only publishers and libraries, but a critical analysis of the role of intermediaries.

It was agreed that we—publishers, libraries, intermediaries, and others—operate in an ecosystem that is experiencing profound change. At the same time, a thorough understanding of the ecosystem backed by reliable data is not readily available, and deserves increased attention from ALA and others.

The biggest lesson is that there is nothing like direct communication. We didn't leave New York with complete and perfect solutions; that wouldn't have been a realistic expectation. But I am happy with the progress that we made on multiple fronts—establishing ongoing direct lines of communication and correcting misconceptions about libraries, to mention only two. Much work remains to fully grasp the rapidly changing context of digital content and libraries and to converge on solutions that all key stakeholders can live with. We must find these solutions so that libraries can continue to provide the best possible service to their communities.

In the coming days, we will be following up with these five publishers, initiating contact with other publishers and intermediaries, and pursuing additional activities within the framework of ALA's Digital Content and Libraries Working Group. Please look for further communications from the cochairs of the Working Group, the chairs of its subgroups, and ALA leadership in the near future.

Molly Raphael
ALA President

promote "above the fold":
Yes
E-Content Advocacy Inside ALA

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ALAAmericanLibraryAssociation

Source URL: http://americanlibrariesmagazine.org/e-content/ebook-talks-details

Links:
[1] http://americanlibrariesmagazine.org/users/beverly-goldberg
[2] http://americanlibrariesmagazine.org/sites/default/files/randomhouse-2011-jan31_0.jpg
[3] http://americanlibrariesmagazine.org/print/9342
[4] http://www.americanlibrariesmagazine.org/e-content/ebook-talks-first-report

Major Projects Update
February 16, 2012

Neighborhoods:

Timeline: December 2012

- Completed: Travel, Health, Jobs & Careers, College & Testing, Lawn & Garden, Cooking, Home, Collectables, Wedding
- Next in line: Crafts, Business and Investment

Collections have been shifted making room for the next several neighborhoods

Disaster Plan:

Timeline: December 2012

- Phase I presented to Board February 2012
- Phase II underway
- Phase III and IV in process

Integrated Library System (ILS):

Timeline: First or second quarter 2012

- Contract approved.
- Staff teams are meeting online and over the phone with Polaris Team. Training is scheduled.
- Data extraction occurred. On schedule.
- Regular phone calls keeping to schedule.

This is on time for our timeline.

RFID: on hold pending funding.

Self-Checks: In budget for last half of 2012

- Implementation plan in progress.

WIFI: In budget for last half of 2012

- Preparing e-rate/sealed bids
- Potential bidders have done site visit

VOIP (new phone system): on hold pending funding.

Book Dispenser:

Timeline: Decision by March 2012

Community Services Manager is conducting process improvement sessions.

Access to Community Connect will allow this decision to be finalized.

A/V Upgrade: On hold pending funding.

Chief Operating Officer Report
Robert Banks
February 16, 2012

ALA Midwinter in Dallas went well. ALA Council members elected me to serve a three year term on the ALA Executive Board. This would be comparable to your positions on the Library Board of Trustees. I'm very excited about this opportunity and look forward to working with some excellent people.

I was also appointed to the ALA Conference Committee. This committee does the long range planning for conferences. Fortunately, we don't have to schedule all of the individual programs!

E-rate deadlines have moved the wifi contract acceptance to the March Board meeting. This will still stay within all required deadlines. Here is the current timeline:

January 30, 2012 RFP/470 issues
February 8, 2012 – vendor site visit
February 27th – 28 day required waiting period
February 27th – Bid Opening
March 8 – Board meeting to award bid

Jan 9-March 20 window for 471 forms. Our board meeting on March 8 is well within this window.

Awards for e-rate funding Priority 1 (the connection to the Internet) are usually made around June but there is no deadline for this.

Priority 2 funding (equipment) is awarded after all national Priority 1 funding is completed. No deadline but typically in the fall.

My community contacts:

Teens Taking Action Board Meeting

Safe Streets
iPad class for the public
Cast of 1776 at Helen Hocker Theater

Departmental Highlights:

Adult Services: Marie Pyko Manager

January was busy both staff and customers getting back into the swing of things with the New Year.
The service desks continue to busy with over 17,132 reference questions asked primarily face to face and by the phone but we are getting a growing number of questions posed through IM and Ask a Librarian. Customers eagerly waited for the launch of the tax booklet table once again which we had up and running by January 17th. We once again have purchased from the Kansas tax forms which customers can purchase from us for $.25. The state is really trying to encourage people to go online but as with last year we have a significant number of customers who either prefer to use the printed form or who don't want to do their taxes online.

Programs
With the nice weather, customers came in to attend a series of programs for adults. Kathy Jennings, our Cooking and Lawn and Garden neighborhood, and Michelle Eklund continue to grow their Lawn and Garden programs and had over 40 people attend the Master Gardners program on pruning trees. This was the most popular program that we have hosted for Lawn and Garden to date. It also represents a wonderful partnership with the Shawnee County Extension Office. In addition, Kathy has started a Cooking by the Book book club. Kathy identifies a type of cooking or an ingredient and then pulls books on that topic. Customers look over the books and then prepare dishes based on the topic. This is still in its infancy but will be a great way to showcase the wonderful cookbooks we have in our collections. February's topic is chocolate. Lissa Staley, our Health Information Librarian, hosted a wonderful program with Dr. Sue Hall as she talked about her book Love of Babies, One Doctor's Experience in the NICU. Additionally, she continues to grow her network of doctors who work with her on ways to help customers get good health information. I recently received kudos for Lissa on her exceptional research work she has done for several of Dr. Priti Lakhani's patients as they needed to find out more about a

health issue. Our Periodicals team, Marta, Susan, Christina and Karen took their popular Kansas 150 program to Aldersgate. This program focuses on our historical magazine collection and shares some interesting facts about Kansas from primary sources. They will also be presenting this program at our annual Staff Development Day on President's Day. Finally a really exciting event we participated in this year with the 94 Country Bridal Fair. Cindy Packard and Kathy Jennings hosted the two day event and talked up our new neighborhood as well as prepared wedding mints that wedding planners could make on a shoe string budget. The visited with over 500 brides and families and many attendees were excited to learn that we have a whole section dedicated just to them. It was a great success.

Training
Shari Schawo and Charity Rouse are just back from a weeklong genealogy intensive conference in Salt Lake City. Each had a different focus for their conference and has come back with great ideas and resources that will help us ensure that customers have access to the best genealogy resources available.

Retirement
As I mentioned in December Susan Marchant retired. On January 30th, the library staff celebrated with Susan through a walk down memory lane, much singing and great fun. We will all miss Susan.

Bookmobile: Thad Hartman, Manager

January was a busy month in Bookmobile. We saw an increase in BKM circulation compared to last January of 9.2%. I think this is mainly due to the great weather we had this past month which allowed us to go out every day and for customers to get to us easily. Last January we had to come in early on a couple of occasions due to icy roads. We hope this trend continues in February.
Because of Kansas Day, January is our busiest month for Kansas Connections programs. Last month we presented 45 programs to over 1,400 students. As you might expect, the most popular programs were those geared towards Kansas, such as Kansas Living Symbols, Kansas Biographies, and Kansas Habitats. During the month of February we will still have a large number of our Kansas themed programs, mostly for teachers who couldn't schedule a day in January. However, we also have a large

number of science programs coming up in February and March, including our “Blow the Lid Off Science”, “Wazzup in Space”, and “Dem Bones” programs.

Business and Investment Neighborhood: Marie Pyko, Manager; Terry Miller, Business Librarian

January was business as usual for the Business & Investment Center and the Jobs and Careers Neighborhood. We continue to proctor students on a regular basis, having taken care of 19 distance-learning exams (many are multiple exams for the same students).

Terry Miller, our business librarian, is helping people with resumes on a pretty regular basis now. We have had a dropoff since the initial promotion of this service, but the word is out, and we do have several people each month making appointments to work with Terry on their resumes. Some people need help from scratch, whereas others just want to tweak the resume they already have. It is developing into a really nice service that TSCPL provides.

We had one new program in January, presented by a local H&R block agent, on “New Tax Laws and Filing Tips.” She addressed both individual and business issues. Twelve people attended.

Digital Branch and Services: David King, Manager; Michael Perkins, Supervisor

SAM

Number of PC Sessions	23,735
Average Session Length	45:33
Unique Users	6,305
Print Documents	11,233

Web

Visits	75,198
Unique	37,120
New	24,352
Returning	50,846

Job Tracking

Total Work Orders	361
Pending Work Orders	9
Overdue Work Orders	4
Closed Work Orders	348

Work Orders by Type

Software issues	65
Computer related	65
Database	20
Horizon	43
Network	18
Backup	19
Printer	18
Email	12
Group Policy	10
Server	11
Other	67

Facilities and Maintenance: John Kugler, Manager; Ivan Johnson, Supervisor

Retrieved patrons mail that was mistakenly put into our drop box at 29th and Urish

Built display shelves with a 15 degree slope so not to have too much glare from lights and raised front edge so CD's would not slide out.

Fixed drop down counter on the Lingo

Removed computers, counter and glass doors along south wall of media center.

Put up sheetrock and patched and painted south wall of media center

Removed CD racks from Talking Books area and installed them along south wall of media center

Replaced bands on circulation machine

Replaced bearings on 5 end rollers of circulation machine

Cleaned humidifier on air handler 17
Replaced humidistat on air handler 4

Repaired 3 automatic bins for circulation

Checked sump pump operation

Removed the rest of the holiday decorations off the floor

Installed new refrigerator in administration closet.

Patch pot holes in parking lot

Built table tops

Installed slat wall on backs of CD racks in media center

Repaired vacuums

Red Carpet/Talking Books: Stephanie Hall, Manager

Promoting the library and Red Carpet/Talking Books services seemed to be the theme for January. Kelli Smith organized the first annual senior fair at the Topeka and Shawnee County Public Library. The 250 attendees explored 21 booths that focused on numerous topics ranging from health, nutrition, veterans' benefits, legal, finance, volunteering, realty, tax assistance, athletics, and in-home care to maintain one's independence. The vendors were excited about the turnout and felt it was well worth their time.

The following week I spoke with the Low Vision Support group about the services the library and Talking Books has that may be of interest to them and then took them on a tour of the Red Carpet area. I also had the opportunity to speak with some individuals attending the Kansas Therapeutic Recreation Society conference here in Topeka. This group consists of Kansas Parks and Recreation employees. I talked with them about how their public library can be a great resource for them and highlighted our library for those who may have special needs. Participants in my session were from Salina, Topeka, Lawrence, Pittsburgh and Wilmington, Kansas.

Professional development included participation in the Fast Forward Insider's Series tours at Extreme Recycling and Bimbo Bakery, Luncheon with Leaders, Fast Forward Steering committee meetings and my Leadership Topeka Orientation.

Alice C. Sabatini Gallery: Rob Banks, Manager; Sherry Best, Supervisor

The Waiting Room: Lost and Found opened January 16, with a great opening reception crowd. Four artists are working collaboratively on a series of sculptural chairs. The chairs are set in tableaus, something like a stage set, and each chair depicts a patient with a disease or social malady. The whole gallery installation is designed to turn the gallery into a doctor's waiting room. The tableaus can be read as examination rooms. Breast cancer, dementia, depression, anorexia, bulimia, and domestic violence are the issues represented. The artists intend the exhibit to focus on women's health, because it affects whole societies.

The gallery's process improvement has discussed our exhibit plans, educational plans, and is now working on our art collection plan. Through this process, we are defining criteria for adding a work of art to the collection, or when not to do so. Applying our BHAG (Big, Hairy, Audacious Goal) to our collection is leading us to consider elements of our collection that we have not considered before, and we are quite pleased with our progress. Our improvement will benefit not only our ways of managing the gallery and collection, but define our direction for the collection for the future. Our BHAG is to be the world's leading gallery in helping people Get Art. We used this goal to set our exhibit plans for 2013 and 2014, to brainstorm about what programs and activities will help people Get Art, and also to determine what, exactly, it is that we want people to Get. I think the proof of our success will be seen in higher quality exhibits, art classes, workshops, and in-gallery activities.

Part of the educational plan is developing this winter and spring. Betsy Roe, our newest gallery staff member, has begun a series of art classes called "World, Art and You." She is also working with high school students who will curate a small exhibit in our entry gallery during the Annual Art Exhibit for Children. Dr. Reinhild Janzen and Professor Ye Wang, both professors at Washburn University, brought students in to see selected

artworks from the library's collection. Professor Marguerite Perret of Washburn, and Professor Stephanie Lanter of Emporia State, two of the four Waiting Room artists, have brought their classes to tour the exhibit.

Youth Services: Marie Pyko, Manager; LeAnn Petrie, Supervisor

Programs this month included:

Ages birth-5
Baby Bookworms, Sneak Peak and Read, Tot Time, Preschool Storytime, Sing Move and Learn, Musical Storytime, Storytime with Kyler, PJ Storytime, Playing to Read, Happy Birthday Kansas, Discovery Center Storytime, School Readiness Roundup

Elementary school aged
Zoo Animals Live, Amazing Animals: Break the Code, Crazy Extreme Science: Volcanoes, Trendy U: Bead Rings, 4-H in the Library, tWiin Gaming, In it to Win It, Balloon-powered Hovercrafts, Finger weaving, Easy Star Gazing William's Magnet Story Sharing.

Middle and high school aged
Double Dueling, Teen Writing Group, No Couch Potatoes, Board Game Night, Creative Calendars, DIY Scarves, Open Mic Night, Gone Fishing

1 tours

Homework Center had 238 interactions (School out for most of week 1 in January.)
3333 kids participated in outreach storytime
2592 reference questions were answered this month at the Youth Service desk.

Highlights:

On Monday, February 6, Jeri Eckhardt facilitated our event hosting of Topeka's annual Preschool Fair. Hundreds of people came to learn preschool options within our community. Parents found out about location, cost, times, and curriculum offered at participating area centers. They were able to meet and greet directors and teachers too. In addition there was information on

school readiness, immunizations, support services, and early childhood screenings, and library services. We have been the site for this event for 2 years and have attended for at least 6 years. It has become increasingly popular and really makes for easy one stop shopping for parents in search of the “just right” preschool for their child.

Happy Birthday Kansas! A storytime with crafts presented by Kathy Ellison and Luanne Webb brought in 49 people on a Saturday morning.

Marlana Hodgkinson had about 20 of our tweens all tied up on the day she introduced finger weaving. Kids showed that dexterity and patience could produce bracelets and headbands.

DIY Scarf making drew in 20 teens even with the unseasonably warm weather. Lena Vogt showed them that a bit of fleece and scissors was all it takes to stay warm and fashionable.

Next Decade Workplan for External Goals 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
4.5.1	Contribute to the growth & development of our community's families & children	**Teen Space Evaluation**	Conduct an evaluation of The Edge and make recommendations for improvements	5/12/2012	Lena Vogt & Edge Evaluation Team	
4.1.11	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	21st Century Grant/FEATS: William's Magnet: provide literacy enrichment for K-1st grade afterschool program twice monthly	5/31/2012	LeAnn Petrie & Betty Jean Neal	
4.1.13	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Pine ridge: Provide bilingual storytime service monthly through outreach in effort to better reach our communities Spanish speaking families.	5/31/2012	LeAnn Petrie, Luanne Webb & Judy Rohr	
2.7.1	Monitor & respond to societal changes with information to help people manage & improve their lives.	Institutionalize how the library responds to community changes, current events and streamline & formalize how the library responds to current local & national news, major events (i.e., new Harry Potter movie), etc.	Create taskforce to streamline & formalize how the library responds to current local & national news, major events (i.e., new Harry Potter movie), etc.	6/1/2012	David King, Diana Friend, Sherry Best, Stephanie Hall, Tricia Sweany, Marie Pyko, Nancy Overmyer, Paul Brennan & Scarlett Fisher-Herreman	Current events display in Leamon lobby responds to current events, C&M blog and Tweet

Next Decade Workplan for External Goals 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
3.2.1	Support & nourish the community's spirit, imagination & culture.	**Evaluate & improve the effectiveness of the Digital Branch & Services**	Create goals and measurements for Digital Branch and social media to monitor and make improvements on customer engagement.	7/1/2012	David King, Digital Branch Taskforce	
4.1.12	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Evaluate educational software and computer systems, make recommendations for updating current service (AWE)	7/31/2012	LeAnn Petrie, Betty Jean Neal, Luanne Webb	Funding plan needed
3.1.1	Support & nourish the community's spirit, imagination & culture.	**Develop & initiate program goals, and objectives**	Create program categories and establish a goal statement and a list of objectives for each	8/30/2012	Nancy Overmyer & Program Planning Council	
2.1.07	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Identify resources, develop budget & implement **Crafts** neighborhood	8/31/2012	Marie Pyko, Lissa Staley, Scarlett Fisher-Herreman & Committee	
2.1.10	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Personal Finance Neighborhood	8/31/2012	Marie Pyko, Scarlett Fisher-Herreman & committee	In process

Next Decade Workplan for External Goals 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
2.1.11	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Small Business Neighborhood	8/31/2012	Marie Pyko, Scarlett Fisher-Herreman & committee	In process
4.1.02	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Summerfest goals 2012: •No elementary or middle school will fall below 10% participation. •Increase completion rate of adults and teen by 10% •Establish program goals •Offer age appropriate 0-18 month program •Offset summer setback •Improve the group user experience	8/31/2012	LeAnn Petrie, Marie Pyko, Nancy Overmyer, Paul Brennan, Summerfest Committee & Gina Millsap	

Next Decade Workplan for External Goals 2012-2013
Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
4.1.03	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Analyze participation & completion data to determine best practices, on markets segments and impact of Summerfest	8/31/2012	Leann Petrie, Marie Pyko & Summerfest committee	2010 Moved to online (Product-Insight) Reading data collected from 437-2011 Moved to online (Product-Evanced) Reading data expanded to 450 and 345-2012 1st year comparable online data (Product-Evanced) expand data collection to 501
4.1.14	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Topeka Public Schools Community Agency: Collaboratively develop connections of our services to TPS students and other area support agencies.	9/30/2012	LeAnn Petrie	
2.5.2	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Expand Programming and Services for Jobseekers and Career Development**	Meet with Business Librarian, Computer Trainers to create a year outline for programs & services	10/1/2012	Nancy Overmyer, Terry Miller, Kate Hughes, Becky Hinton & possible Teen staff person	

Next Decade Workplan for External Goals 2012-2013
Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
4.1.07	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Family Place Library Phase One: Planning Year	12/1/2012	LeAnn Petrie, Luanne Webb & Gina Millsap	
4.3.1	Contribute to the growth & development of our community's families & children	**Implement Kids' Library Phase Two**	Requests for proposals, work with Foundation on fundraising, install fabricated structures, plan and design learning spaces for all the Kids' Library spaces.	12/12/2012	Marie Pyko, John Kugler & Kids' Library Planning Team	In process
4.4.1	Contribute to the growth & development of our community's families & children	**Implement Kids' Library Phase Three**	Establish final budget, fundraise, and implement learning elements furniture and other improvements for the Kids' Library	12/12/2012	Marie Pyko, John Kugler & Kids' Library Planning Team	
2.1.12	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Create neighborhoods and collections focused on the customer experience. Working in a team environment, improve physical arrangement of materials, subject access in the library catalog, visual marketing, programming opportunities, and circulation of the adult nonfiction collections.	12/31/2012	Paul Brennan, Scarlett fisher-Herreman, Marie Pyko & Committee	On-going through completion of specific neighborhoods & collections

Next Decade Workplan for External Goals 2012-2013
Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
3.4.1	Support & nourish the community's spirit, imagination & culture.	**Create a digital gallery, using MuseumPlus**	Upgrade Gallery Staff Computers	4/1/2013	Special Collections (Gallery) staff & Digital Services	Computer replacement necessary to implement
3.4.2	Support & nourish the community's spirit, imagination & culture.	**Create a digital gallery, using MuseumPlus**	Load MuseumPlus, train additional staff, and continue populating MuseumPlus	4/1/2013	Special Collections (Gallery) staff & Digital Services	On-going
4.1.04	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Evaluate Homework Center for school year, environmental scan locally and nationally, set service goals, evaluate Homework Center for summers.	5/31/2013	Leah Anderson, Tracie Hundley, Jason Lamb, LeAnn Petrie & Marie Pyko	Summer 2011: Homework Center staff implemented learning opportunities 3 days a week
4.1.08	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Family Place Library Phase Two: •Training for staff •Toy & book collection introduction & improvement •Shelving improvements •Programs	12/1/2013	LeAnn Petrie, Luanne Webb, YS staff & Gina Millsap	
4.1.05	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Implement plan developed in 4.1.4 (p.4)	5/31/2014	LeAnn Petrie, Marie Pyko, Leah Anderson, Tracie Hundley & Jason Lamb	

Next Decade Workplan for External Goals 2012-2013
Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
4.1.09	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Family Place Library Phase Three: •Toy & Book collection development & expansion •Furniture improvements •Learning station development and expansion •Programs	12/1/2014	LeAnn Petrie, Luanne Webb, YS staff & Gina Millsap	
3.5.1	Support & nourish the community's spirit, imagination & culture.	**Create a digital gallery, using eMuseumPlus**	Install eMuseum, the website component for internet database access of art collection.	12/31/2014	Digital services, Special Collections (gallery) and Foundation	Implementation needed to put on web ********** Funding plan needed
4.1.10	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Family Place Library Phase Four: •Toy & Book collection •Programs	12/1/2015	LeAnn Petrie, Luanne Webb, YS staff & Gina Millsap	
3.3.1	Support & nourish the community's spirit, imagination & culture.	**Serve as visioning partner with Heartland Visioning- continue involvement/convening with planning & committees**	Coordinate Heartland Visioning & TSCPL strategic plans. Participate in leadership & in Education Government Arts & Culture & Quality of Life Foundations	On-going	Gina Millsap, Marie Pyko & Sherry Best	Gina Millsap currently co-chairing Heartland Visioning process

Next Decade Workplan for External Goals 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status update
4.1.15	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Early Education Impact Council United Way: Provide collaborative community support for our communities 0-5 population	On-going	LeAnn Petrie & Marie Pyko	
4.1.16	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	On Grade Achievement United Way: Provide collaborative community support for our communities school age population	On-going	Marie Pyko & LeAnn Petrie	

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
1.6.1	Become an organization that delivers superior performance	**We have declared 2012 as the year of Hospitality. We will move staff interactions with the public from transaction to hospitality.**	•Determine current successes in hospitality •Define strategies to incorporate these staff-wide •Determine current transactions that need to become hospitality •Define strategies to train staff on these measures	2/1/2012	Rob Banks, Becky Hinton, Cathy Cook, Jason Lamb, Kelli Smith, Lissa Staley, Michelle Stottlemire, Nathan Hohl, Tricia Sweany	
1.4.1	Become an organization that delivers superior performance	**Improve emergency response capabilities**	The disaster plan will be presented in 3 phases: Phase 1-Our response to emergencies Phase 2-What happens after an event Phase 3-Training, prevention and preparation for events Phase1-present to bd-2/16/2012 Phase 2-present to bd-TBD Phase 3-present to bd -TBD	2/16/2012	Greg Gaul, Rob Banks, Sheryl Weller, Diana Friend, Scarlett Fisher-Herreman, Sherry Best, Zan Popp, John Kugler	Phase 1 ready for board
2.12.7	Get stuff to people as quickly as possible - Process Improvement + self service	**Develop a marketing plan using market segmentation**	Develop implementation plan for new Business Delivery sites	4/30/2012	Thad Hartman, Ruth Rodden, Paul Brennan, John Kugler & Marie Pyko	
3.1.1	Create service equity regardless of the distance someone lives from the library	**Create library services deployment similar to customer experience at the main library.**	Look at Bookmobile "Yes" and "No" groups and make decision and plan about the future of vehicle based services.	4/30/2012	Management Council	

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
3.1.2	Create service equity regardless of the distance someone lives from the library.	**Create library services deployment similar to customer experience at the main library.**	Create plan to install public computer labs in city/county parks and recreation community centers.	4/30/2012	David King, Thad Hartman	Funding plan needed
3.2.1	Create service equity regardless of the distance someone lives from the library.	**Create library services that deliver materials directly to our customers.**	Implement free Large Print mailing services. Utilizing Free Matter for Blind subsidize program.	4/30/2012	Thad Hartman, Stephanie Hall, Ruth Rodden	

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
1.2.4	Become an organization that delivers superior performance	**Improve use of staff resources**	Pilot project-explore options & make recommendations for an integrated software system (either to own or contract for service provider) for scheduling, time and leave, HR management, payroll processing and reporting, remittance of payroll deductions/contributions and budget management of salary and fringe benefit costs.	6/1/2012	Stephen Lusk & Sheryl Weller	Assessment and demo by ADP to provide these services/access to their software system (Dec. 2011-Feb. 2013). If pricing is determined to be unaffordable, begin research and contact for other software solutions, preferably an integrated package that incorporates workflow from scheduling through payroll reporting/payment/budget management. Goal is to have something to discuss in the 2013 budget preparation process ********** Funding plan needed
3.3.1	Create service equity regardless of the distance someone lives from the library.	**Implement vending machines and reserve lock boxes that allow customers to pickup library materials quickly and easily.**	Decide on make and model of vending machine, location of pilot project, and funding.	6/30/2012	Thad Hartman	Funding plan needed

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
2.12.6	Get stuff to people as quickly as possible - Process Improvement + self service	**Develop a marketing plan using market segmentation**	Increase library use in targeted market segments	10/15/2012	Diana Friend & Paul Brennan & Marie Pyko	
1.7.1	Become an organization that delivers superior performance	**Use appropriate data for planning, marketing & decision-making**	Community Connect-test develop plan for roll-out to staff to use for strategic planning & implementation.	12/31/2012	Paul Brennan, Ruth Rodden, Thad Hartman & Collections Workgroup	
2.1.1	Get stuff to people as quickly as possible - Process Improvement + self service	**Select, de-select and borrow the right stuff**	Evaluate Collection HQ and Polaris as collection management tools. Comparatively assess the reporting in Polaris to Collection HQ.	12/31/2012	Paul Brennan, Ruth Rodden, Scarlett Fisher-Herreman & Collections Workgroup	
2.1.2	Get stuff to people as quickly as possible - Process Improvement + self service	**Select, de-select and borrow the right stuff**	Use data Collection HQ and Polaris to make data-driven decisions about materials selection and retention. Connect with other public libraries regarding their use of these products with collection management.	12/31/2012	Paul Brennan, Ruth Rodden, Scarlett Fisher-Herreman & Collections Workgroup	
2.11.1	Get stuff to people as quickly as possible - Process Improvement + self service	**Define & quantify customers Transformational Experiences**	Explore & create a measurement instrument *creating feedback loop	12/31/2012	Gina Millsap & customers	

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
2.4.1	Get stuff to people as quickly as possible - Process Improvement + self service	**Review & improve checkouts at current staff checkout pts.**	Chart & measure current systems, Environmental scan of other libraries/industries, pilot proposed improvements. See 1.1.1 for Tech Plan.	12/31/2012	Marie Pyko, Paul Brennan, LeAnn Petrie, Ruth Rodden, Rob Banks & Shannon Eddings	Added DVD dispenser-relocated self check to holds pick up room
2.5.1	Get stuff to people as quickly as possible - Process Improvement + self service	**Review & improve self checks to achieve 90% self check rate**	Chart & measure current systems-Environmental scan of other libraries/industries-Pilot project	12/31/2012	Committee to be assigned	Incorporate into ILS selection process
3.2.2	Create service equity regardless of the distance someone lives from the library.	**Create library services that deliver materials directly to our customers.**	Consider the feasibility of delivery of materials to customer homes, either via library staff, courier service, or mailing of materials.	5/31/2013	Thad Hartman, Stephanie Hall	
1.1.1	Become an organization that delivers superior performance	**Create & implement strategy, goals, and a timeline around our technology plan.**	* Plan and implement Polaris ILS system, system-wide wifi solution, and self-check machine projects	7/1/2015	David King, DS	In process
1.1.2	Become an organization that delivers superior performance	**Create & implement strategy, goals, and a timeline around ouor technology plan.**	*Plan next steps and create purchase strategy for RFID, voip/universal messaging system, auditorium A/V equipment upgrade and book dispenser.	7/1/2015	David King, DS	Technology Plan presented to Board December 2009 ********** Funding plan needed

Next Decade Work plan for Internal Processes 2012-2013

Changes are listed in red and green

Index	Goal	Project	Action	Timeframe	Who is Responsible	Status Update
1.2.6	Become an organization that delivers superior performance	**Improve use of staff resources**	Improve & expand volunteer services	On-going	Stephen Lusk, Management Council	Worked w/Friends to expand its volunteer base-will now refocus on merchandise preparation
1.5.1	Become an organization that delivers superior performance	**Develop outcome processes, planning & decisions-making for programming**	Establish a programming structure and a decision making authority.	On-going	Nancy Overmyer	

Completed External Goals 2011

	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement neighborhood collections**	Identify resources, develop budget & implement **Lawn & Garden Neighborhood**	Complete	Marie Pyko, Patti Poe, Scarlett Fisher-Herreman & Kathy Jennings
	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Identify resources, develop budget & implement **Home** neighborhood	Complete	Marie Pyko, Marta Miles, Patti Poe, Susan Schafer, Scarlett Fisher-Herreman
	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Identify resources, develop budget & implement **Pets** neighborhood	Complete	Marie Pyko, Thad Hartman, Marta Miles, Scarlett Fisher-Herreman, Cadie Maas
	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Identify resources, develop budget & implement **Collectibles** neighborhood	Complete	Marie Pyko, Deb Bryan, Scarlett Fisher-Herreman, Patti Poe & Committee
	Monitor & respond to societal changes with information to help people manage & improve their lives.	**Implement collection neighborhoods**	Identify resources, develop budget & implement **Wedding** neighborhood	Complete	Marie Pyko, Shari Schawo, Patti Poe, Scarlett Fisher-Herreman & Committee

Completed External Goals 2011

	Support & nourish the community's spirit, imagination & culture.	**Create Evaluate & improve the effectiveness of the Digital Branch & Services**	Create & implement website redesign based on current trends, library strategic plans, & customer input.	Complete	David King, Digital Services & Creative group
	Support & nourish the community's spirit, imagination & culture.	Install SQL software & upgrade systems.	Purchase & install software	Complete	David King & Michael Perkins & Digital Services
	Contribute to the growth & development of our community's families & children	**Help ensure that children are ready for & successful in school**	Working with the Summerfest 2011 committee, develop & implement the following goals: • increase community awareness of the library through Summer Reading program •increase participation of school age children by 10% •increase participation in reading incentive program by 10% • incorporate the Adult SRP into the online registration program	Complete	LeAnn Petrie, Marie Pyko, Patti Poe, Nancy Overmyer, Paul Brennan & Gina Millsap
	Contribute to the growth & development of our community's families & children	**Implement Kid's Library Phase One:**	Determine costs & design elements of plan & fabricated structures for overall design.	Complete	Marie Pyko, LeAnn Petrie, Michael Perkins, Zan Popp, Scarlett Fisher-Herreman, Rich Kobs, Diana Friend, Kathy Ellison, Gina Millsap & John Kugler

Completed External Goals 2011

	Support & nourish the community's spirit, imagination & culture.	**Create a Digital gallery that can be visited via our library's Digital Branch.**	Purchase & implement Museum Plus	Complete	David King, Sherry Best, Digital Services Special Collections

File: Completed External Goals 2011

Completed Internal Goals 2011

2.12.5	Get stuff to people as quickly as possible - Process Improvement + self service	**Develop a marketing plan using market segmentation**	Pilot - delivery to a sub-community	Completed	Diana Friend & Thad Hartman, communication marketing	In August 2011, started delivery connectnow to 3300 Green Acre households.
	Become an organization that delivers superior performance	**Process Improvement**	Friends, Reserves, Foundation Explore acquisition of Topeka Genealogy Society collection	Completed		
2.12.4	Get stuff to people as quickly as possible- Process Improvement + self service	**Develop a marketing plan using market segmentation**	Pilot-delivery to workplace	Completed	Thad Hartman, Ruth Rodden, Paul Brennan, Marie Pyko & Julie Carpenter	Made initial contact with Stormont-Vail Healthcare to introduce Summerfest @ Stormont, and the workplace pilot that began in Sept. 2011. Ongoing

File: Completed Internal Goals 2011

Customer Service Policy

Purpose

The Topeka and Shawnee County Public Library's mission is "Your Place: Stories You Want, Information You Need, Connections You Seek." To fulfill this mission, library staff members will provide excellent customer service to all who visit the library or use its services. Hospitable, well-trained and knowledgeable staff members will assist library customers in a manner that allows them to honor our commitment to: "Enhance our citizens' lives through convenient services when, where and how they need them."

Policy

Library staff members will take responsibility for:

- Creating a welcoming atmosphere.
- Providing each customer with an exceptional user experience.
- Meeting the needs of customers and co-workers.
- Behaving ethically.
- Protecting customer confidentiality.
- Understanding and implementing library policies and guidelines.
- Practicing good work habits.

Approved:

Board of Trustees
Topeka and Shawnee County Public Library

Questions about this policy? We encourage your feedback in person, by telephone at 785.580.4400, or through our Web site at http://www.tscpl.org/Information/tscplmailform.htm

Resolution – Customer Service Policy

BOARD OF TRUSTEES
Topeka and Shawnee County Public Library
February 16, 2012

Be it resolved that the Board of Trustees, Topeka and Shawnee County Public Library, approves the Customer Service Policy as presented.

Resolution by _____

Seconded by _____

Resolution passed/failed by a vote of _____

Date _____

Resolution – Finance & Audit Committee

BOARD OF TRUSTEES
Topeka and Shawnee County Public Library
February 16, 2012

Be it resolved that the Board of Trustees, Topeka and Shawnee County Public Library, approves the Finance & Audit Committee appointments as presented.

Resolution by _____

Seconded by _____

Resolution passed/failed by a vote of _____

Date _____

UNIQUE Management Services, Inc.
Library Division

Cumulative Recovery:

Topeka & Shawnee County Public Library

Accounts Submitted:	**19,794**
Dollars Submitted:	**$2,035,981.39**
Cash Recovery:	$232,842.73
Material Recovery:	$134,063.81
Waives:	$58,477.70
Recovery Total:	**$425,384.24**
Total Invoice Amount:	**$163,716.53**
Total ROI:	**3:1**
Asset ROI:	**2:1**

Please note, for the purposes of these reports the term 'Asset' will refer to the recovery of Materials and Cash.

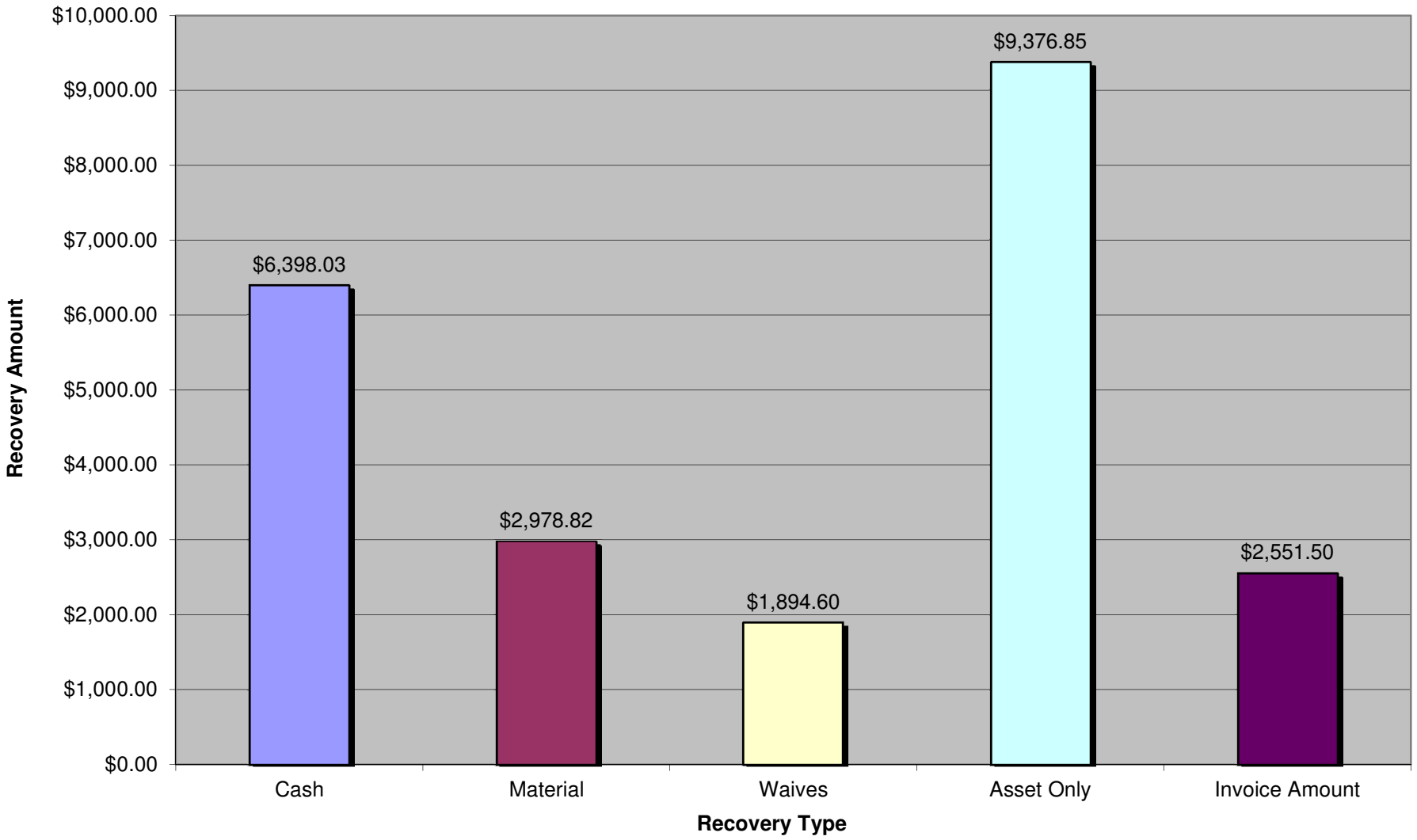
UNIQUE Management Services, Inc.
Library Division

Monthly Recovery Statistics: Topeka & Shawnee County Public Library

2/2011 Through 1/2012

Month	Cash	Material	Waives	Total	Assets Only	Invoice Amount
January-12	$7,431.27	$2,908.91	$2,171.91	$12,512.09	**$10,340.18**	$2,112.20
December-11	$4,608.68	$3,353.20	$1,510.66	$9,472.54	**$7,961.88**	$3,007.20
November-11	$5,110.11	$2,917.93	$2,363.20	$10,391.24	**$8,028.04**	$2,649.20
October-11	$5,311.99	$2,671.90	$2,064.95	$10,048.84	**$7,983.89**	$3,034.05
September-11	$6,264.95	$2,289.63	$2,182.73	$10,737.31	**$8,554.58**	$3,016.15
August-11	$4,648.63	$2,279.60	$1,810.95	$8,739.18	**$6,928.23**	$2,452.30
July-11	$5,969.24	$2,770.75	$1,240.57	$9,980.56	**$8,739.99**	$2,371.75
June-11	$5,797.26	$1,957.18	$2,166.65	$9,921.09	**$7,754.44**	$2,711.85
May-11	$5,612.12	$2,903.99	$1,199.63	$9,715.74	**$8,516.11**	$1,951.10
April-11	$6,060.03	$3,198.04	$2,890.31	$12,148.38	**$9,258.07**	$2,049.55
March-11	$10,545.89	$5,092.97	$1,922.53	$17,561.39	**$15,638.86**	$2,792.40
February-11	$9,416.22	$3,401.69	$1,211.06	$14,028.97	**$12,817.91**	$2,470.20
Total	$76,776.39	$35,745.79	$22,735.15	$135,257.33	**$112,522.18**	$30,617.95
Average	$6,398.03	$2,978.82	$1,894.60	$11,271.44	**$9,376.85**	$2,551.50

Average Monthly Recovery and Cost



UNIQUE Management Services, Inc.
Library Division

Cumulative Small Balance Recovery:

Topeka & Shawnee County Public Library

Accounts Submitted:	**8,261**
Dollars Submitted:	**$103,828.63**
Cash Recovery:	$28,640.47
Material Recovery:	$2,446.99
Waives:	$1,282.76
Recovery Total:	**$32,370.22**
Total Invoice Amount:	**$24,369.95**
Total ROI:	**1:1**
Asset ROI:	**1:1**

Please note, for the purposes of these reports the term 'Asset' will refer to the recovery of Materials and Cash.

UNIQUE Management Services, Inc.
Library Division

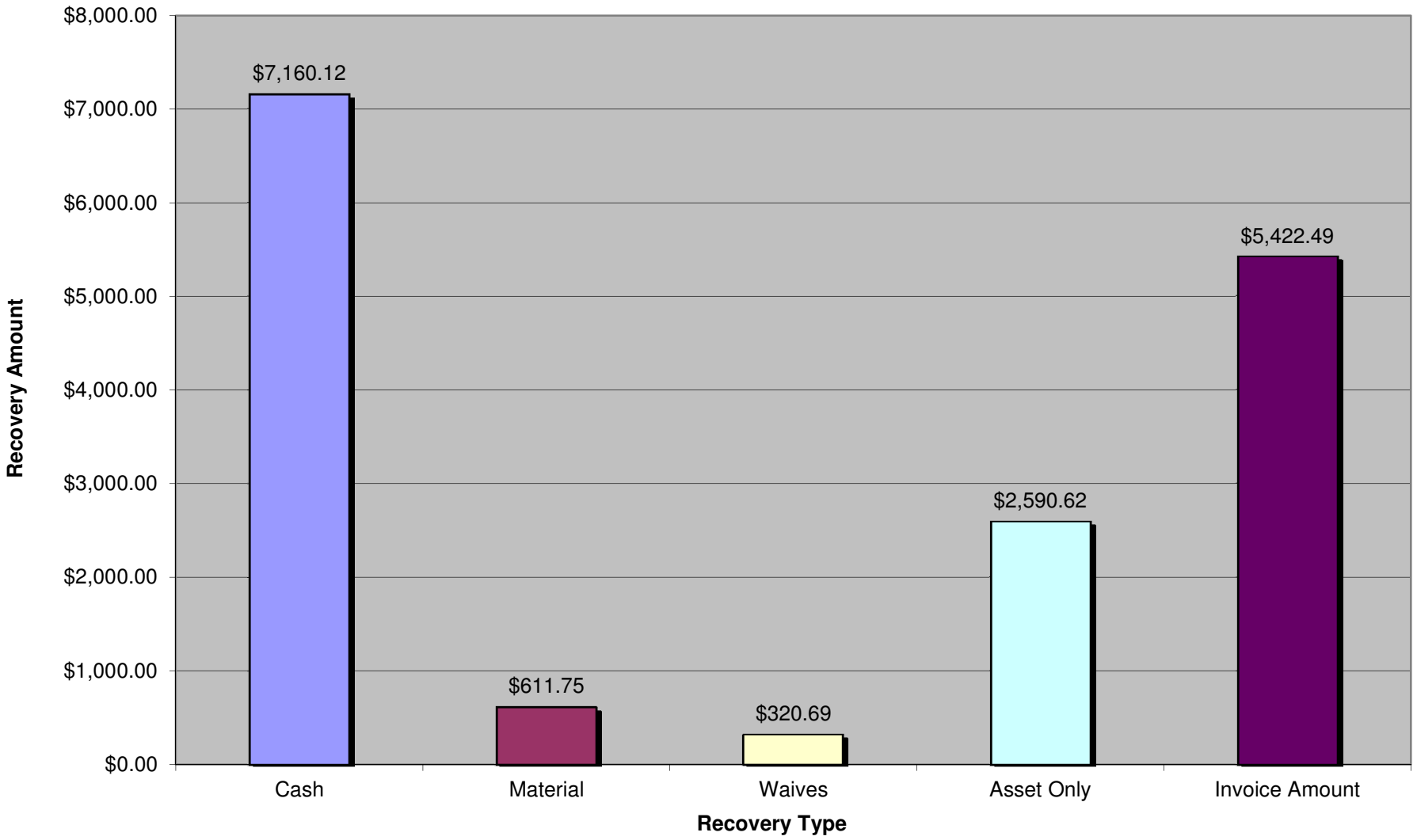
Monthly Recovery Statistics: Topeka & Shawnee County Public Library

10/2010 through 1/2011

For Small Balance Accounts

Month	Cash	Material	Waives	Total	Assets Only	Invoice Amount
January-12	$8,371.70	$829.96	$233.66	$9,435.32	**$9,201.66**	$3,662.34
December-11	$10,644.31	$902.55	$438.84	$11,985.70	**$11,546.86**	$10,472.89
November-11	$8,546.91	$680.53	$572.76	$9,800.20	**$9,227.44**	$9,119.67
October-11	$1,077.55	$33.95	$37.50	$1,149.00	**$1,111.50**	$1,115.05
Total	$28,640.47	$2,446.99	$1,282.76	$32,370.22	**$31,087.46**	$24,369.95
Average	$7,160.12	$611.75	$320.69	$8,092.56	**$7,771.87**	$6,092.49

Average Monthly Recovery and Cost
For Small Balance Accounts



Topeka and Shawnee County Public Library
Circulation and Borrower Statistics
2011

	2012												2012	2011	Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total		11 TO 12%
CIRCULATION															
Main Library															
Circulation Desk	89,995												89,995	92,090	-2.3%
Interlibrary Loan	2,023												2,023	2,158	-6.3%
Self-Check	23,848												23,848	26,266	-9.2%
DVD/Video Game Dispenser	8,223												8,223	9,460	-13.1%
Renewals	29,373												29,373	31,372	-6.4%
Bookmobile	23,422												23,422	21,457	9.2%
Red Carpet / Talking Books	9,863												9,863	15,472	-36.3%
Digital Downloads	5,444												5,444	4,535	20.0%
TOTAL CIRCULATION	**192,237**												**192,237**	**202,810**	**-5.2%**
CIRCULATION DETAILS															
Print Material	103,092												103,092	106,855	-3.5%
Audio/Visual Material	83,194												83,194	85,188	-2.3%
Adult Materials	118,928												118,928	123,387	-3.6%
Children's Materials	51,002												51,002	50,700	0.6%
Young Adult Materials	4,960												4,960	5,550	-10.6%
Red Carpet Materials	11,396												11,396	12,406	-8.1%
NEW Patron Registrations															
Topeka / Shawnee County															
Adults	703												703	721	-2.5%
Children (ages 17 and under)	295												295	205	43.9%
Red Carpet Outreach	27												27	17	58.8%
NEKL	125												125	95	31.6%
Non-Resident	2												2	0	#DIV/0!
Total New Registrations	**1,152**												**1,152**	**1,038**	**11.0%**
PATRONS DELETED	**934**												**934**	**876**	**6.6%**
BORROWERS															
Topeka / Shawnee County															
Adults	48,680												48,680	49,769	-2.2%
Children (age 4 - 17)	23,264													20,338	#VALUE!
Red Carpet Outreach	1,457												1,457	1,417	2.8%
NEKL	8,807												8,807	9,232	-4.6%
Non-Resident	56												56	98	-42.9%
Delinquent	13,623												13,623	14,847	-8.2%
TOTAL BORROWERS	**95,887**												**72,623**	**95,701**	**-24.1%**
RESERVES FILLED	**16,153**												**16,153**	**15,369**	**5.1%**
CHECK-IN															
AMH System	127,729												127,729	131,221	-2.7%
Manual	23,132												23,132	23,931	-3.3%
Renewal Check-in	29,373												29,373	31,372	-6.4%
TOTAL CHECK-IN	**180,234**												**180,234**	**186,524**	**-3.4%**

Topeka and Shawnee County Public Library
Circulation and Borrower Statistics
2011

	2012 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 Total	2011 Jan	Change 11 TO 12%
COLLECTION															
Materials Added	6,206												6,206	8,274	-25.0%
Materials Discarded	8,059												8,059	8,906	-9.5%
TOTAL COLLECTION	**436,258**												**436,258**	**464,261**	**-6.0%**
WEBSITE															
Visits - Returning	50,846												50,846	62,187	-18.2%
Visits - New	24,352												24,352	27,721	-12.2%
Total Visits	75,198												75,198	89,908	-16.4%
UNIQUE VISITORS	**37,120**												**37,120**	**41,233**	**-10.0%**
REFERENCE QUESTIONS															
Adult Services	17,132												17,132	13,054	31.2%
Red Carpet	1,130												1,130	1,164	-2.9%
Topeka Room	1,978												1,978	1,664	18.9%
Youth Services	2,592												2,592	2,734	-5.2%
TOTAL REFERENCE QUESTI(	**22,832**												**22,832**	**18,616**	**22.6%**
GATE COUNT	**69,079**												**69,079**	**68,356**	**1.1%**
MEETING ROOMS															
Bookings	617												617	575	7.3%
Hours Booked	3,035												3,035	3,070	-1.2%
ATTENDANCE	**10,537**												**10,537**	**8,948**	**17.8%**
PROGRAM ATTENDANCE															
Onsite Program Attendance															
Kids [birth - 11 yrs]	1,566												1,566	1,098	42.6%
Teens [12 - 18 yrs]	161												161	153	5.2%
Adult	823												823	454	81.3%
Books	56												56	18	211.1%
Business	12												12	15	-20.0%
Movies	27												27	38	-28.9%
Music	0												0	53	-100.0%
Art	291												291	0	#DIV/0!
Computer	336												336	361	-6.9%
ONSITE ATTENDANCE	**3,272**												**3,272**	**2,190**	**49.4%**
Offsite Program Attendance															
Youth Outreach	4,673												4,673	3,139	48.9%
Adult Outreach	34												34	32	6.3%
Speakers Bureau	94												94	214	-56.1%
OFFSITE ATTENDANCE	**4,801**												**4,801**	**3,385**	**41.8%**
TOTAL ATTENDANCE	**8,073**												**8,073**	**5,575**	**44.8%**

	GALLERY SHOWS					2012	Change
	The Waiting Room: Lost and Found Jan 13 - Mar 16						11 TO 12%
ATTENDANCE	**1,721**					**1,721**	**3,735** **-53.9%**

Topeka and Shawnee County Public Library
Circulation and Borrower Statistics
2011

	2012												2012	2011	Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Jan	11 TO 12%
CIRCULATION DETAILS															
Print Material															
Adult Fiction	25,999												25,999	28,475	-8.7%
Adult Nonfiction	24,737												24,737	24,680	0.2%
Juvenile Fiction	24,130												24,130	24,075	0.2%
Juvenile Nonfiction	9,868												9,868	9,925	-0.6%
Magazines	2,497												2,497	2,475	0.9%
RC Print Materials	10,841												10,841	11,649	-6.9%
RC Realia	516												516	553	-6.7%
YA Print Materials	4,687												4,687	5,310	-11.7%
PRINT CIRCULATION	**103,275**												**103,275**	**107,142**	**-3.6%**
Audio / Visual Material															
Adult Audiobooks	7,328												7,328	6,709	9.2%
Adult Music	6,605												6,605	6,182	6.8%
Adult Videos / DVDs	49,466												49,466	52,235	-5.3%
Adult Video Games	2,285												2,285	2,619	-12.8%
Juvenile Audiobooks	763												763	741	3.0%
Juvenile Music	1,060												1,060	818	29.6%
Juvenile Videos / DVDs	15,107												15,107	15,025	0.5%
RC A/V	2												2	116	-98.3%
YA A/V	273												273	240	13.8%
A/V CIRCULATION	**82,889**												**82,889**	**84,685**	**-2.1%**
Adult Material															
Adult Fiction	25,999												25,999	28,475	-8.7%
Adult Nonfiction	24,737												24,737	24,680	0.2%
Magazines	2,497												2,497	2,475	0.9%
Adult Audiobooks	7,328												7,328	6,709	9.2%
Adult Music	6,605												6,605	6,182	6.8%
Adult Videos / DVDs	49,466												49,466	52,235	-5.3%
Adult Video Games	2,285												2,285	2,619	-12.8%
ADULT CIRCULATION	**116,632**												**116,632**	**123,375**	**-5.5%**
Juvenile Material															
Juvenile Fiction	24,130												24,130	24,075	0.2%
Juvenile Nonfiction	9,868												9,868	9,925	-0.6%
Juvenile Audiobooks	763												763	741	3.0%
Juvenile Music	1,060												1,060	818	29.6%
Juvenile Videos / DVDs	15,107												15,107	15,025	0.5%
JUVENILE CIRCULATION	**50,928**												**50,928**	**50,584**	**0.7%**
Red Carpet Material															
RC Print Materials	10,841												10,841	11,649	-6.9%
RC Realia	516												516	553	-6.7%
RC A/V	2												2	116	-98.3%
RED CARPET CIRCULATION	**11,359**												**11,359**	**12,318**	**-7.8%**
Young Adult Material															
YA Print Materials	4,687												4,687	5,310	-11.7%
YA A/V	273												273	240	13.8%
YOUNG ADULT CIRCULATIOI	**4,960**												**4,960**	**5,550**	**-10.6%**

	2012												2012
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Value Calculator													
Circulation													
Books ($17)	1,713,226												$1,713,226
Magazines ($5)	12,485												$12,485
Audiobooks ($10)	80,910												$80,910

Topeka and Shawnee County Public Library
Circulation and Borrower Statistics
2011

DVD, Games, Music ($4)	299,192												$299,192		
Reference Questions ($7)	$159,824												$159,824		
Programming															
Children ($7)	32,711												$32,711		
Adults ($15)	1,920												$1,920		
Meeting Room Use	$41,480												$41,480		
Gallery Attendance ($10)	$17,210												$17,210		
Talking Books ($10)	$460												$460		
Computer Use ($12 /hr)	$263,209												$263,209		
Free Printing ($.10)	*												$0		
ILL Borrowed ($25)	$12,075												$12,075		
TOTAL VALUE	**2,634,702**												**2,634,702**		
Adult Nonfiction															
Neighborhoods															
General NF	10,531												10,531	11,806	-10.8%
Adult Learner	25												25	18	38.9%
Biographies	840												840	901	-6.8%
Jobs & Careers	261												261	313	-16.6%
Cooking	1,615												1,615	1,272	27.0%
Collectibles	344												344	5	
College & Testing	275												275	287	-4.2%
Crafts	0												0	0	*
Crime	321												321	248	29.4%
Gardening	291												291	328	-11.3%
Health	2,629												2,629	2,470	6.4%
Home	716												716	582	23.0%
Pets	376												376	309	21.7%
Travel	1,378												1,378	1,299	6.1%
Weddings	161												161	0	*
NF CIRCULATION	**19,763**												**19,763**	**19,838**	**-0.4%**

Topeka and Shawnee County Public Library
Monthly Activity Report
January-12

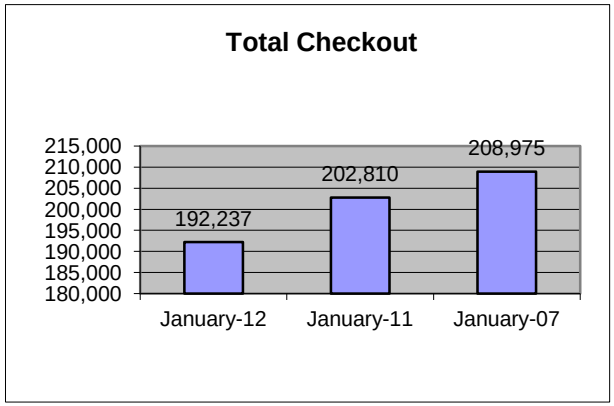
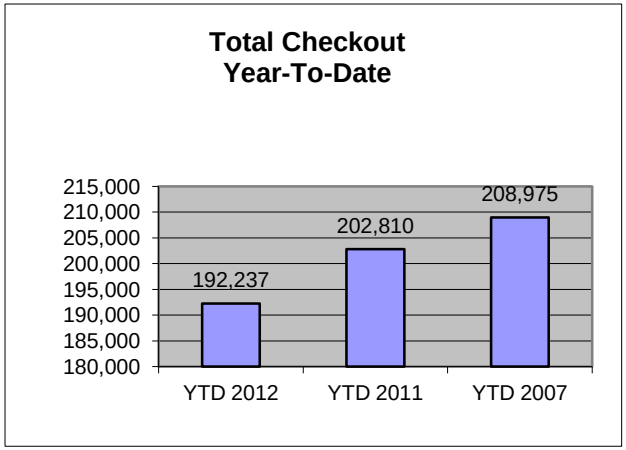
Total Checkout	January-12	**192,237**	YTD 2012	**192,237**
	January-11	202,810	YTD 2011	202,810
	January-07	208,975	YTD 2007	208,975

Total Items handled	January-12	**372,471**	YTD 2012	**372,471**
(Check out + Check in)	January-11	389,334	YTD 2011	389,334
	January-07	395,123	YTD 2007	395,123

Total Borrowers	January-12	**95,887**
	January-11	95,701
	January-07	90,579

Items in Collection	January-12	**436,258**
	January-11	464,261

Program Attendance	January-12	**8,073**	YTD 2012	**8,073**
	January-11	5,575	YTD 2011	5,575

Gate Count	January-12	**69,079**	YTD 2012	**69,079**
	January-11	68,356	YTD 2011	68,356

Meeting Rooms		Bookings	Customers
	January-12	**617**	**10,537**
	January-11	575	8,948
	YTD 2012	**617**	**10,537**
	YTD 2011	575	8,948