



Willard Public Library  
Board of Trustees  
Meeting Agenda  
May 19, 2021  
5:00 p.m.  
Battle Creek, Michigan

Meeting to be held remotely pursuant to the  
Calhoun County Local State of Emergency; Res. 174-2020 passed October 15, 2020  
and PA 228 of 2020, Amendment to the Open Meetings Act

- I. Approval of Minutes\* (pg. 1)
- II. Public Comment
- III. Financial Report
  - Approval of Expenditures\* (pg. 3)
  - Property Tax Projections for FY 21/22 (pg. 8)
  - Approval of Public Hearing on the Proposed 2021/2022 Budget\* (pg. 9)
- IV. Personnel Update (pg. 12)
- V. Reports & Recommendations
  - Policy Regarding Security Cameras and Surveillance Footage\* (pg. 13)
  - Administrative Performance Review & Goals: FY 20/21\* (pg. 14)
  - Strategic Plan Update: FY 20/21 (pg. 21)
  - Department Updates: May 2021 (pg. 31)
- VI. Other Business
- VII. Comments by Trustees
- VIII. Adjourn

Action items are indicated by an \*

269-968-8166  
willardlibrary.org  
7 W. Van Buren St.  
Battle Creek, MI 49017

WILLARD PUBLIC LIBRARY BOARD OF TRUSTEES

April 21, 2021  
Meeting Held Remotely

BOARD OF TRUSTEES

James Keefer (Emmett Township, MI), Kathy Baker (Battle Creek, MI), Salli Baitutat (Battle Creek, MI), Michelle Herzing (Pennfield Township, MI), and Judy Williamson (Bedford Township, MI)

ADMINISTRATION

Director Cathy Lucas (Battle Creek, MI), Deputy Directors Matt Willis (Portage, MI) and April Dillinger (Charlotte, MI), Director of Finance Kathy Domenico (Battle Creek, MI), Director of IT and Facilities Chad Osborn (Battle Creek, MI), Director of Circulation and Branch Services Amanda Paffhausen (Battle Creek, MI), Director of Youth Services and Community Engagement Tynisha Dungey (Battle Creek, MI), Administrative Assistant Kara Brooker (Battle Creek, MI)

MINUTES

The Meeting was called to order by James Keefer at 5:00 p.m.

The meeting was held remotely pursuant to Calhoun County Local State of Emergency; Res. 174-2020 passed October 15, 2020 and PA 228 of 2020, Amendment to the Open Meetings Act. All individuals attended the meeting remotely and provided the location from which they were attending.

APPROVAL OF MINUTES

Michelle Herzing moved with a second from Judy Williamson, to approve the minutes of the Board Meeting of March 17, 2021.

Motion approved 5 - 0

PUBLIC COMMENT

No public comment.

FINANCIAL REPORT

Kathy Domenico reported that revenue for March 2021 is as expected. Willard has received over 87% of the anticipated revenue for the year. Year to date expenditures continue to lag for the year due to the impact of COVID-19. As of March 31<sup>st</sup>, the Special Revenue funds are on target and consistent with prior years.

Kathy Baker moved, with a second from, Michelle Herzing, to approve the expenditures for March 2021.

Motion approved 5 - 0

REPORTS & RECOMMENDATIONS

Cathy Lucas presented the Director's report for March 2021. MDHHS Order MCL 333.2253 was extended through May 24, 2021. The revision issued on April 16 requires masks for all individuals over the age of 2. MIOSHA renewed the COVID-19 Emergency Rules issued on October 14, 2020 through October 14, 2021. The order continues to require employee health checks, face masks, social distancing, quarantine for exposure or diagnosis of COVID-19, maintenance of a Pandemic Response Plan, presence of a COVID-19 On-Site Coordinator and remote work required where possible.

Cathy Lucas noted that Calhoun County is under a local state of emergency allowing the Board meetings to continue to be held remotely.

Cathy Lucas stated that as of April 29, 75% of Willard Library staff would be fully vaccinated. Plans to expand open library hours are currently on hold due to high infection rates locally.

April Dillinger presented the third quarter statistics for FY 2020-2021. Physical materials circulation is down 55% downtown and 53% at the Helen Warner Branch. E-branch circulation decreased overall by 8% compared to the third quarter last year. Foot traffic during onsite hours is down 74% over this time last year. Adult eBooks grew by 18% and eAudio books increased by 10%. Chronicling Battle Creek showed an increase of 33%. Decreases in

usage are attributed to the ongoing COVID restrictions and reduced on-site usage. Social media, downloads of the Willard Library App, and Select Reads, the library's e-newsletter service, all increased during March.

April Dillinger shared that the recent amendment to the Michigan Library Privacy Act prompted a revision to the retention schedule for surveillance footage. The new policy reduces storage time from two months to seven days.

Matt Willis reviewed virtual adult programming for the month of March. He stated that creative programming included *Take and Makes* and *DIY with Beth*; *Stories at Sundown* featured community leaders Rob Ridgeway, Sam Gray, and Tim Collins; and *Peeks into the Past* highlighted local history by exploring the Kingman Museum. Battle Creek Reads 2021 presented a virtual appearance by Reyna Grande, author of *The Distance Between Us*. In celebration of Women's History Month, *Conversations with Inspiring Women* hosted a discussion panel of local women. Bayane Alem, Sarah Lawrence, Jenny Mualhlun, and Tynisha Dungey took part. The program was facilitated by librarian Jade Woodridge. Matt noted that the second Battle Creek Reads event was re-scheduled due to technical difficulties. Etaf Rum, author of *A Woman is No Man*, will now speak on April 22, 2021 at 6:30 pm.

Chad Osborn presented facilities updates for the month of March. The fob system has been completed at the Helen Warner Branch. Exterior lighting downtown is being converted to LED and the illuminated outside lettering at Willard Library has been fixed. Spring landscaping at both locations is scheduled for May. VNC connections are now available for staff to better serve guests requiring assistance on public computers while maintaining the required social distancing.

Tynisha Dungey reported that both summer reading and programs are underway for both children and teens. Programs will be a hybrid of virtual and outside events. Grab 'n Go kits will continue to be offered to both groups throughout the summer months. On April 12, Willard launched the TALK (Text and Learn for Kindergarten) program, a texting service in English and Spanish aimed to develop early learning skills for young children in partnership with Ypsilanti District Library.

Tynisha Dungey also presented a Change Team update. The Systems subcommittee is reviewing incident reports to look for inequitable patterns. The review will examine overall trends and not specific individuals involved. The auditing team will focus efforts to ensure diverse collection development and weeding practices. The Professional Development subcommittee has initiated staff training with equity coach Jocelyn Giangrande.

Cathy Lucas proposed a new policy, Policy Regarding Security Cameras and Surveillance Footage, to the Board of Trustees Manual for consideration in the May meeting. The policy addresses use of video surveillance on library property, storage of footage, and requests for footage from law enforcement.

#### OTHER BUSINESS

Jim Keefer stated that the Vice President seat remained open and called for nominations. Kathy Baker nominated Judy Williamson. Judy accepted the nomination.

Kathy Baker moved, with a second from Judy Williamson, to elect Judy Williamson to the Vice President seat.

Motion approved 5 - 0

#### COMMENTS

Kathy Baker expressed delight that children's author Patricia Polacco is working on a new book about Willard Library.

#### ADJOURNED

The meeting was adjourned at 5:26 pm.

  
KATHLEEN BAKER, Secretary  
Willard Public Library Board of Trustees

WILLARD PUBLIC LIBRARY  
 STATEMENT OF REVENUE AND EXPENDITURES  
 REVENUE

April 2021

	BUDGET	2020/21 YTD	% YTD	ANTICIPATED	2019/2020 YTD
Taxes	4,514,537	4,321,388	95.72%	193,149	4,224,145
Casino PILT Disbursement	130,000	0	0.00%	130,000	0
State Sources	555,350	499,863	90.01%	55,487	534,705
Penal Fines	60,000	62,586	104.31%	-2,586	76,652
Fees and Book Fines (1)	60,000	35,897	59.83%	24,103	78,937
Local Contributions & Contracts	94,180	54,059	57.40%	40,121	73,861
Grant Funding	800	800	0.00%	0	38,334
Transfer to GF from Kellogg	25,000	25,000	100.00%	0	0
Transfer to GF from Capital Projects	43,935	0	0.00%	43,935	0
Transfer to GF from Endowment	50,000	0	0.00%	50,000	0
<b>TOTAL</b>	<b>5,533,802</b>	<b>4,999,593</b>	<b>90.35%</b>	<b>534,209</b>	<b>5,026,634</b>

EXPENDITURES

	BUDGET	2020/21 YTD	% YTD	AVAILABLE	2019/20 YTD
Total Expenditures	5,664,632	3,980,617	70.27%	1,684,015	4,266,570

REVENUE OVER EXPENDITURES

1,018,976

VARIANCES (+/-) Current in Bold

1.) Reduction of printing/faxing/copying/visitors



WILLARD PUBLIC LIBRARY  
STATEMENT OF REVENUE AND EXPENDITURES

April 2021

EXPENDITURES	BUDGET	2020/21 YTD	% YTD	AVAILABLE	2019/20 YTD
Capital Expenditures (1)	167,606	95,950	57.25%	71,656	56,029
Program Svs-Av, Books & Periodicals	973,105	609,063	62.59%	364,042	690,436
Program Svs-Grant Expenses	15,500	15,500	100.00%	0	53,303
Personnel	3,270,735	2,552,598	78.04%	718,137	2,602,103
Office Supplies	81,000	14,002	17.29%	66,998	33,243
Repairs & Maintenance Supplies	67,886	19,712	29.04%	48,174	29,827
Purchased Services	579,500	360,089	62.14%	219,411	406,207
Communications	120,000	71,314	59.43%	48,686	70,705
Insurance	22,000	21,857	99.35%	143	21,123
Public Utilities	159,300	73,423	46.09%	85,877	80,649
Repairs & Maintenance Services	208,000	147,110	70.73%	60,890	222,945
<b>TOTAL</b>	<b>5,664,632</b>	<b>3,980,617</b>	<b>70.27%</b>	<b>1,684,015</b>	<b>4,266,570</b>

VARIANCES (+/-) Current in Bold

1.) Partial payment of key fob system.

WILLARD PUBLIC LIBRARY

SUMMARY OF DISBURSEMENTS APRIL 2021

GENERAL FUND DISBURSEMENTS

Expenditures by check	146,459.00
<i>ELECTRONIC PAYMENTS (ACH)</i>	
Net payroll transfer	169,334.18
FICA & Federal withholding tax	58,042.97
State withholding tax	8,793.80
Battle Creek City withholding tax	1,657.26
MERS Retirement System	28,525.91
MPSERS Retirement System	3,586.05
MPSERS UAAL RATE STABILIZATION	0.00
Michigan Unemployment	138.35
OMNI (403 (b) 3rd party administrator)	1,435.00
BASIC (125 Plan 3rd party administrator)	3,619.60
MERS (Employee 457)	2,314.95
Friend of the Court	1,896.07
5th/3rd BANK (credit card)	5,602.07
Health Equity Employer Serv.	711.00
MESSA	52,677.36
Unum Life Insurance	625.61
Total Disbursements	485,419.18

**WILLARD PUBLIC LIBRARY CHECKS**  
**April 2021**

Check Number	Check Date	Vendor Name	Check Amount
			<b>Grand Totals \$146,459.00</b>
051915	4/6/2021	ALLEGRA PRNT & IMAGING INC.	\$111.16
051916	4/6/2021	CCH INC	\$139.96
051917	4/6/2021	CBS DISTRIBUTION INC DBA PERMACARD	\$116.53
051918	4/6/2021	OMNI GROUP ATTN: ACCOUNTS RECEIVABLE	\$10.00
051919	4/6/2021	D. L. GALLIVAN LLC	\$387.44
051920	4/6/2021	FUN EXPRESS LLC	\$458.75
051921	4/6/2021	HUNTER PRELL CO	\$11,742.00
051922	4/6/2021	KNIGHTWATCH INC	\$317.55
051923	4/6/2021	SCHINDLER ELEVATOR SER INC	\$680.22
051924	4/6/2021	MEDLER ELECTRIC COMPANY	\$613.40
051925	4/6/2021	STAFF REIMBURSEMENT	\$152.71
051926	4/6/2021	DONNA TITUS LONG DBA RELIABLE PROP CLE	\$1,920.00
051927	4/6/2021	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$696.27
051928	4/6/2021	STAPLES INC STAPLES CONTRACT & COMMERCIAL LLC	\$108.41
051929	4/6/2021	VITAL RECORDS HOLDINGS LLC DBA VRC COMPANIES	\$1,633.74
051930	4/12/2021	ALLEGRA PRNT & IMAGING INC.	\$2,164.03
051931	4/12/2021	AQUA BLUE AQUARIUM SOLUTIONS	\$150.00
051932	4/12/2021	J-AD GRAPHICS INC DBA BC SHOPPER NEWS	\$584.82
051933	4/12/2021	SEMCO ENERGY INC	\$779.58
051934	4/12/2021	BATTLE CREEK COMMUNITY FOUNDATION	\$500.00
051935	4/12/2021	CALHOUN COUNTY TREASURER	\$77.40
051936	4/12/2021	VERIZON WIRELESS	\$62.08
051937	4/12/2021	FUN EXPRESS LLC	\$1,542.93
051938	4/12/2021	U-STORE MINGES CREEK INC.	\$1,480.82
051939	4/12/2021	OVERDRIVE INC	\$8,666.92
051940	4/12/2021	LAURA OTTE	\$75.00
051941	4/12/2021	one30one AGENCY LLC DBA HANNIGAN GETZLER LITERARY	\$3,000.00
051942	4/12/2021	PLANTE & MORAN LLP	\$2,375.00
051943	4/12/2021	PRECISION PRINTER SERVICE INC	\$110.00
051944	4/12/2021	DONNA TITUS LONG DBA RELIABLE PROP CLE	\$1,600.00
051945	4/12/2021	THOMSON REUTERS - WEST PAYMENT CENTER	\$59.06
051946	4/20/2021	GE CAPITAL RETAIL BANK/AMAZON INC	\$243.69
051947	4/20/2021	SEMCO ENERGY INC	\$169.26
051948	4/20/2021	CCH INC	\$273.41
051949	4/20/2021	CITY OF BATTLE CREEK CITY TREASURER	\$253.30
051950	4/20/2021	DEMCO INC	\$20.83
051951	4/20/2021	FUN EXPRESS LLC	\$372.63
051952	4/20/2021	JOCELYN GIANGRANDE DBA SASHE LLC	\$1,800.00
051953	4/20/2021	KNIGHTWATCH INC	\$1,754.56
051954	4/20/2021	LEILA ARBORETUM	\$100.00
051955	4/20/2021	U-STORE MINGES CREEK INC.	\$365.00
051956	4/20/2021	ROSE PEST SOLUTIONS INC	\$37.00
051957	4/20/2021	DONNA TITUS LONG DBA RELIABLE PROP CLE	\$1,920.00
051958	4/20/2021	ROBERT REICHEL	\$50.00
051959	4/20/2021	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$663.27
051960	4/20/2021	TIAA COMMERCIAL FINANCE INC	\$508.16

Check Number	Check Date	Vendor Name	Check Amount
051961	4/20/2021	VITAL RECORDS HOLDINGS LLC DBA VRC COMPANIES	\$79.08
051962	4/20/2021	MICHELE MARIE V.G DBA NEAT LITTLE NEST LLC	\$1,500.00
051963	4/20/2021	XEROX CORPORATION INC	\$14.95
051964	4/27/2021	BASIC	\$359.10
051965	4/27/2021	CONSUMERS ENERGY INC	\$2,348.03
051966	4/27/2021	FUEL EXPRESS LLC	\$276.08
051967	4/27/2021	FUEL MANAGEMENT SYSTEM INC	\$58.58
051968	4/27/2021	GLOWFORGE, INC.	\$6,490.00
051969	4/27/2021	STAFF REIMBURSEMENT	\$45.78
051970	4/27/2021	PRECISION PRINTER SERVICE INC	\$110.00
051971	4/27/2021	ROSE PEST SOLUTIONS INC	\$49.00
051972	4/27/2021	DONNA TITUS LONG DBA RELIABLE PROP CLE	\$2,320.00
051973	4/27/2021	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$663.27
051974	4/27/2021	ULINE INC	\$662.09
051975	4/27/2021	VARNUM RIDDERING SCHMIDT HOWLETT LLP	\$3,575.00
051976	4/27/2021	DEX YP INC SUPERMEDIA LLC	\$36.00
051977	4/27/2021	VALLEY CITY SIGN COMPANY	\$291.00
051978	4/27/2021	VITAL RECORDS HOLDINGS LLC DBA VRC COMPANIES	\$204.60
051979	4/27/2021	WELLS FARGO FINANCIAL LEASING INC	\$240.00
051980	4/27/2021	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$33.00
051981	4/27/2021	VITAL RECORDS HOLDINGS LLC DBA VRC COMPANIES	\$19.95
A03280	4/6/2021	BRODART COMPANY INC	\$1,452.96
A03281	4/6/2021	BK TEACHOUT INVESTIGATIONS INC	\$1,022.04
A03282	4/6/2021	GALE/CENGAGE LEARNING INC	\$200.92
A03283	4/6/2021	INGRAM LIBRARY SERVICE INC	\$7,573.21
A03284	4/6/2021	KSS ENTERPRISES INC	\$63.90
A03285	4/6/2021	MIDWEST TAPE INC.	\$7,664.45
A03286	4/6/2021	SECURITAS SECURITY SERVICES USA INC	\$4,528.00
A03287	4/6/2021	WASTE MANAGEMENT OF MI COMMERCIAL SERVICES INC	\$411.20
A03288	4/12/2021	BRODART COMPANY INC	\$418.43
A03289	4/12/2021	BLACKSTONE AUDIO BOOKS INC	\$408.38
A03290	4/12/2021	BK TEACHOUT INVESTIGATIONS INC	\$1,009.80
A03291	4/12/2021	GALE/CENGAGE LEARNING INC	\$141.69
A03292	4/12/2021	CTS TELECOM INC	\$3,859.66
A03293	4/12/2021	INGRAM LIBRARY SERVICE INC	\$7,573.63
A03294	4/12/2021	MIDWEST TAPE INC.	\$3,134.52
A03295	4/12/2021	SECURITAS SECURITY SERVICES USA INC	\$4,885.80
A03296	4/12/2021	UNIQUE INTEGRATED COMMUNICATIONS INC	\$823.73
A03297	4/20/2021	BRODART COMPANY INC	\$134.09
A03298	4/20/2021	BK TEACHOUT INVESTIGATIONS INC	\$969.00
A03299	4/20/2021	BRILLIANCE AUDIO INC	\$85.50
A03300	4/20/2021	CDW GOVERNMENT INC SUITE 1515	\$288.49
A03301	4/20/2021	INGRAM LIBRARY SERVICE INC	\$6,443.99
A03302	4/20/2021	MIDWEST TAPE INC.	\$1,735.53
A03303	4/27/2021	BRODART COMPANY INC	\$623.20
A03304	4/27/2021	BATTLE CREEK PUBLIC SCHOOL	\$5,379.37
A03305	4/27/2021	BK TEACHOUT INVESTIGATIONS INC	\$1,078.14
A03306	4/27/2021	CDW GOVERNMENT INC SUITE 1515	\$2,019.43
A03307	4/27/2021	GALE/CENGAGE LEARNING INC	\$138.70
A03308	4/27/2021	FINDAWAY WORLD LLC	\$1,918.86
A03309	4/27/2021	INGRAM LIBRARY SERVICE INC	\$3,199.78
A03310	4/27/2021	KSS ENTERPRISES INC	\$1,155.95
A03311	4/27/2021	MIDWEST TAPE INC.	\$2,731.95
A03312	4/27/2021	SECURITAS SECURITY SERVICES USA INC	\$3,162.30

<b>WILLARD PUBLIC LIBRARY</b>			
<b>Property Tax Projections for 2021/2022</b>			
	<b>November</b>		<b>2021/2022</b>
	<b>2020/2021</b>	<b>Change</b>	<b>Projection</b>
Assyria Twp	\$8,977	2%	\$9,157
Battle Creek City	\$2,503,821	1%	\$2,528,859
Bedford Twp	\$244,456	2%	\$249,345
Convis Twp	\$4,320	2%	\$4,406
Emmett Twp	\$743,865	2%	\$758,742
Fredonia Twp	\$14,103	2%	\$14,385
Johnstown Twp	\$527	2%	\$538
Leroy Twp	\$115,369	2%	\$117,676
Marshall Twp	\$19,931	2%	\$20,330
Newton Twp	\$228,311	2%	\$232,877
Pennfield Twp	\$448,784	2%	\$457,760
Springfield City	\$172,073	2%	\$175,514
<b>Total Property Tax</b>	<b>\$4,504,537</b>		<b>\$4,569,590</b>
Outstanding MTT cases with an SEV > \$100,000 (\$4,962,940/BC City)			\$9,926
<b>Total Estimate for 2021-2022</b>			<b>\$4,559,664</b>



WILLARD LIBRARY  
COUNTY OF CALHOUN, MICHIGAN  
RESOLUTION

RESOLUTION CALLING A PUBLIC HEARING REGARDING  
ANNUAL BUDGET OF THE WILLARD LIBRARY

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Minutes of a Regular meeting of the Board of Trustees of the Willard Library, County of Calhoun, State of Michigan, held in the Library on May 19, 2021, at 5:00 p.m., prevailing Eastern Time.

PRESENT: Trustees \_\_\_\_\_

\_\_\_\_\_

ABSENT: Trustees \_\_\_\_\_

\_\_\_\_\_

The following preamble and resolution were offered by Trustee \_\_\_\_\_ and supported by Trustee \_\_\_\_\_ :

WHEREAS, it is necessary for the Board of Trustees of the Library (the "Board") to adopt a budget for fiscal year ending 2021-2022 to support the Library's operations; and

WHEREAS, pursuant to Act 2, Public Acts of 1968, as amended, before adoption of a budget, a public hearing shall be held as required by Act 43 of the Public Acts of 1063, (Second Extra Session), as amended ("Act 43"); and

WHEREAS, pursuant to Act 43, notice of public hearing on the proposed budget of the Library must be given by publication in a newspaper of general circulation in the Library District at least six (6) days prior to the date of such hearing; and

WHEREAS, notice of such hearing must include the time and place of such hearing and must state the place where a copy of the budget is available for inspection.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. A public hearing on the proposed budget for fiscal year ending June 30, 2021, shall be held on June 16, 2021 at 5:00 o'clock p.m. at the Miller-Stone Building, at which time and place all persons who desire to be heard shall be given opportunity to speak on the proposed budget.

2. The Library Director is directed to publish notice of the hearing in the Battle Creek Enquirer, a newspaper of general circulation in the Library District at least once, not less than six (6) days prior to the hearing. The notice shall be published as a display advertisement prominent in size.
3. The notice of hearing shall be in substantially the form attached to this resolution as Exhibit A and shall include the following statement in 11-point bold type: **"The property tax millage rate proposed to be levied to support the proposed budget will be a subject of this hearing."**
4. All resolutions and parts of resolutions insofar as they conflict with this resolution be and the same hereby are rescinded.

AYES: Trustees \_\_\_\_\_

\_\_\_\_\_

NAYS: Trustees \_\_\_\_\_

\_\_\_\_\_

RESOLUTION DECLARED ADOPTED.

\_\_\_\_\_  
 Secretary, Board of Trustees  
 Willard Library  
 County of Calhoun, Michigan

I hereby certify that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Willard Library, County of Calhoun, State of Michigan, at a Regular meeting held on May 19, 2021, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, as amended, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

\_\_\_\_\_  
 President, Board of Trustees  
 Willard Library  
 County of Calhoun, Michigan

NOTICE OF PUBLIC HEARING  
WILLARD LIBRARY  
County of Calhoun, Michigan

**ON THE ADOPTION OF THE BUDGET FOR THE FISCAL YEAR 2021-2022  
TO ALL INTERESTED PERSONS IN THE LIBRARY DISTRICT  
OF THE WILLARD LIBRARY:**

**PLEASE TAKE NOTICE** that the Willard Library, County of Calhoun, State of Michigan, will hold a public hearing on Wednesday, the 16th day of June, 2021, at 5:00 p.m. in the meeting room of the Miller-Stone Building, 77 Capital Avenue NE, Battle Creek, Michigan 49017, to consider the approval and adoption of the operating budget of the Willard Library for the fiscal year 2021-2022.

Copies of the proposed budget are on file with the Library Director at the Willard Library, 7 West Van Buren Street, Battle Creek, Michigan 49017, for inspection during current library hours and may be obtained by contacting the Director at 269-968-8166, ext. 526. At the public hearing, all citizens, taxpayers, and property owners of the Willard Library District, County of Calhoun, Michigan, shall be afforded an opportunity to be heard in regard to the approval of the budget.

**THE PROPERTY TAX MILLAGE RATE PROPOSED TO BE LEVIED TO  
SUPPORT THE PROPOSED BUDGET WILL BE A SUBJECT OF THIS HEARING.**

This notice is given by order of the Board of Trustees of the Willard Library, County of Calhoun, Michigan.

Any citizen requesting accommodation to attend this meeting, or wishing to obtain this notice in alternate formats, please contact Cathy Lucas, Library Director, at 269-968-8166, ext. 526.



MEMORANDUM

To: All Staff  
From: Cathy Lucas *Cathy*  
Date: April 20, 2021  
Subject: New Employee

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I am pleased to announce that Liset Diaz-Cortes has joined the Willard Team as the newest employee in the Circulation Department. Liset has multiple volunteer experiences serving our community and providing customer service. Liset is bi-lingual allowing us to better serve our guests.

Orientation during the pandemic will look different than previous orientations. Please be on the lookout for a forthcoming orientation schedule that will include virtual meets to cover our standard topics.

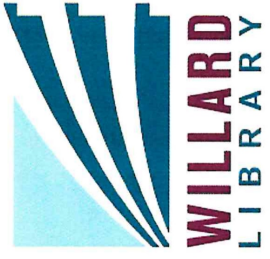
Please join me in welcoming Liset when she starts her new position tomorrow, Wednesday, April 21.

NN. POLICY REGARDING SECURITY CAMERAS AND SURVEILLANCE  
FOOTAGE

1. Purpose  
The purpose of security cameras is to enhance the safety and security of the Willard Library ("Library") patrons, staff, and property. The Library strives to take reasonable precautions to assure a safe and secure environment for its patrons and staff. Because Library staff is unable to provide direct supervision over all areas within the Library and Library grounds, security cameras have been placed at selected locations in order to observe and record images of activities of persons in the Library and on Library grounds. Security cameras are also provided to assist the Library with enforcement of the Library's Patron Behavior Policy.
2. Signs  
Signs will be posted at the Library public entrances, informing the public that security cameras are in use.
3. Data Captured  
The security cameras only capture video images. Conversations or other audible communication shall not be monitored or recorded by the security cameras.
4. Security Camera Locations  
Security cameras may be installed in locations where individuals lack a reasonable expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating areas, public computers, and areas prone to theft or misconduct. Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as restrooms or private offices.
5. Security  
The Library has no obligation to monitor the cameras in real time. As the cameras are not constantly monitored, Library staff and the public should continue to take appropriate precautions for their safety and for the safety of their personal property. The Library is not responsible for the loss of property or personal injury.
6. Surveillance Footage  
Recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a library are not considered a "Library Record" and may be disclosed. The Library Director or his/her designee will determine whether the images can be disclosed without a court order or written consent. The surveillance videos shall be kept consistent with the State of Michigan Records Retention and Disposal Schedule.

(Adopted \_\_\_\_ 2021)





## Administrative Performance Review and Goals

submitted to

Willard Public Library  
Board of Trustees

May 2021

Major Responsibilities	Key Activities	Performance Results	Comments & Review
1 Develops and evaluates short and long range plans of library goals and objectives.	Monitor service ideas and improvements against strategic plan.	The Administrative Team continues to monitor and evaluate key results on Strategic Plan Goals.	<ul style="list-style-type: none"> <li>• Successfully navigated the pandemic without any internal transmission! See May 2021 Strategic Plan Annual Update.</li> </ul>
2 Implements library policy as determined by the Library Board.	Focus on long-range fiscal and political security.	Monitor federal, state, and local fiscal and policy decisions.	<ul style="list-style-type: none"> <li>• Monitored federal, state, and local fiscal and policy decisions including Executive Orders, MDHHS, MIOSHA rules, CDC rules and guidance pertaining to COVID-19 and adjusted Library protocols as required.</li> <li>• Developed and implemented COVID-19 Opening Plans consistent with regulations.</li> <li>• Monitored COVID-19 community spread indicators and adjusted Library protocols, procedures to ensure staff and public safety including hours of operation and WFH plans.</li> <li>• Attended multiple webinars on the evolving COVID-19 state mandates and emergency orders.</li> <li>• Monitored the economic impact of the pandemic.</li> <li>• Revised and created policies related to revised Library Privacy Act and the Open Meetings Act.</li> </ul>
3 Responsible for the employment of all library personnel; recommends and administers personnel policies.	Monitor staffing levels, task lists, and contracts.	Continue to monitor workloads and adjust positions accordingly.	<ul style="list-style-type: none"> <li>• Implemented work from home plans for every employee to comply with MIOSHA emergency orders. Continuously evaluated tasks to determine what work can be done remotely during the COVID-19 restrictions.</li> <li>• Facilitated weekly meetings with the administrative team regarding personnel and procedural issues.</li> <li>• Focused on developing strong relationship with Union leadership and the MEA.</li> <li>• Held a Virtual Staff Appreciation Week celebrating the many contributions of Willard staff.</li> </ul>

Major Responsibilities	Key Activities	Performance Results	Comments & Review
<p>4 Submits an annual budget; directs and supervises the expenditure of library funds.</p>	<p>Prioritize long-term financial outlook by adjusting expenditures to stay in line with revenue.</p>	<p>Maintain fiscal stability.</p>	<ul style="list-style-type: none"> <li>• Evaluated and monitored budget to safeguard fiscal stability.</li> <li>• Attended multiple workshops to keep informed of changes that could impact the library fiscally.</li> <li>• Re-evaluated student staffing, Sunday hours, collection expenditures, and database subscriptions.</li> </ul>
<p>5 Works with community organizations to provide library-related assistance with programs and projects. Participates in community work and in promoting positive public relations.</p>	<p>Target resources that provide information, lifelong learning, and recreation. Focus on opportunities to promote library engagement, develop literacy skills, and develop strong partnerships that further the Library's commitment to diversity, equity, and inclusion.</p>	<p>Promote the value of library membership, support literacy, and celebrate readers.</p>	<ul style="list-style-type: none"> <li>• Increased visibility of Willard Library through social media presence, continued virtual programs, and strong community partnerships.</li> <li>• Partnered with the League of Women Voters to hold a nonpartisan, virtual town hall on redistricting.</li> <li>• Partnered with Access Vision to deliver virtual programming.</li> <li>• Exploring a partnership with Community Action for library card signup events.</li> <li>• Additional partnerships include Urban League, Burma Center, VOCES, and educational partners.</li> <li>• Hosted community conversations featuring local BIPOC leaders and inspirational women.</li> <li>• Participated on the WKKF Patchwork Quilt 2030 team to submit a proposal addressing DEI work in the community.</li> </ul>
<p>6 Meets with Board of Trustees regularly, keeping them informed of library services, programs, and budget. Assesses and responds to specific community needs and questions as articulated by committee members.</p>	<p>Continue to develop consensus regarding library programs, services, and community needs.</p>	<p>Continue to involve Board in library programs and services.</p>	<ul style="list-style-type: none"> <li>• Provided library-related articles and studies, discussed library trends, and provided administrative team board reports.</li> <li>• Met with Board President regularly to provide updates.</li> <li>• Provided Board members with training opportunities around recent amendments to both the Library Privacy Act and Open Meetings Act.</li> </ul>

Major Responsibilities	Key Activities	Performance Results	Comments & Review
<p><b>7</b> Keeps abreast of library developments and trends on the local, state, and national levels and attends professional meetings and workshops.</p>	<p>Continue to monitor trends in library services, legislation, and funding.</p>	<p>Participate in both organized and informal training opportunities.</p>	<ul style="list-style-type: none"> <li>• Attended library and risk management workshops and webinars.</li> <li>• Regularly attended bi-weekly Library of Michigan Directors' meetings to ensure that the Library is compliant with pandemic emergency orders and stays informed of best practices.</li> <li>• Participated in the monthly Directors' Futuring group.</li> <li>• Attended regular Co-Op Directors' Meetings.</li> <li>• Monitored pending legislation related to libraries.</li> <li>• Numerous webinars and workshops attended by members of the administrative team. Topics covered include team building, leadership, human resources, legislation, and library trends.</li> </ul>
<p><b>8</b> Supervises overall maintenance and operation of library building, grounds, and vehicles.</p>	<p>Maintain quality of facilities.</p>	<p>Researched, developed, and implemented COVID-19 Prepared and Response Reopening Plan and performed regular maintenance.</p>	<ul style="list-style-type: none"> <li>• Revised and updated the Standard Operating Procedures between Willard Library and BCPS for the downtown site.</li> <li>• Occupancy sensors were installed at both locations.</li> <li>• Point of contact shields installed to limit occupancy to comply with COVID-19 emergency orders.</li> <li>• Key fob system installed at both locations.</li> <li>• Upgraded all outdoor lighting to LED.</li> <li>• Upgraded phone system to voice over IP (VOIP) at both locations.</li> <li>• Rerouted walls in the women's staff restroom.</li> <li>• YA collection moved to the second floor.</li> </ul>

Major Responsibilities	Key Activities	Performance Results	Comments & Review
<p>9 Provides in-service training programs for employee training and development.</p>	<p>Continue to offer staff development opportunities.</p>	<p>Focus on DEI staff training and development.  Support professional staff in developing their unique skills.</p>	<ul style="list-style-type: none"> <li>Expanded the scope of work of the Change Team focusing on policy review, professional development, and collection development through a lens of DEI.</li> <li>DEI training with Jocelyn Giangrande provided to all staff.</li> <li>Offered a variety of in-person and online training opportunities for staff consistent with development plans. All staff have participated in multiple webinars to build the Willard team, including Gratitude Fridays.</li> <li>Group coaching received by the Administrative team as a whole.</li> <li>Continued online training opportunities for staff consistent with development plans.</li> <li>Provided staff-wide training in the areas of library privacy, safety and security, equity, vulnerability and BASIC and MESSA options.</li> </ul>
<p>10 Meets regularly with department managers and staff to share ideas, assess workloads, and analyze problems.</p>	<p>Regularly convene all-staff and departmental meetings for feedback and information sharing.</p>	<p>Offer opportunities for staff involvement at all levels of the organization, including informational and problem solving meetings.</p>	<ul style="list-style-type: none"> <li>Offered staff-wide training in the areas of equity, compassion and vulnerability, network safety, BASIC and MESSA options, guest services, local history tours, and strategic planning progress.</li> <li>Supervisors have held regular department meetings and met individually with staff members.</li> <li>Weekly administrative team meetings.</li> <li>Supervisors have held regular department meetings.</li> </ul>
<p>11 Develops, coordinates, and implements grant programs.</p>	<p>Target grant opportunities.</p>	<p>Focus on federal or foundations programs if they align with our goals.</p>	<ul style="list-style-type: none"> <li>Received CARES Grant to offset COVID-19 PPE and COVID-related sanitation expenses.</li> <li>Three staff members received an MLA Equity Fund Grant for professional development.</li> <li>Applied for InfyMakers Grant.</li> </ul>



<p>12 Introduces new library technology.</p>	<p>Focus on the delivery of content with new digital technologies.</p>	<p>Find technological solutions to overcome social distancing barriers. Increase understanding of Willard's digital content and services among current guests, potential users, and staff.</p>	<ul style="list-style-type: none"> <li>• VNC connections installed to allow staff to help guests remotely on public computers.</li> <li>• Purchased a high-end 3D laser cutter for use in creative programming.</li> <li>• Initiated video training for the public on Willard's digital content.</li> <li>• Utilized the Streamyard service to provide live, interactive virtual programming to the community.</li> <li>• Launched the TALK Program, a text messaging service that provides parents with helpful information to build early literacy skills.</li> <li>• Selected as a Google Grow partner.</li> <li>• Launched curbside services at both locations to provide guests with a means to obtain materials during building closures and limited hours.</li> <li>• Launched virtual Book A Librarian service.</li> <li>• Continued to develop and deliver virtual programming options to meet the needs of the public during closure and limited hours.</li> </ul>
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## GOALS

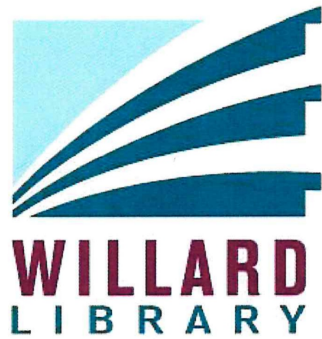
### FY 2021/2022

- 1 Continue to develop, implement, and monitor protocols and policies in response to pandemic.
- 2 Begin work on development of new strategic plan.
- 3 Continue to build the capacity of Library staff to embrace DEI work, to review Library systems and programming through a DEI lens, and to develop deeper partnerships with other community organizations to better serve underserved populations.
- 4 Expand creative space at both locations for maker programming.
- 5 Continue to evaluate and maintain quality facilities.
- 6 Continue to maintain and develop a long-term fiscal vision.

### FY 2020/2021

- 1 Continue to develop and implement protocols and policies in response to pandemic.
- 2 Develop systems to allow staff to thrive and effectively work in physically distanced and remote work environments.
- 3 Meeting our strategic goals with new methods and ideas in response to the public health pandemic via expanded digital collections, new dynamic programming compliant with physically distancing guidelines, and virtual reference and digital support sessions.
- 4 Explore new opportunities to deliver library services to the community with an emphasis on engaging underserved and diverse communities.
- 5 Continue to evaluate and maintain quality facilities.
- 6 Continue to maintain and develop a long-term fiscal vision.

**ANNUAL UPDATE**  
**June 2020 - MAY 2021**



**STRATEGIC PLAN**  
**2017-2022**  
Approved September 2017

Gray Font = Accomplishments 2017-May 2020

## PURPOSE WORKGROUP

Purpose: Willard Library is a leader in promoting democracy and intellectual freedom.

### ACCOMPLISHMENTS

**Goal 1: Willard is a go-to place for learning.**

- Made study space available for high school students during the COVID-19 pandemic during open hours.
- Responded to community needs during the COVID-19 Shelter in Place orders by providing virtual programming including podcasts, weekly children's story times, weekly adult story times, yoga classes, meditation classes, a virtual book club, and author events.
- Initiated ConnectED programs with all four public school districts.

**Goal 2: Our collection is an essential and evolving resource for advancing community conversations and aspirations.**

- The Equity Audit Subcommittee began auditing print collections to ensure they mirror the population the Library serves.
- Highlighted diversity in adult and children's collections through displays.
- Purchased copies of Dr. Nkechyi Ekeh Ekeh's book *Nwaenyi: Child of an Elephant* to support the Urban League's city wide book club honoring Living Legends March 2021.
- Added Burmese materials to our youth services circulating collections.

**Goal 3: We provide a strong foundation for literacy for all children.**

- Reached 178 children during our Summer Reading program in FY 20/21 during COVID-19.
- Distributed 2,305 Grab n' Go kits for Babytime (535), Children (1,490), and Teens (280).
- Partnered with the Battle Creek Community Foundation to distribute over 500 Winterfest Workshop Bags, December 2020.
- Launched the TALK Program, a text messaging service that provides parents with helpful information to build their child's early literacy skills, April 2021.
- Conducted virtual story times focused on the five foundations of literacy: reading, writing, talking, playing, and singing.
- Implemented the five elements of early literacy practices into all children's story times: talking, playing, singing, reading, and writing.
- Increased outreach visits to Battle Creek Public Schools by over 320% from last fiscal year. Additional visits planned before the closure of the library due to COVID-19 had to be canceled.
- Reached 1,577 kids during the Summer Reading on the Road program from FY 17/18 – FY 19/20.
- Partnered with BCPS to create a more functional library at Northwestern in hopes of developing a stronger school library system.

**Goal 4: Civic engagement and participation are cornerstones of the library's purpose.**

- Developed voting resources guide for November 2020 election.
- Partnered with League of Women Voters to host an online town hall event to discuss redistricting issues April 2021.
- Partnered with community organizations in FY 18/19 in the *Book to Action: Love Where You Live* program.
- Library representatives regularly attended Neighborhood Planning Council meetings.

**Goal 5: We are champions for equal opportunity.**

- Offered two Community Conversations: *Raising White Kids* and *BIPOC Community Conversation* around racialized trauma and civil rights, October 2020.
- Offered second *Community Conversation* featuring BIPOC leaders from mental health, education, and law enforcement fields, October 2020.
- Offered third community conversation featuring Battle Creek area inspirational women, March 2021.
- Eliminated fines for children's materials, July 2019.
- Initiated book outreach to courts, juvenile home, Grace Health, and other organizations serving vulnerable populations.
- Installed four vision-impaired computer keyboards on many public computers.



## COMMUNITY COLLABORATION WORKGROUP

Purpose: We understand and collaborate with our community.

### ACCOMPLISHMENTS

**Goal 1: Willard Library has strong partnerships with diverse communities, organizations, and institutions.**

- Partnered with the Battle Creek Latin American Heritage Initiative to provide bilingual programming for Hispanic Heritage month.
- Youth Services participated on the Early Childhood Literacy Subcommittee and the Bearcat Health Literacy Subcommittee.
- Supported the National Day of Racially Healing through participation in the #HowWeHeal campaign.
- Developed partnerships with the Burma Center: Provided Story Time Grab 'n' Go kits to students being tutored there and distributed materials through Diaper Distribution.
- Donated Babytime on the Go Bags to Parkway Manor's Diaper Distribution, Sugar 'n' Spice Daycare, and other daycare providers throughout the Early Learning Neighborhood Collaborative.
- Partnered with local organizations to execute three major events in 2019 (Juneteenth Celebration, Pride Festival, and Hispanic Heritage Month). These partnerships will continue and expand to include other groups, but physical distancing measures will impact the way community events are structured for the foreseeable future.
- Engaged with significant communities – Latino, Burmese, people with disabilities, older adults and others that illuminates opportunities for building a more inclusive library community.
- Translated materials such as bookmarks, brochures, signage to reduce language barriers.
- Hired staff who are fluent in Spanish and Burmese.
- Added bilingual story times.
- Significantly increased visibility in community at events such as literacy nights, school district functions, service and special interest clubs, BC Vision action teams such as the Healthy and Developmentally on Track Action Team, the GED Task Force and the Small Business Task Force.

**Goal 2: Our programming responds to the needs and wants of community residents at all life stages.**

- Delivered Spanish language virtual cooking instruction program featuring Torti Taco, a local restaurant October 2020.
- Delivered a Burmese language virtual cooking program with 543 in attendance November 2020.
- One of the first libraries in Michigan to design and deliver virtual programs during the COVID-19 pandemic over multiple channels (Willard Library's website, Facebook page, YouTube channel) that featured nationally-recognized authors, DIY programming, and fitness programming.
- Offered monthly virtual bilingual story time.
- Offered a book club in Spanish featuring the BC Reads book, *Distance Between Us* March 2021.
- Implemented the Aging Mastery Program which addresses the needs of older adults – about a third of the district population.

**Goal 3: We tell Battle Creek's story.**

- Delivered an online weekly talk-show, *Stories at Sundown*. Host Michael McCullough, Willard Community Engagement and Local Digital Collection Librarian, interviewed local public figures in conversations about authors, books, films, and other work relevant to the times.
- Delivered an online monthly local history panel discussion, *Peeks into the Past*. Host Michael McCullough facilitated conversations with local historians and preservationists as they examined old photographs and uncovered the vibrant history of Battle Creek.
- Expanded online programming content, *Peeks into the Past*, through a distribution partnership with Access Vision, Battle Creek's community access television.
- Planned the "Human Library" event where individuals can "check out", i.e., have one-on-one conversation, with a person from a background that is different than their own, and provided training to ensure a successful experience. Originally planned to be an in-person event, the workgroup is now exploring a live stream, interactive format.
- Made progress on the development of a local history mobile tour app that highlights Battle Creek's historical sites. The first tour being launched will feature Oak Hill Cemetery. It will include audio and image files of prominent citizens buried in the cemetery, along with interactive maps.

**Goal 4: We foster collaborations that further educational outcomes and economic opportunities for all residents.**

- Accepted as a *Google Grow* partner to offer training to residents to increase their employability in the technology field.
- Continued partnership with the GED Task Force to combat adult illiteracy, including purchasing the license for tutoring software used by volunteer tutors.
- Made available temporary cards for guests experiencing homelessness.
- Partnered with the GED Task Force to combat adult illiteracy, including purchasing the license for tutoring software used by volunteer tutors.

## PLACEMAKING WORKGROUP

Purpose: We are a place to unwind, meet people, have fun, and create.

### ACCOMPLISHMENTS

**Goal 1: Willard Library provides a safe, secure environment for guests and staff.**

- Adapted building and services to provide library services during COVID-19 pandemic including installation of plexiglass, contactless soap dispensers, social distancing markers, and signage; removed furniture and spaced computers and staff desks; and reduced guest visit time to reduce exposure time.
- Implemented contactless curbside pickup service.
- Installed keyless entry with key fobs.
- The Systems Subcommittee of the Change Team continues to review policies and procedures with an equity lens to address bias toward groups that have been historically marginalized.
- Added puzzles and games to public areas to give guests a way to utilize the library in new ways.

**Goal 2: Our buildings offer casual settings for conversation, collaboration, and media consumption.**

- Moved Young Adult books and graphic novels to Second Floor from Lower Level to increase accessibility and relocate materials closer to the Children's Room allowing families with both younger and older kids the ability to browse near each other.
- Commissioned a provenance statement to be installed by the painting, *Maine Flora*, on permanent loan to Willard Library since 2005.
- Local artist Jaziel Pugh created new murals in the Lower Level April 2021.
- Enhanced the creative space in the Lower Level with maker table and other equipment. A recording booth has been purchased for installation post-COVID.
- Vinyl clings created in *The Studio*, a creative services lab, to highlight author events and promote books of interest.
- Added new programs around pastimes such as knitting, photography and genealogy that help create a sense of community while exploring a topic.
- Installed new carpeting and laminate panels were throughout the downtown library.
- Removed outdated pictures above the staircase.
- Installed public computers near the Information Desk.
- Meeting Rooms were built and opened providing utility and functionality.
- Opened a Creative Space in the Lower Level including new flooring, tables, and chairs.
- Opened The Studio, a Creative Services lab, on the Mezzanine Level.

**Goal 3: We create destinations that add vibrancy to Battle Creek's downtown and neighborhoods.**

- The Children's Department promoted local destinations with a surprise story time known as *On the Road with Miss Stephanie*.
- Created a children's outdoor story book walk.
- Created vinyl clings to display book covers for My Little Michigan Kitchen and A Dog Called Hope on the glass wall behind the service desks at Willard Library and the Helen Warner Branch. The vinyl clings were made in The Studio, a Creative Services lab, and helped maintain a casual setting that highlights select materials and author programs.
- In 2005, local artist Andrew Freemire created a mural of Battle Creek youth that has been displayed in the Lower Level. The space is being updated to meet the needs of today's teens, including open spaces for interactive activities. Images of the original mural and the video will be accessible on Willard's website in the historical photos.
- In 2005, Andrew Freemire painted and installed Maine Flora as a permanent loan to Willard Library. This piece will be moved from the Lower Level to the main floor with a provenance statement attached to better display the art and create a welcoming environment.
- Partnerships developed with local businesses Perfect Storm Comics, Barnes & Noble, Cereal City Escape, CC Elite Laser Tag, and Lakeview Square Mall contributed to the success of Willard Library's Creek-Con event held in July 2019. A program that hosted over 500 attendees, including many younger adults who don't normally attend Library programs.

## IT & INNOVATION WORKGROUP

Purpose: We are an innovative organization that embraces technology.

### ACCOMPLISHMENTS

**Goal 1: Willard Library is a technological "playground" that inspires and encourages creativity.**

- Purchased a high-end 3D laser cutter for use in creative programming.
- Researched and purchased Virtual Reality equipment and related programming ideas. Due to physical distancing protocols, Virtual Reality programming will be on hold in the immediate future.
- Hired a Creative Services librarian dedicated to helping library guests create intellectual and physical materials.

**Goal 2: We provide creative environments for all age groups.**

- Adapted social distancing protocols by disseminating Take & Make craft kits, with accompanying video tutorials.
- Implemented a Vinyl lab programming; sessions are offered regularly.
- Implemented Creative Space programming sessions are offered regularly.

**Goal 3: We are leaders in adoption of digital media, technology, and communications.**

- Online card registration was made available to guests during COVID-19 building closures.
- Implemented *Virtual Book a Librarian*.
- Implemented VNC Connections to assist guests virtually from the Public Service Desks to maintain social distancing.
- Provided video training for the public on using Willard's digital content.
- Launched New Book Collection Highlights videos during COVID-19 building closures.
- Embraced live stream programming Children's and Adult programming events during the COVID-19 pandemic. New software tools are being explored that will bring new features to the live stream events and increase participation across all Internet platforms, such as social media, video channels, and Willard Library's website.

**Goal 4: We develop a strong digital brand through products and social media.**

- Increased social media presence by 115%, with an increase of 1,342 since April 2020.
- Utilized StreamYard service to brand virtual programming.
- Incorporated digital magazines into OverDrive and Libby.
- Solicited feedback from community members. They noticed a stronger Willard Library presence.
- Significantly increased visibility in the community through branding and social media, including standardized email signatures, banners, signage, and promotional materials.
- Launched a Willard Library App with over 744 active users and 1,497 installs as of March 2019.
- Improved efforts to promote the use of all library apps via Willard programs, card registration, bookmarks, newspaper, events, social media. It is available in the App Store.



## ORGANIZATIONAL DEVELOPMENT WORKGROUP

Purpose: We are a high-performing team.

### ACCOMPLISHMENTS

**Goal 1: Willard Library offers professional development opportunities at all organizational levels.**

- Provided professional development opportunities during regular check-ins.
- Jocelyn Giangrande was selected by the Professional Development subcommittee to facilitate internal equity workshops for the Change Team leadership, the Administrative Team, and the first organization-wide workshop January and April 2021.
- The Professional Development subcommittee of the Change Team created a website featuring antiracism resources for staff members.
- Supervisors have met with their staff to explore their interests and discuss training opportunities.
- All supervisors have been documenting check-ins with their staff.
- A Development Plan template has been created for all staff. Staff have been embarking on webinars and other training modalities to grow their skills.
- Modernized the travel reimbursement procedures to make professional development easier

**Goal 2: Core competencies are shared by all Willard Library staff.**

- Developed standards and provided staff training on diverse and inclusive cataloging, selection, and deselection.
- Identified core competencies for Willard Library librarians and support staff and training modules for staff development consistent with these core competencies
- Revised all job descriptions consistent with the core competencies.

**Goal 3: We have widely accepted norms for how we interact with each other and guests.**

- Provided multiple staff training sessions on fair and equitable enforcement of COVID-19 control strategies.
- Developed a Code Response Manual for staff to use as a training tool for challenging situations. This online document contains strategies and scripted language to help maintain calm in tense situations and foster effective and respectful communication. The maintenance of excellent customer service standards is a priority, as well as keeping everyone safe during Code of Conduct incidents. Staff have participated in a skit-style training session which was, by all accounts, fun and memorable.

**Goal 4: Our workforce reflects our community.**

- Willard Library has diversified its workforce. Upon implementation of the Strategic Plan in September of 2017, 16% of the staff were BIPOC. As of May 2021, 30% of the staff are BIPOC.
- Willard Library has diversified its workforce. Upon implementation of the Strategic Plan in September of 2017, 16% of the staff were BIPOC. As of May 2020, 28% of the staff are BIPOC.

**Goal 5: Everybody understands team goals and their roles in achieving them.**

- Developed Work From Home protocols to meet COVID-19 rules.
- Regular check-ins between supervisors and individual staff to review work tasks.
- Regular Department meetings to discuss team goals and protocols.
- Developed Standards of Excellence and norms for interaction.



**Goal 6: We have a sense of unity and connection among all employees.**

- Staff initiated a virtual staff meeting called "Gratitude Fridays" to allow people to share, connect, and provide support to others.
- The Staff Association created a "We Value You!" wall to allow staff to acknowledge one another's contributions and celebrate successes.
- A virtual Staff Appreciation Week was held to recognize the many contributions over the year.
- Hosted two virtual staff meetings during COVID-19 featuring Brene Brown to increase staff connectedness.
- Created a Change Team to create opportunities for organizational change around equity.
- Designed a new organizational flow chart with clear structure to facilitate supervising and coaching.
- Institutional perks, like the availability of a MERS 457, Sprout Box pick-up site, and downtown recreational activities.
- Offered opportunities for participation in multi-departmental teams.
- Improved communication and interaction among staff with weekly meetings bringing everyone together.
- Instituted an employee recognition program during staff meetings.



REPORTS AND RECOMMENDATIONS  
May 2021

**DIRECTOR'S REPORT:** Catherine Lucas

**Current Emergency Orders Applicable to Libraries**

- MDHHS: Emergency Order under MCL 333.2253 of May 6, 2021: Gatherings and Face Mask Order (in effect until May 31, 2021)
- MIOSHA COVID-19 Emergency Rules of October 14, 2020 (in effect for six months)
- Open Meetings Act Addendums: PA 228 of 2020 & PA 254 of 2020

**Other Issues**

- BCPS Board Presentation
- Library of Michigan Trainings:
  - Neutrality and Libraries Conversation
  - Engaging Equity Endeavors: Serving BIPOC Communities from the Lobby to the Boardroom
- Reopening Process
- Administrative Team coaching

**FINANCIAL REPORT:** Kathy Domenico, Director of Finance

- Revenue and Expenditures for the month of April 2021

**PROGRAM UPDATES:** Matt Willis, Deputy Director of Operations

- Creative Programming: *Take & Makes, DIY w/Beth*
- *Stories at Sundown w/ Mac McCullough*
- *Peeks into the Past: Shepard's House on Riverside Drive*
- *Introduction to Tai Chi*
- *Battle Creek Reads: Etaf Rum, A Woman is No Man*
- *Neaten Your Nest* with Michele Vig
- *Healing Together:* in Burmese Language
- League of Women Voters' *Redistricting Town Hall Meeting*

**IT AND FACILITIES:** Chad Osborn, Director of IT & Facilities

- LED Lighting
- Staffing Plan

**YOUTH SERVICES PROGRAMMING & CHANGE TEAM:** Tynisha Dungey, Director of Youth Services & Community Engagement

**Youth Programming**

- "Back to Nature" series in collaboration with Leila Arboretum
- "Juneteenth Video Contest" in collaboration with Moments Forever Photography

**Change Team**

- Staff feedback regarding equity workshops
- Professional Development Subcommittee created ideas to keep the conversations around equity going