PRESENT: Ms. Beatty, Ms. Botnick, Mr. Gerboc, Mr. Holland, Mr. Mentrek, Ms. Moskowitz, Mr. Roosa.

Also Present: Director Nancy Levin, Deputy Director Kim DeNero-Ackroyd, Fiscal Officer Deborah Herrmann, Human Resources Manager Laurie Marotta; members of the Administrative Services Team; Jeri Waltrip from the Staff Association, Linda Lopez from the Friends, Susan Janssen from the Foundation, Khaliah Fisher Grace from the League of Women Voters.

CERTIFICATION AND NOTIFICATION
The Fiscal Officer certified that notification of the meeting of the Board of Library Trustees had been made.

APPROVAL OF MINUTES
Minutes of the March 20, 2017 regular meeting have been forwarded to board members. Mr. Gerboc moved. Ms. Botnick seconded. The minutes were approved with unanimous consent.

FINANCIAL REPORT
Ms. Herrmann reported library revenue is slightly above the same period last year but the decrease in state revenue collection could soon be impacting us. In the month of February state revenue was 27.5% below estimates and March revenue was 18% below estimates. These decreases could negatively impact the revenue estimates for the new biennium budget which must be adopted by the State Assembly by June 30th. She presented a chart showing the history of the library’s PLF revenue.

During a semi-annual meeting with our investment advisor, from Meeder Investment Management, they said to expect to see a slow increase in rates and they are estimating the library will receive $83,000 in investment income through March 2018. Ms. Herrmann presented a portfolio chart from Meeder to review.

APPROVAL OF FINANCIAL REPORTS – MARCH
Ms. Botnick moved. Mr. Roosa seconded. The financial reports for March were approved unanimously.

OPERATIONS COMMITTEE – MS. BOTNICK
Members of the Operations Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:
RESOLUTION 20-17
APPROVAL OF EXPENDITURE
COVENTRY SHELVING

BE IT RESOLVED that the Library Board of Trustees authorizes the Fiscal Officer to approve a purchase order to Library Design Associates Inc. in the amount of $10,486 for new shelving in the Shire at the Coventry Branch.

Ms. DeNero-Ackroyd said the library met with three vendors to obtain quotes and have selected the vendor that has been used previously at Coventry. She said after this purchase all shelving in the Shire (children’s room) will be new.

Mr. Roosa moved. Mr. Mentrek seconded. Resolution 20-17 was approved unanimously by a roll call vote.

RESOLUTION 21-17
TECHNOLOGY FUND
APPROVAL OF EXPENDITURE

BE IT RESOLVED: that the Board of Library Trustees grants permission for the Fiscal Officer to approve an after the fact purchase order for the items listed below in an amount not to exceed $28,421.22, a 402-Technology Fund purchase. This purchase is approved under a “Then and Now” certificate as money was available at the time of the purchase and at the time of board approval. By ordering the computers prior to March 31, the library was able to save $50 per computer, for a total savings of $2,000.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Equipment/Software</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>42</td>
<td>Lenovo ThinkCentre M700 10GT</td>
<td>Core i5 6400 GHz – 8 GB – 1 TB Hard Drive – Staff and Public Computers</td>
<td>652.91</td>
<td>27,422.22</td>
</tr>
<tr>
<td>1</td>
<td>Lenovo ThinkCentre M900 10GT</td>
<td>Core i7 3.4 GHz – 16 GB – 1 TB Hard Drive – For Web Developer</td>
<td>999.00</td>
<td>999.00</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>28,421.22</strong></td>
</tr>
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</table>

Mr. Mentrek moved. Ms. Moskowitz seconded. Resolution 21-17 was approved unanimously by a roll call vote.

RESOLUTION 22-17
APPROVAL OF EXPENDITURE – GENERAL FUND AND BUILDING & REPAIR FUND

BE IT RESOLVED: that the Library Board of Trustees authorizes the Fiscal Officer to approve a purchase order to Virco for new furniture and shelving for the Lee Road Branch, in an amount not to exceed $133,001.11.

The projects that this quote encompasses are:
1. 12 new public computer carrels in ASD, the Teen Room and the Children’s Room for a total of 36
2. 8 additional computer carrels for the HKIC
3. 2 new staff workstations in A/V and Teen
4. 1 new unit for the 2 public PCs and catalog in the lobby
5. 5 new catalog stations
6. A/V shelving throughout the entire room
7. New Browsing Room shelving

<table>
<thead>
<tr>
<th>Fund Number</th>
<th>Fund Description</th>
<th>Fund Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>101.150.55510</td>
<td>YSD Furniture &amp; Equipment</td>
<td>$34,212.99</td>
</tr>
<tr>
<td>101.140.55510</td>
<td>ASD Furniture &amp; Equipment</td>
<td>$17,600.00</td>
</tr>
<tr>
<td>101.000.55510</td>
<td>Lee Rd. Furniture &amp; Equipment</td>
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<tr>
<td>401.100.55510</td>
<td>Building &amp; Repair</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>$133,001.11</strong></td>
</tr>
</tbody>
</table>

Ms. DeNero-Ackroyd said she and the managers of ASD, YSD, HKIC and IT met several times with vendors and Virco offered the best price. She said the computer tables in Adult Services will have opaque privacy screen between computer users.

Mr. Mentrek moved. Mr. Roosa seconded. Resolution 22-17 was approved unanimously by a roll call vote.

RESOLUTION 23-17
APPROVAL OF REVISED INTERNET POLICY

BE IT RESOLVED that the Library Board of Trustees approves the revised Internet Policy, as follows, and the revised policy will be posted for public use and distributed to staff.

Internet Access Policy and Guidelines for Use of Library Computers and Equipment

Intellectual Freedom/Right to Privacy
The library believes that open access to the Internet is essential for all our customers. Library computers in Children’s and Teen areas of the library are filtered for sexually-explicit content, however, we have no age restrictions for use of any of our public computers.

The library seeks to protect the First Amendment rights of its customers and their individual right to privacy. However, Internet users should be sensitive to the fact that computers and other Internet-connected devices are located in public areas and, therefore, on-screen and printed may be easily viewed by others.

Library-owned computers/equipment or any personal device that connects to the Internet through the library’s network must be used for educational, informational and recreational purposes only; they may not be used for unauthorized, illegal or unethical purposes. Customers may not send,
receive or display text or graphics that may be construed as obscene under Section 2907.07, or harmful to juveniles under Section 2901.31, of the Ohio Revised Code.

The library’s Privacy Policy and Terms of Usage Agreement are appended to this document.

Information Disclaimer
The library is not responsible for the content of any website or online source not managed by the library itself, and does not endorse or vouch for the accuracy of any information obtained through the Internet and on library computers and/or equipment.

Care should always be taken to protect personal information, such as names, telephone numbers and credit card information, when using the Internet.

Use of the Internet by Children and Teens
As with all library materials, parents, guardians and caregivers are responsible for their children’s use of the Internet on library computers and/or equipment. Library staff does not control the websites that children and teens may select on the Internet. Parents/guardians are strongly encouraged to work with their children to develop acceptable family rules of Internet use.

Parents/guardians and children are also encouraged to read Child Safety On the Information Highway, jointly produced by the National Center for Missing and Exploited Children and the Interactive Services Association, and Teen Safety on the Internet. These publications are available by going to www.safekids.com/child_safety.htm or www.safeteens.com. Use of the Internet by juveniles is governed by Ohio Revised Code Sections 2907.31 and 2907.01 (E) available at information desks in all our buildings and on the Web.

The Board of Library Trustees has approved installation of software designed to filter sexually explicit content on library computers in our Children’s and Teen areas. No other library computers and/or equipment, such as mobile hotspots, are filtered. The Board recognizes that such filtering software is far from perfect; it does allow some inappropriate content to pass through and can block appropriate sites from view. The Board also believes that having filtered computers available allows parents the choice of which computers offer appropriate access for their children.

Computer and Equipment Usage
The library does not limit the number of individuals using a single computer because we recognize that customers may prefer to work in groups. However, if a group or individual creates a disturbance, they will be asked to correct their behaviors, disband, and/or leave the building, as appropriate.

Customers may utilize our public computers to download information from the Internet to their own portable storage device. Users may not install software on our computers, however. The library assumes no responsibility for damage to any personal device or equipment that may result from downloading files from the Internet.
The library provides free wireless networking (Wi-Fi) to the public inside our buildings and through borrowed mobile hotspot devices. Personal computers or other devices may not be connected to the library’s network through wired data connections. The library assumes no responsibility for damage arising from connections to our network and/or a borrowed mobile hotspot.

Most of the computers in our buildings are available on a first-come basis for 15 or 30 minutes, however many are available for longer reservable periods.

Library cardholders receive $2.00 worth of free printing per day. Guest pass users receive $0.50 worth of free printing a day.

Customers are allowed to connect personal storage devices such as USB drives or headphones to library computers.

Customers should notify library staff immediately if they experience any problems with the library’s equipment or software.

Staff Assistance
Providing instruction in how to use and evaluate informational resources is part of the library’s role, and Staff can devote a reasonable amount of time to assist individual customers with our computers or Internet access where needed. However, where greater assistance is necessary, customers will be directed to our Technology classes for further instruction.

Regular programs, demonstrations and hands-on sessions on the use of the Internet and specific computer software are provided by the library staff. One-on-one sessions may be scheduled at any of our branches. Please ask us for more information.

Copyright
Materials obtained on or copied from the Internet may be subject to laws that govern making reproductions of copyrighted works. A work protected by copyright may not be copied without permission of the copyright owner unless the proposed use falls within the definition of “Fair Use.” Customers are responsible for compliance with all international, national and state laws governing copyrighted materials.

Indemnification
Through the library’s Web site, we provide links to specific sites selected by staff because of their useful content. These follow the same selection policies in place for other informational and/or recreational resources provided by the library. However, all Internet resources may contain material of a controversial nature. Our customers choose which electronic materials and sites they access on the Internet. The library cannot protect them from information that might be considered offensive or inaccurate. It remains the responsibility of the user—or the user’s parent, guardian, or caregiver in the case of minors—to determine what is appropriate.
Because the customer is the selector in using the Internet by making individual choices and decisions, customers shall comply with all age restrictions governing access to specific sites, as limited by the content provider, to usage by persons 18 or 21 years of age or older.

Some commercial databases on the Internet require a fee. These fees are the responsibility of the customer; they are not the responsibility of the library.

In no event shall the Cleveland Heights–University Heights Public Library have any liability for lost profits or for any direct or indirect special, punitive, or consequential damages, or any liability to any third party, even if the library is advised of the possibility of such damages, arising from use of its connection to the Internet.

Misuse of the electronic resources of the library or of Internet access, whether through a library-owned computer or a personally owned wireless device, shall result in the loss of computer privileges for the customer.

This Internet Access Policy will be reviewed by the Board of Library Trustees at least yearly at a regularly-scheduled meeting.

The purpose of this Internet Access Policy is to insure the best use of and access to the Internet for the greatest number of our customers. This policy is subject to change as necessity dictates.

Approved: April 2017

Privacy Statement

Our Commitment to Privacy

Protecting your privacy is very important to the Cleveland Heights-University Heights Public Library. This notice explains the steps we have taken and what your choices are in this effort. We make this notice easy to find on our homepage and everywhere we request information from you.

Confidentiality of Library Records
We support the laws of Ohio, which tell us that most library records are confidential and are protected. We will not make any information about you or your use of library services or materials available to anyone or any group except:

If there's a subpoena, search warrant or courts order...
We will provide information to law enforcement personnel if presented with a court order, search warrant or subpoena. If a court order, search warrant or subpoena is issued, before complying, the library will consult legal counsel to assure the document is in proper form.

If it's an emergency situation...
Special circumstances, such as emergencies involving public health/safety, may require an immediate decision. In such cases, the Director, Deputy Director or other designated staff member will be contacted, and legal counsel will be consulted when possible.

*If a parent/guardian wants information...*

The laws of Ohio require a library to provide information about a minor child to her/his parent, guardian or custodian.

**Does the "Patriot Act" Change Things?**

Yes, somewhat. The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure and investigative powers. Within a library, this could mean that a search warrant might be used to obtain information. A search warrant can be executed immediately whereas a subpoena allows us a period of time to respond to and possibly contest the court's request.

Should library records be requested under the USA Patriot Act, the law states that in certain circumstances, library staff cannot inform the person about whom the information is requested, cannot speak to co-workers, the media or other government officials about the inquiry. Such requests, should they occur, may only be reported to the appropriate higher authority within the library.

**To What Information Do These Rules Apply?**

All information you supply to the library, whether in person in one of our buildings or online, would be covered by these guidelines. This might include items such as:

- Name, address, city, state, zip code and e-mail address;
- Home and/or work phone number;
- Library card number;
- Date of birth, gender;
- Special notes and/or comments, including choice of username and password for account access;
- Preferences to receive or not receive special event notifications;
- Name of school and grade and permission to contact school;
- Records of your library account, including materials you have borrowed or requested and are still outstanding;
- Other communications between you and the library.

**We Never Sell Your Information**

We do not sell information collected on our Web site to outside parties. We use return e-mail addresses to answer the e-mail we receive and to confirm online program and meeting room registrations. Mailing addresses are used to send program registration confirmation letters and to send literature advertising future library programs. Such addresses are not used for any other purpose and are not sold to outside parties.

**Our Commitment to Your Security**

We have put in place appropriate physical, electronic, and managerial procedures in an effort to safeguard and secure the information we collect to prevent unauthorized access, to maintain data...
security and to ensure the correct use of information. We cannot, however, guarantee that information we collect would never be accessed by unauthorized users.

This statement of privacy does not apply to e-mail and other electronic communications that you send and receive outside of this library via the Internet. On the Internet, there is no reasonable expectation of privacy.

Outside Web Sites
The library's Web site includes links to outside sites. Those sites, and any other you may choose to go to, may have different privacy statements and the library's Privacy Statement does not apply. The Cleveland Heights-University Heights Public Library is not responsible for protecting personal information gathered by outside Web sites.

Our Commitment to Children's Privacy
Protecting the privacy of minors is especially important to us. We urge parents to supervise their children's use of the Internet, especially when a child wishes to give out personal information online. Parents may wish to refer to Child Safety on the Information Highway, which is produced by the National Center for Missing and Exploited Children, as a further guide. It is available as a link to this Policy or by going to www.safekids.com/child_safety.htm. Some PCs in our buildings are filtered and can be identified as such, should parents prefer them.

Let Us Answer Your Questions
Should you have other questions or concerns about these privacy policies, please contact the Director at (216) 932-3600, ext. 1240 or send an e-mail to nlevin@heightslibrary.org.

Ms. Levin said language was added to include the use of hotspots and the terms of use was removed. She said the library can protect someone’s privacy only when they are not the library website.

Ms. Beatty moved. Mr. Gerboc seconded. Resolution 23-17 was approved unanimously by a roll call vote.

PERSONNEL COMMITTEE – MR. ROOSA
Ms. Marotta reported there was one resignation this month from a full time librarian, Amia Wheatley. Ms. Wheatley has been serving as our local history librarian, splitting her time between the Lee Road branch and Noble branch. She said we will move the local history librarian work to the Lee Road library. We have activated the librarian position that has been on hold since June of 2016 which will now include Local History duties. Lastly, the Noble Road librarian vacancy, which will no longer have the Local History specialization, will change its focus to service to the refugee community.

Members of the Personnel Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:

RESOLUTION 24-17
LEAVE OF ABSENCE EXTENSION REQUEST
BE IT RESOLVED: that the following leave of absence extension is approved:
A leave of absence extension for the period of time, April 13, 2017 to June 1, 2017 be approved for Marlene Lapars.

Ms. Botnick moved. Ms. Moskowitz seconded. Resolution 24-17 was approved unanimously by a roll call vote.

**PLANNING AND EXTERNAL RELATIONS COMMITTEE– MR. MENTREK**

Members of the Planning and External Relations Committee have met and have no items to bring before the board.

**MARKETING AND COMMUNITY RELATIONS REPORT**

Ms. Banks reported:
- Local author Dan Chaon to appear on WCPN to promote his new novel and appearance at Coventry and COOL Cleveland website featured his appearance as well.
- Cleveland.com, *Sun Press* (print), and Cleveland Heights Patch featured article on Heights Libraries Safe Place designation.
- Cleveland Heights Patch featured story on Heights Libraries call to protect library funding and the Institute for Library and Museum Services.
- Worked with CHUH Schools to arrange for display of new textbooks in children’s area for public feedback
- Continued working with CHUH Schools on school art show logistics.
- Implemented new meeting room policy allowing public to use the projector in the Brody Nelson meeting room; ensured staff are trained in projector use and created internal procedure, customer contract, and public instructions to minimize confusion and damage.
- Arranged spring meeting of the CLEVNET PR group and set agenda to discuss declining regional circ rates and visits.
- Began plans for new campaign featuring slogan, “Here for you, wherever you are.” Will use a combination of advertising, stories, press releases, signage, and social media to convey the message that Heights Libraries can fulfill needs of our community in a myriad of ways in our buildings, online, and in our community.

**Website/Social Media Quarterly Report (January, February, March 2017) Highlights**

- **March Overall visits** are down a bit (23,221) from last quarter’s average of 23,919 but are higher than March 2016 numbers. (see bar chart that follows)
- **March Unique visitors** (unique people, i.e. not same person visiting site multiple times) are up (14,648) from last quarter’s average of 12,241. This number is higher than we’ve seen for the past four years, so we are viewing it with some healthy skepticism, and will continue to track it.

Mr. Holland asked if web visitors are dependent upon when school is in session. Ms. Banks said not necessarily as traffic is still busy in the summer.

**Social Media Quarterly Update (January, February, March 2017)**

- Facebook fans rose a little over 3%, from 2,441 to 2,520.
The average reach of our posts (number of people who saw our posts) went up this quarter by 14%, from an average of 864 last quarter to 997 this quarter.

The average engagement rate (reactions, shares, comments) mostly rose this quarter as well, with reactions increasing by 33% and shares increasing by 50%, but comments decreasing by 33%.

- Twitter followers up by 3% to 1,449, favorites and retweets continue.
- Instagram: Followers up by 8%, from 197 at the end of December to 213 at the end of March. This is simply due to increased activity on the account by Kara Whaley, the new communications coordinator, who is also making greater use of hashtags.

DIRECTORS REPORT

Ms. Levin reported:
- We celebrated National Library Week by appreciating our customers. April 9–15 is National Library Week in the United States, an annual observance that has been sponsored by ALA since 1958.
- Change in security cases for A/V will save us time and money - We have switched to a less bulky security case for movies and music. Nearly 6,000 cases have been removed and will be sold or donated. There will no longer be any reason for A/V to pile up in the back room waiting to be casied. There is room on the shelves for all of the A/V materials.
- New signs, Tuck pointing continues - Outdoor signs at Coventry and Noble have been updated. UH will follow suit when we near opening day. Tuck pointing at Coventry will resume on April 24.
- Staff earns award for Wellness Program - We were happy to be acknowledged with an award from our health insurance consortium called the “North East Ohio Biggest Strides Award” for our Wellness activities for the year!
- University Heights Renovation - Furniture proposals have been solicited. We are on schedule if not a bit ahead of schedule. Construction is well into the new addition now.
- Strategic Goals set by Staff - Report next month on our goals matching the four objectives set by the Board of Library Trustees.
- Library assists in promoting poetry at Haiku Death Match - Pat Gray represented the Library on the planning committee and at the Heights Arts Haiku Death Match held at Dobama Theater on April 7. The Friends contributed $250 sponsorship fee to the Heights Writes initiative of Heights Arts. (Photo Daniel Levin)
- ASL Classes offered to staff - We are again going to be offering training in the use of American Sign Language (ASL). The goal of this training is to encourage library staff to become familiar with basic use of ASL and to become comfortable when approached by the Deaf community for help. We will have a six-week class in May-June.

GOVERNMENT REPORT

Ms. Levin reported:
- State Revenues & April PLF Distribution-from OLC - For the ninth month in a row, state revenues have come in below estimate. To date for FY 2017, overall state revenues are $615 million behind the Office of Budget and Management (OBM) projections. The Ohio Department of Taxation (ODT) recently posted the April PLF distribution of $24,811,689 which is more than $3.7 million (-13.12%) below ODT’s estimate for the month and $1.2 million (-4.64%) lower than the April 2016 distribution.
A recent article in the *Columbus Dispatch* details the decline in state revenues as well as its potential impact on the state’s upcoming budget for FY 2018-2019: http://www.dispatch.com/news/20170405/budget-crunch-ohio-615-million-below-revenue-estimate-for-year

- National Library Week - Cleveland Heights City Council proclaimed April 9–15 as National Library Week and April as National Poetry Month.

- Library participates in Ohio Legislative Day - Sara Phillips and Pat Gray met with Kent Smith (East Cleveland) and Janine Boyd (Cleveland Heights) during the OLC Legislative Day, March 29. They requested the restoration of the Public Library Fund to 1.7% of the General Revenue Fund in the next biennium budget.

**PUBLIC SERVICE REPORT**

Mrs. DeNero-Ackroyd reported:

- Adult Services provided Outreach Services to Judson Park, Musician’s Towers, Severance Towers, and Jewish Family Services Association at Park Synagogue.
- Bookmobile circulation was 343 items, a 55% increase over last month
- The Circulation Department has issued 794 adult library cards since January 1 and 97 children’s cards for the same period.
- The Continuing Education Departments’ Friday morning Facebook series, including Facebook Business Pages was very successful with a 12-13 people attending each session in this four part series.
- Dawn Watts drew 41 people to her presentation “Deaf President Now!” at the Coventry branch. She shared her experiences at Gallaudet in 1988 when students joined in a successful protest for the hiring of a Deaf person to be president of the University, established in 1864 by Congress to serve the Deaf.
- A first time customer came to the Noble library to read more of a book he started reading at Free Styles Barbershop. He brought his son and they spent time reading together and have visited again, exactly the outcome we were hoping for.
- Youth Services celebrated Dr. Seuss’ birthday, local Soprano Lara Troyer performed the Green Eggs and Ham Opera for 85 children and adults. We hope to bring in Lara again next year for another Seuss birthday celebration!

**UNFINISHED BUSINESS**

None.

**NEW BUSINESS**

Ms. Levin said the Cleveland Heights-University Heights Library Board of Trustees will have a joint meeting with the Cleveland Heights University Heights School District on Monday, May 8, 2017, 7 p.m., at the Board Administrative Offices, 2155 Miramar Blvd., University Hts.

She said the Ohio Library Council is also sponsoring a trustee dinner next Wednesday, April 26.
EXECUTIVE SESSION
Mr. Holland moved that the board will enter executive session at 7:30 p.m. for purpose of discussing personnel evaluations and compensation. Ms. Botnick seconded. The motion was approved unanimously by a roll call vote.

RETURN FROM EXECUTIVE SESSION
Mr. Roosa moved that the board return from executive session at 8:14 p.m. Mr. Mentrek seconded. The motion was approved unanimously by a roll call vote.

ADJOURNMENT
There being no further business before the board Mr. Mentrek moved and Ms. Botnick seconded that the meeting be adjourned at 8:15 p.m. The motion was approved unanimously by a roll call vote.

Mr. Holland noted that the Friend Report was skipped and Ms. Lopez wanted to remind everyone about the Mega-Sale book sale May 5-7.

Unless otherwise notified, the next regular meeting of the Board will be held on **Monday, May 15, 2017 at 6:30 p.m. at the Lee Rd. branch.**

Minutes and Financial Reports of the Board of Trustees are on file in the Business Office. Minutes from the current and preceding year are available on the Library’s website at [www.heightslibrary.org](http://www.heightslibrary.org).