Library Mission: To serve and engage a thriving community of lifelong learners

I. Call to order
II. Approval of agenda
III. Audit presentation from Abraham & Gaffney
IV. Consent agenda
   A. Minutes of 2/16/2017 Library Board meeting
   B. Bills
   C. Financial Statement and Treasurer’s Report from February 2017
V. Public Comment
VI. Communications
   A. Press coverage
   B. MLA Weekly Newsletter, February 16, 2017
   C. MLA Weekly Newsletter, February 23, 2017
   D. MLA Weekly Newsletter, March 2, 2017
   E. MLA Weekly Newsletter, March 9, 2017
VII. Director’s Report
   A. Library news and activities
   B. Usage reports
   C. Advocacy news
VIII. Old Business
   A. Harwood Michigan Cohort Project update
   B. Unique Management update
IX. Standing Committee Reports
   A. Policy – report from meeting on 3/6/17, set meeting?
   B. Finance
   C. Fund Development – update on business mailer
   D. Board Development
   E. Building – report from meeting on 3/6/17, set meeting?
   F. Human Resources
   G. Strategic Planning – set meeting
X. Discussion Items
   A. Dynamics software upgrade
   B. Strategic Planning proposal
   C. Circulation
XI. Action Items
   A. Patron database cleanup
   B. Proposal for Dynamics software upgrade
   C. Strategic planning proposal
XII. Public Comment
XIII. Trustee Comments
XIV. Adjournment
1) Call to order at 6:35 p.m.

2) Approval of agenda. Motion to approve the agenda as presented by Abramczyk / Quinn. Motion carries.

3) Consent Agenda as presented: Motion to approve the consent agenda as presented by Abramczyk / Luna. Motion carries.
   a) Minutes from last meeting 1/26/17 Library Board meeting
   b) Bills

4) Public Comment - None

5) Closed session adjourned 6:37 p.m.

6) End of closed session and reconvene at 7:03 p.m.

7) Communications
   a) Press coverage –
      i) Nice coverage on Bike Mobile.

8) Director's report
   a) Report on file
   b) 4/11/17 6:30 – 8:00 p.m.: Ribbon Cutting for renovation.
   c) Bike Mobile was fully funded. An anonymous donor completed the funding.
   d) Local History Museum exhibit is expected to be completed by May 2017
   e) Youth department staff visited 15 schools during the month.
   f) Patron comments reviewed.
9) Old Business

a) Harwood Michigan Cohort Project Update – 1 page summary prepared. Summary sent to participants and community organizations. Discussion session will be held on March 1st at 6:30 p.m. 8 people signed up as of today.

b) Unique Management update – Began with Unique Management after Labor Day. We get a monthly status report. Through the month of January; $7,807 in cash received, Paid $4,768 to use the Unique Management thus far plus materials have been recovered.

10) Standing Committee Report –

a) Policy Report –

Meeting – Discuss patron database and purge. Purge Patrons with $0 balance and expiration by 3 years. Meeting set for 3/6/17 at 7 p.m.

b) Finance –

None

c) Fund Development –

Meeting TBD for hand-addressing the vendor letters. Discussed the letter to businesses and vendors. The annual fundraising efforts will fund the meeting room renovation, including new carpeting, update audio/visual equipment and kitchen renovation.

d) Board Development –

Annual Board Evaluation was discussed.

President Thorndycraft shared with the Board a paper “Would you date your Library”.

e) Building –

Final budget from the renovation project. Budget approved for $370,000, actual cost $341,144. Meeting scheduled for 3/6/17 at 7:30 p.m. to discuss HVAC options, boiler and hot water.

f) Human Resources –

None.

g) Ad Hoc Committee Reports

None.

h) Advocacy – None.

i) Director Evaluation – Discussed evaluation in our closed session.

11) Discussion Items

a) None

12) Action Items

a) Director Evaluation – Director Evaluation Committee met with Karen before today’s meeting. During the closed session, we discussed the timing of the evaluation. Change to October of each year beginning 2017 to be in line with the fiscal year. Motion from the Director Evaluation Committee 2.5% increase plus a $1,000 bonus. Abramczyk moves to increase Director salary by 2.5% retroactive to January 1st, 2017 plus a $1,000 bonus. Supported by Pergeau. No further discussion. Motion carries unanimously.
13) New meetings scheduled at the OTPL
   a) Policy Committee – March 6, 2017 at 7:00 p.m.
   b) Building Committee – March 6, 2017 at 7:30 p.m.

14) Questions from the Public – None

15) Trustee comments

16) Adjournment at 8:15 p.m.

Mike Luna
Secretary, Board of Trustees
Orion Township Public Library
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# Orion Township Public Library

## For the Two Months Ending February 28, 2017

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<th>Revenues</th>
<th>February Actual</th>
<th>Annual Actual</th>
<th>Actual To Date</th>
<th>Percent of Total Budget</th>
<th>Balance of Budget</th>
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<tr>
<td>Property Taxes</td>
<td>930,774</td>
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<td>1,472,075</td>
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<td>Penal Fines</td>
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<td>1,481</td>
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<td>Library Fines</td>
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<td>6,795</td>
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<td>Interest Income</td>
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<td>15,000</td>
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<td>Donation Income</td>
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<td>Sponsorship Income</td>
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<tr>
<td>Miscellaneous Income</td>
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<td>Realized/Unrealized Gain/Loss</td>
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### Operational Expenditures

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<th>Category</th>
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<th>Actual To Date</th>
<th>Percent of Total Budget</th>
<th>Balance of Budget</th>
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<td><strong>Salaries</strong></td>
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<td>42,000</td>
<td>2,185</td>
<td>5%</td>
<td>39,815</td>
</tr>
<tr>
<td><strong>Capital Improvements</strong></td>
<td>389</td>
<td>97,500</td>
<td>6,581</td>
<td>7%</td>
<td>90,919</td>
</tr>
<tr>
<td><strong>Insurance &amp; Workers Comp</strong></td>
<td>0</td>
<td>47,000</td>
<td>3,209</td>
<td>7%</td>
<td>43,791</td>
</tr>
<tr>
<td><strong>Education, Training &amp; Dues</strong></td>
<td>2,005</td>
<td>25,000</td>
<td>4,651</td>
<td>19%</td>
<td>20,349</td>
</tr>
<tr>
<td><strong>Mileage</strong></td>
<td>275</td>
<td>7,000</td>
<td>307</td>
<td>4%</td>
<td>6,693</td>
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<tr>
<td><strong>Professional &amp; Contractual Services</strong></td>
<td>1,040</td>
<td>50,000</td>
<td>2,454</td>
<td>5%</td>
<td>47,546</td>
</tr>
<tr>
<td><strong>Donation Expense</strong></td>
<td>1,346</td>
<td>0</td>
<td>2,435</td>
<td>0%</td>
<td>(2,435)</td>
</tr>
<tr>
<td><strong>Miscellaneous</strong></td>
<td>265</td>
<td>2,500</td>
<td>265</td>
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<td>2,235</td>
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<tr>
<td><strong>MTT Reimbursements</strong></td>
<td>47</td>
<td>15,000</td>
<td>47</td>
<td>0%</td>
<td>14,953</td>
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<tr>
<td><strong>Total Expenditures</strong></td>
<td>155,936</td>
<td>2,540,000</td>
<td>254,825</td>
<td>10%</td>
<td>2,285,175</td>
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<tr>
<td>Balance</td>
<td>Receipts</td>
<td>Disbursements/Transfers</td>
<td>Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
<td>--------------------------</td>
<td>---------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Beginning of month</strong></td>
<td><strong>Interest</strong></td>
<td><strong>Realized/Unrealized Gain/Loss</strong></td>
<td><strong>Operations Transferred</strong></td>
<td><strong>Checks issued Transferred</strong></td>
<td><strong>End of month</strong></td>
</tr>
<tr>
<td>Lake Michigan CU MM (1)</td>
<td>$201,377.03</td>
<td>$77.09</td>
<td></td>
<td></td>
<td>$201,454.12</td>
</tr>
<tr>
<td>Lake Michigan CU Savings (2)</td>
<td></td>
<td>$5.00</td>
<td></td>
<td></td>
<td>$5.00</td>
</tr>
<tr>
<td>JP Morgan Chase CD SY5 (3)</td>
<td>$100,000.00</td>
<td>$283.56</td>
<td></td>
<td></td>
<td>($283.56) $100,000.00</td>
</tr>
<tr>
<td>JP Morgan Chase CD 2B0 (4)</td>
<td>$50,000.00</td>
<td>$151.23</td>
<td></td>
<td></td>
<td>($151.23) $50,000.00</td>
</tr>
<tr>
<td>UBS Plant Fund (5)</td>
<td>$221,430.65</td>
<td>$192.06</td>
<td>20.00</td>
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<td>$221,642.71</td>
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<tr>
<td>TCF National Bank (6)</td>
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<td>$100,000.00</td>
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<td>$100,000.00</td>
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<tr>
<td>Wells Fargo Bank CD AY2 (7)</td>
<td>$80,000.00</td>
<td>$78.14</td>
<td></td>
<td></td>
<td>($78.14) $80,000.00</td>
</tr>
<tr>
<td>TCF Bank CD VY9 (8)</td>
<td>$20,000.00</td>
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<td>$20,000.00</td>
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<tr>
<td><strong>Total</strong></td>
<td>$772,812.68</td>
<td>$782.08</td>
<td>$20.00</td>
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</table>

(1) Credit Union Money Market .50% interest  
(2) Credit Union Savings  
(3) CD maturing 2/19/18 @ 1.125% interest  
(4) CD maturing 2/27/2018 @ 1.200% interest  
(5) Money Market Account, CD  
(6) CD maturing 9/5/17 @ .80% interest  
(7) CD maturing 9/14/2018 @ 1.150% interest  
(8) CD maturing 9/7/2018 @ .90% interest  

* Change in value until the investment reaches maturity
## GENERAL FUND ACTIVITY

**ORION TOWNSHIP LIBRARY - TREASURER'S REPORT - FEBRUARY 2017**

<table>
<thead>
<tr>
<th>Account Description</th>
<th>Beginning of Month</th>
<th>Interest</th>
<th>Realized/ Unrealized Gain/Loss *</th>
<th>Operations</th>
<th>Transferred</th>
<th>Checks Issued</th>
<th>Transferred To PNC General</th>
<th>Transferred To Other</th>
<th>End of Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNC Bank - General Checking (1)</td>
<td>$171,863.95</td>
<td></td>
<td>$942,487.20</td>
<td>$175,512.93</td>
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<td>(151,141.04)</td>
<td>($802,500.00)</td>
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<td>$336,223.04</td>
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<td>PNC Bank - General Savings (2)</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td>$166,696.62</td>
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<tr>
<td>PNC Bank - Cafeteria (3)</td>
<td>$667.14</td>
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<td></td>
<td>$2,500.00</td>
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<td>($2,122.89)</td>
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<td></td>
<td>$1,044.25</td>
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<tr>
<td>PNC - James Ingram Fund (4)</td>
<td>$7,177.85</td>
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<td></td>
<td></td>
<td>$7,177.85</td>
</tr>
<tr>
<td>PNC Bank - Bastian Account (5)</td>
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<td>$2,144.90</td>
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<tr>
<td>Genisys Credit Union MM (6)</td>
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<td>Genisys Credit Union Savings (7)</td>
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<td>$5.69</td>
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<tr>
<td>Lakes Cmnty C U MM (8)</td>
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<td>$19.85</td>
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<td></td>
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<td></td>
<td></td>
<td>$103,747.82</td>
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<tr>
<td>Lakes Cmnty C U Sav (9)</td>
<td>$10.00</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>Chief Financial C U Sav (10)</td>
<td>$10.00</td>
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<tr>
<td>Chief Financial C U MM (11)</td>
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<td>198.57</td>
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<td></td>
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<td>$207,311.46</td>
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<tr>
<td>JP Morgan Chase CD (12)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$100,000.00</td>
</tr>
<tr>
<td>UBS General Fund (13)</td>
<td>$594,274.19</td>
<td></td>
<td>254.02</td>
<td>$45.62</td>
<td>800,000.00</td>
<td>($175,000.00)</td>
<td></td>
<td></td>
<td>$1,219,573.83</td>
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<tr>
<td>UBS Endowment Fund (14)</td>
<td>$83,624.50</td>
<td></td>
<td>$46.32</td>
<td>$17.40</td>
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<td></td>
<td></td>
<td></td>
<td>$83,688.22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,655,054.11</td>
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<td>$618.98</td>
<td>$942,487.20</td>
<td>$978,012.93</td>
<td>($153,263.93)</td>
<td>($977,500.00)</td>
<td></td>
<td>$2,445,472.31</td>
</tr>
</tbody>
</table>

(1) Business Checking  
(2) Business Savings Sweep  
(3) Cafeteria  
(4) Business Checking - Donation Account  
(5) Business Checking - Donation Account  
(6) High Yield Money Market .60% interest  
(7) Credit Union Savings  
(8) Credit Union Money Market .25% interest  
(9) Credit Union Savings  
(10) Credit Union Savings  
(11) Credit Union MM 1.26% interest  
(12) CD maturing 1/25/18 interest increases from .750% to 1.300%  
(13) Money Market, Treasury Bills, CD's.  
* Change in value until the investment reaches maturity
If you are searching for the right preschool or child care facility come to the Orion Township Public Library on **Wednesday, February 22 from 4:00p to 7:00p**. Meet Lake Orion and Oxford area providers, ask questions, and gather information at this special Open House. Receive a checklist of what to look for in a preschool or child care facility, along with information on the programs that each facility has scheduled throughout the year. Drawings for door prizes will be ongoing during the event.
PATH Workshops to Better Health
Orion Township Public Library
By Becky Bolin (Patch Contributor) - February 8, 2017 1:34 pm ET

PATH Workshops to Better Health Coming Soon to the Orion Township Public Library!

**Wednesdays, March 1 through April 5, 6:00p-8:30p**

Learn to manage your chronic illness such as diabetes, asthma, depression and other physical and mental health conditions. Techniques taught in this workshop include healthy eating, the benefits of exercise, stress management, pain management, and others. Sponsored by McLaren Oakland.
The Barbershop Harmony Society's Pontiac-Waterford BIG CHIEF CHORUS is an organization of men who love to sing four-party harmony in the Barbershop style. If you love old-fashioned barbershop harmony, come to the Orion Township Public Library on Saturday, February 4 at 2:00p! All ages welcome! (Sponsored by the Friends of the Orion Township Public Library)
COMMUNITY
PATH Workshops to better health

Learn to manage your chronic illness such as diabetes, asthma, depression and other physical and mental health conditions. Techniques taught in this workshop include healthy eating, the benefits of exercise, stress management, pain management, and others. Every participant who attends 4 of 6 sessions will receive a $30 gas card! Spon-

sored by McLaren Oakland.
This will be held on Wednes-
days: March 1 - April 5 from 6-8:30 p.m. at the Orion Township Public Library.
Advanced registration is required at orionlibrary.org/calendar. For more information contact the Adult Services desk at the Orion Library at 248-693-3001.

Join CRWC for the Spring 2017 Lunch & Learn Lecture Series

The Clinton River Watershed Council (CRWC) is hosting a spring lunch & learn lecture series covering topics ranging from recreation on the river, to how to protect water quality. Lunch is provided and seats are limited. All events are to be held at the CRWC office in Rochester Hills (1115 West Avon Rd, Rochester Hills, 48309). See below for upcoming dates!

"RiverSafe LakeSafe" - How you can protect water quality on your property and become certified RiverSafe.

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Cosmetic
Q: is there a per-
A: Richard Hainer, M.D., F.A.C.S
Exerci-
Cellulite treatments have

creams and potions are com-
multi-million dollar industry.
on deep tissue massage often
depth tissue massage that stress
mild tissue swelling thereby streg-
a monthly maintenance treat-
the bands tighten and swelling introduced. This involves pass-
and requiring anesthesia as well

I have incorporated the fin-
into my practice. CELLFINA is a
permanently cutting the band
needle. In roughly an hour, deep
thighs and buttocks can be tre-
return to work the following day.

If Cellfina is the right

• FREE LECTURE SERIES
• OPEN TO THE PUBLIC
• LUNCH PROVIDED
• REGISTRATION REQUIRED
• Join CRWC at the office for spring lecture series featuring topics like recreation on the river, how to protect water quality, volunteer opportunities.

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Be willing to communicate regularly with program staff, submit activity information, and take constructive feedback regarding mentoring activities.
- Clean criminal history
- Not use illicit drugs
- Not use alcohol or controlled substances in an inappropriate manner
- Not be currently in treatment for substance abuse and have a non-addictive period of at least five years
- Not be currently in treatment for a mental disorder or hospitalized for such in the past three years.

To apply to be a mentor or get more information, please contact Sgt. Robert Ford, Sheriff PAL Program, 1200 N. Telegraph Road, Building 38 East, Pontiac, MI 48341; Tel. 248-858-0775; Email: ford@oakgov.com; or download an application online at sherioplal.com.
The Library

Septic System Use
Monday, March 6 @ 7:00p
Join the MSU Extension for a presentation on well construction and maintenance, water conservation, septic system function and maintenance, and how to detect septic failure. All adults welcome!

Project Kidsight Vision Screenings
Saturday, March 11, 10:00a-12:00p
The Lake Orion Lions Club will be at the Orion Library at the dates above to offer FREE screenings to patrons for children over 5 months old.

Orion Historical Society Meeting
Monday, March 13 @ 7:00p
Learn more about our township’s history and work on projects to preserve the past. All adults welcome!

PATH Workshops
Wednesday, March 1 through April 5, 5:30p-8:30p
Learn to manage your chronic conditions such as diabetes, asthma, depression and other physical and mental health conditions. Techniques taught in this workshop include healthy eating, the benefits of exercise, stress management, pain management, and others. Every participant who attends 4 or 5 sessions will receive a $30 gas card! Advanced registration is required at orionlibrary.org/calendar.

Blood Drive
Thursday, March 16, 9:30a-6:30p
There is always an urgent need for blood so please give - Be A Lifesaver! Sign-up online at redcrossblood.org (sponsor code: orionlibrary) or call 1.800.733.2767.

North Oakland Genealogy Society (NOGS) Meeting
Thursday, March 16 @ 7:00p
NOGS purpose is to promote and encourage interest in genealogical research, and the invite anyone from beginners to experienced researchers to attend! Next meeting: Thursday, April 20 @ 7:00p.

DIY Cookbook
Saturday, March 18, 10:00a-12:00p
Bring all your clipped recipes and family favorites to create a personal cookbook. Use pretty papers and accessories to compile your favorite recipes into decorative binders. Registration required at orionlibrary.org/calendar.

Youth Maker Workshop
Saturday, March 18 @ 2:00p
Learn the steps to solve the 3x3 Rubik’s Cube that don’t involve removing the stickers! Join us with your cube in this hands-on maker workshop experience. If you do not own a cube one will be provided for use during the program. Gr 2-5, drop-in, limit 25

Pick up STEAM - Rainbows
Friday, March 24 @ 1:00p
Pick up STEAM is a preschool friendly science, math, and learning series.
There will be experiments, fun crafts, and math all centered on this colorful phenomenon - RAINBOWS! Ages 3-6, drop in, limit 25

Teens Services

Minecraft Program
Friday, March 10 @ 6:00p
Join fellow Minecraft players for a Minecraft LAN party! You will need your own Minecraft account to participate. Feel free to bring your own laptop or use the library computers. Pizza and other snacks will be provided. Registration required at orionlibrary.org/calendar.

YouTube Video Competition
Saturday, March 25 @ 2:00p
Think you know the funniest videos on the internet? Put your searching skills to the test for a YouTube video competition! You will get a theme and one minute to search for your video. Then the audience will vote on who has the best entry. You will have multiple chances to compete and win prizes! Registration required at orionlibrary.org/calendar.

Fingerprint Art
Saturday, March 25 @ 10:00a
Create fingerprint art and make bookmarks and buttons to take home! Ages 6 and up, drop in, limit 30

SAVE THE DATE!
Passport to Spring: A Visit to Poland
Mark your calendars for Saturday, April 29 for the 5th annual Passport to Spring! Friends of the Orion Library fundraiser! More details coming soon.
What's going on?
Member-sponsored and community events

Wrap-Up Session, Community Conversations with the Orion Township Public Library. Join us at the library on Wednesday, March 1st at 6:30 pm to share your ideas and work with the library to figure out how we can hear from more people and take action on issues the community cares about.

Janice Price, Artist of the Month.
Orion Art Center presents 50-year resident Janice Price as their artist of the month. Her landscapes will be on display at the Orion Township Library during the month of March, 825 Joslyn Road, Lake Orion.

Exploring South American Wines.
Join Lockhart's BBQ, Thursday, March 9th from 6 to 10 pm for a wine tasting paired with small plates. $25 per person, please RSVP by March 6th.

What's Coming Up?
Chamber sponsored events

Thursday, March 9th, 4:30 pm.
Ribbon Cutting at Optimum Chiropractic Wellness & Massage, 197 N. Park Blvd, Lake Orion.

Thursday, March 16th, 4:30 pm.
Ribbon Cutting at White Pine Coffee, 140 Englewood Drive, Suite F, Lake Orion.

Thursday, March 19th, 4:30 pm.
Ribbon Cutting at Oakland Christian Schools, 3075 Simmon Rd, Auburn Hills.

Wednesday, March 22nd, 8 to 10 am.
Costas Coffee Connect 5
Chamber Networking. Network with members of five area chambers at Costas of Auburn Hills, 400 Brown Road.

Thursday, March 29th, 5 pm.
Beau and Basketball Networking in the FanDuel Club 900 at the Palace of Auburn Hills. Watch the Detroit Pistons take on the Brooklyn Nets at 7:30 pm. Tickets are $60 and include the game ticket, 10-20% craft beer samples, all inclusive dinner buffet, cash bar and private restrooms. Purchase tickets at orionareachamber.com.

VIP Dance Party. Thursday, March 16th from 8 to 9:30 pm at Casa Reel, downtown Oxford. Enjoy dinner, dancing and a free merengue dance lesson. RSVP by March 13th to Dennis James, drijv@gmail.com.

White Pine Coffee Sampling.
Join the roasters to sample coffee in their tasting room as well as hear informal talks on roasting and brewing specialty coffee. March 18th from 10 am to 4 pm.

3rd Annual Lion Races. Join the Lake Orion Lions Club on March 18th at 5:30 pm at Knights of Columbus Hall, 1400 Orion Road. In Lake Orion to raise money for two scholarships awarded to students at LOHS. Tickets are $25. Local businesses decorate their wood Lions and everyone bets on the winner of each race when the dice are thrown. Visit LakeOrionLions.org for more information and to register your own Lion in the race.

Service Installation for Pastor Eric Johnson on Sunday, March 19th at 4pm. It is a new day at King of Kings Lutheran Church! The church has called the Rev. Eric Johnson to serve as pastor, and the Orion community is invited to attend a Service of Installation to celebrate this wonderful event in the life of King of Kings. Childcare will be provided up to age 5 and a meal will follow the service. 175 S. Lapeer Road in Lake Orion.

Kids Standard 2nd Annual Comedy Night Fundraiser. Friday, March 24th from 7-11 pm, Oakhurst Golf & Country Club, 7000 Oakhurst Lane, Clarkston. Tickets are $75.

Orion Art Center's A Night In Paris Fundraising Gala, Saturday, March 25th from 6pm - Midnight at the Paint Creek Country Club, 2375 Stanton Road, Lake Orion. Tickets are $100 and available for purchase until March 17th.

Friends of the Orion Township Public Library Passport to Spring: A Visit to Poland. Saturday, April 29th from 7-10pm at the Library. Advance tickets are $85 and go on sale March 17th. Sponsorships still being accepted, email friends@orionlibrary.org to inquire.

Orion Art Center’s new Events Calendar at orionareachamber.com/events/calendar for more Chamber member sponsored activities.

Orion Area Chamber of Commerce | Supporting the businesses that support your community

O. Review Wednesdays March 1, 2017
PATH Workshops to Better Health
Wednesdays: Mar. 1-Apr. 5, 6-8:30pm. Orion Library, 825 Joslyn Rd. Learn to manage chronic illness such as diabetes, asthma, depression and other physical and mental health conditions. Techniques taught include healthy eating, benefits of exercise, stress management, pain management, others. Attended 4 of 8 sessions to receive a $30 gas card. Advance registration is required at orionlibrary.org/calendar. 248-693-3001.

Early Childhood Program Open House & Registration: 4-7pm Thursday, Mar. 2, CERC, 453 E. Scripps Rd. Meet teachers, visit the classrooms and register your young ones.

Registration 4-7pm Thursday, Mar. 2, CERC, 453 E. Scripps Rd., 825 Joslyn Rd. Learn to BBQ a Ceviche. ... registered at cercrossroads.org or call 1-800-733-2767. Walk-ins welcome.

Antique Appraisal Day noon-4pm Sunday, Mar. 5, Rochester Community House, 816 Ludlow. Everything from antique art and Barbie dolls to writing instruments and violins can be evaluated. 248-375-0084.

WHO TO CALL

248-693-0331

Trivia Contests! Men’s & Women's Win A $5 Coupon

DISH CONE OR CUSTARD ONLY $1.00
(4:30-8:30pm)
Tuesday

15% Off for all cruises!

Tim Kerr
DrYWALL
313-429-8300

David & Mary Stahr

Mar. 1-31, 2017

Free Estimates

248-379-0782

Hayden’s Furniture

CAST RIVER

Commercial

CASHING SYSTEMS

Turner Sanitation, Inc.

313-429-8300

Installation Industrial Residential Shipping Commercial

Schenk Enterprises

Lubacco Gardens

Turner/Service

Alliance St. 248-688-4

Port-A-John

248-628-0100

or

248-693-0330

for Oakland County


cash

Kids’ Night

Wednesdays from 4 - 9pm

Kids Meal $2.99

Also Sunday from 10am-2pm ★ $1.00 Off Kids Meals ★

Free Prizes • Cash • Free Prizes • Cash
Free Racing Bingo - 6 games a night with FREE Dessert • Calvers’ Classic Car Cruise Card Contest (chance to win $100 Cash every Tuesday night) • Split the Culver’s wheel for a FREE $5 Culver’s Coupon

Sponsored by

The Lake Orion Review

& Culver’s

Corner of M-24 & Dutton (right side of the paper) • www.culverslakeorion.com

Hey Lake Orion!

Read about YGUA community
in YOUR community newspaper
52 Weeks ~ 35

in Oakland County

Call 248-693-8331

33rd Annual

St. Patrick’s Raffle

Grand Prize

$5,000 Cash

Saturday, March 11, 2017
Knights of Columbus #4764
1400 Orion Rd., Lake Orion

Contribution: $125.00 Includes buffet dinner for 2 Doors Open 6:30pm • Dinner 7pm Drawings Begin at 8pm Dancing 10:30 to Midnight • Cash Bar

*Winner Subject to IRS Rulings Lesser Prizes Also Given

Colonial Research in America presented by Oak Cty. Genealogical Society 7-9:30pm Tuesday, Mar. 7, St. Stephen’s Episcopal Church, 5500 N. Adams Rd, Troy. Focusing on the colonial era of our country when vital records weren’t typically available. No charge; public is invited. 248-548-1737.

Oakland Judicial System Explained Judges Hon. Nanci L. Grant and Hon. Lisa Asadorian will speak regarding distinctive Circuit and District Court functions at GOGOP meeting Tuesday, Mar. 7, 7pm. Canterbury King’s Castle, 2232 Joslyn Rd., Orion. For more information, please call 248-841-8493.

FREE Dinner with a Doc: Fabulous at Any Age 6:30-8pm Wednesday, Mar. 8, Crittenton Hospital Auditorium, 1101 W. University Dr., Rochester. Learn about minimally invasive cosmetic surgery, eyelid surgery and more. Pre-register by Mar. 2 for the 6:30pm light strolling dinner at crittenton.com/classes or 248-652-5269. Lecture begins at 7pm.

Upcoming School Board Meetings. Interests in what’s happening in the Lake Orion School District? Board meetings typically held on the 2nd & 4th Wednesday of the month at the Administration Building, 315 N. Lapeer St, downtown L.O. March meetings are:

- Mar. 8 & 22

General Federation of Women’s Clubs - Lake Orion meets Thursday, Mar. 9, 1-4pm, Orion Library, 825 Joslyn Rd. Join a group of civic-minded women united in service projects that enhance lives of others as well as improving our community.

Kindergarten Information Nights 6:30pm Thursday, Mar. 9, 7-9pm. Towne Place Elementary. Visit the school. Webber 248-391-0400; Blanche Sara 248-693-5460; Plain Creek 248-814-1724; Carpenter 248-391-3300; Orion Oaks 248-391-0010; Stadium Drive 248-693-5475.

Continued on page 12

Stand with Trans-support group for parents of transgender youth held 1st Tuesday of each month, Mar. 7, 7-8:30pm at St. Mary’s In-the-Hills Episcopal Church, 2512 Jolyon Ct, L.O. 248-330-8493.
I'm telling you, someone would have paid a fortune for that artwork. The vandalism is just a waste of time and energy. There's nothing original about it, and it doesn't even make a statement. It's just a way for the vandals to show off their skills. If they had put some effort into making something unique, it might have had some value, but as it is, it's just a mess.

Graffiti is always a selfish act. This wasn't an act of creation; it was an act of destruction. The vandals didn't even bother to clean up their mess. They just spray painted their graffiti and then walked away, leaving a trail of destruction in their wake.

We should also wonder why these vandals chose to deface public property. Perhaps they feel that they have nothing better to do. Perhaps they are seeking attention or validation. Whatever their reasons, it's clear that they are not interested in creating something beautiful or meaningful. Their actions are a waste of time and energy, and they should be ashamed of themselves for practicing such a destructive and unproductive form of art.

There isn't even a message in this act. If their cans of spray paint, bought at a large discount, could have called its own sort of avant-garde movement. We should question the motives of these vandals and wonder why they are not satisfied with the legal means of expression. Perhaps they feel that they have nothing better to do.

We should also wonder why these vandals chose to deface public property. Perhaps they feel that they have nothing better to do. Perhaps they are seeking attention or validation. Whatever their reasons, it's clear that they are not interested in creating something beautiful or meaningful. Their actions are a waste of time and energy, and they should be ashamed of themselves for practicing such a destructive and unproductive form of art.
Oakland County community calendar

POSTED: 02/24/17, 2:33 PM EST | UPDATED: 2 DAYS AGO

LIBRARY

• Tech Help for adults is 6-8 p.m. Thursdays at Orion Township Public Library, 825 Joslyn Road, Lake Orion, orionlibrary.org. Network and systems administrator, Eric Hayes, 248-287-8019.

• DIY Magic Poke Ball Craft for teens is 5:30 p.m. Feb. 27 at Highland Township Public Library, 444 Beach Farm Circle, Highland Township, www.highlandlibrary.info, 248-887-2218.

• Maker Monday, chocolate is 6:30-7:30 p.m. Feb. 27 at White Lake Township Library, 7527 E. Highland Road, White Lake Township, 248-698-4942, ext. 2, whitelakelibrary.org.

• “Mindfulness-It’s Worth Knowing” is 7-8:30 p.m. Feb. 28 at Clarkston Independence District Library Community Room, 6495 Clarkston Road, Clarkston, www.indelib.org.

PARENTS

• Farmington Public Schools is hosting Early Childhood/Preschool Open House, 11 a.m.-noon March 4 at Farmington Community School Early Childhood Center, 30415 Shiawassee St., Farmington Hills, 248-489-3373 and noon-2 p.m. March 4 at Alameda Early Childhood Center, 32400 Alameda St., Farmington Hills, 248-489-3808, www.farmington.k12.mi.us.
• Tech Help for adults is 6-8 p.m. Thursdays at Orion Township Public Library, 825 Joslyn Road, Lake Orion, orionlibrary.org. Network and systems administrator, Eric Hayes, 248-287-8019.

• Ferndale Library’s Mid-Winter Break Week Boredom Busters includes Teen Movie Night, featuring “Captain America: Civil War” (PG-13) is at 4 p.m. Feb. 20; Michigan Mammals with Howell Nature Center is 2 p.m. Feb 21; Elephant and Piggie Live is 10:30 a.m. Feb 22; Global Games is 2 p.m. Feb 23 and Family Movie Afternoon, featuring “The Secret Life of Pets” is 2 p.m. Feb. 24 at Ferndale Area District Library, 222 E. Nine Mile Road, Ferndale, 248-546-2504, ferndalepubliclibrary.org.

• Open Technology Lab is 4-6 p.m. Feb. 22 (last Wednesday of the month) at Highland Township Public Library, 444 Beach Farm Circle, Highland Township, www.highlandlibrary.info, 248-887-2218.

• Theater Thursdays is 6:30 p.m. Feb. 23 and March 23 at Highland Township Public Library, 444 Beach Farm Circle, Highland Township, www.highlandlibrary.info, 248-887-2218.


• Maker Monday, chocolate is 6:30-7:30 p.m. Feb. 27 at White Lake Township Library, 7527 E. Highland Road, White Lake Township, 248-698-4942, ext. 2, whitelakelibrary.org.

• “Mindfulness-It’s Worth Knowing” is 7-8:30 p.m. Feb. 28 at Clarkston Independence District Library Community Room, 6495 Clarkston Road, Clarkston, www.indelib.org.

OUTDOORS/NATURE CENTERS

• The Art of Tracking is 2 p.m. Feb. 26 at Seven Ponds Nature Center, 3854 Crawford Road, Dryden, register by Feb. 24, 810-796-3200, www.sevenponds.org.
COMMMUNITY GROUPS

Downtown Lake Orion
118 N. Broadway
Lake Orion, MI 48362
(248) 693-9742
director@downtownlakeorion.org

2017 Flower & Art Fair
The 17th Annual Flower and Art Fair will be held on Friday, May 12th from 11am-8pm, and Saturday, 13th from 9am-6pm. FREE Admission & FREE public parking. With over 70 vendors this year, there is something for everyone, including the perfect Mother's Day gift.

Flats, basket, perennials, herbs, yard & garden art, bird houses & feeders, handmade bath & beauty products, handmade jewelry and specialty foods; plus home improvement businesses on hand with a variety of services to help you start your spring off right. Nestled in our charming historic district, the Flower & Art Fair also offers delicious food and drinks, live entertainment, healthy living demonstrations and much more!

For details visit:
www.downtownlakeorion.org
www.facebook.com/LakeOrionDDA

Orion Township Public Library
825 Joslyn Road
Lake Orion, MI 48362
(248)693-3000

Mon-Thu 9:30am-9:00pm
Fri & Sat 9:30am-5:00pm
Closed Sundays

International TableTop Day
Saturday, April 8, 11:00am-4:00pm
All ages are welcome to drop in and have a blast playing games!

2017 Passport to Spring: A Visit to Poland
Friends of the Orion Library Fundraiser
Saturday, April 29, 7:00pm-10:00pm
Tickets (adults only) available at the end of March at orionlibrary.org/friends.

Star Wars Day
Saturday, May 6, 10:00am-4:30pm
All ages welcome to drop in and enjoy Star Wars fun!

Summer Reading Kickoff
Saturday, June 10, 11:00am-2:00pm
Outdoor activities for the whole family!

For more program details or to register, visit orionlibrary.org/calendar

New Phone Extensions
Please note that a new phone system has been installed and all the extension numbers have changed.
Here are the main extension numbers for each department:

- Supervisor - 1000
- Clerk - 4001
- Treasurer - 8000
- Building - 6000
- Building & Grounds - 3000
- Community Programs - 3500
- Fire - 2000
- Planning & Zoning - 5000
- Public Works - 7000
Events & Fundraisers

Wine Tasting at Lockhart's BBQ Lake Orion
Thursday, March 9th, 6 - 10 pm. Join us at Lockhart's BBQ for a wine tasting paired with small plates featuring South American wines! $25 per person, please RSVP by today!

VIP Dance Party
Come join us at CASA REAL Authentic Mexican Cuisine in downtown Oxford on Thursday, March 16th, for a fun night out with family and friends. Dinner, dancing and a free Merengue dance lesson with Dennis James, the Biking Dancing Insurance Man. No partner necessary. More information here.

Janice Price OAC & Library Artist of the Month
The Orion Art Center wishes to present to the community Janice Price, who has been a resident of Lake Orion for over 30 years. As a child she studied acrylic painting from a local artist and went on to take classes at the Birmingham Bloomfield Art Association. In collage she studied stoneware and raku pottery at OCC, engineering at MCC, and a wood model making apprenticeship at General Motors. Moody landscapes, swamps and the occasional sandbar are sources of inspiration for Janice. Currently her medium of choice is acrylic and her landscapes have a contemporary abstract quality to them. Painting has been her lifelong passion and now that she's retired, a second career.

What's the BIZ? Brought to you by the collaborative efforts of the Lake Orion Review and the Chamber
Events & Fundraisers

Take Charge of Your Work Series, Part 4
Today, 7 - 8 pm at the Orion Township Public Library. Experiencing Effective Meetings Workshop led by M. Burchard, Professor of Business Communications at Northwood University. Create effective meetings every time with concepts built on Steven Covey's work.

Janice Price OAC & Library Artist of the Month
The Orion Art Center wishes to present to the community Janice Price, who has been a resident of Lake Orion for over 30 years. As a child she studied acrylic painting from a local artist and went on to take classes at the Birmingham Bloomfield Art Association. In collage she studied stoneware and raku pottery at OCC, engineering at MCC, and a wood model making apprenticeship at General Motors. Moody landscapes, swamps and the occasional sandbar are sources of inspiration for Janice. Currently her medium of choice is acrylic and her landscapes have a contemporary abstract quality to them. Painting has been her lifelong passion and now that she’s retired, a second career.

Bowl for FIMRC Fundraiser
Friday, March 3, 2017 from 7 - 10 pm at Classic Lanes. You are invited to join us for a fun event raising money for FIMRC (Foundation for International Medical Relief of Children). Enjoy 3 hrs of bowling, shoes, 2 pieces of pizza and pop. Included will be raffles and bake sale. Please purchase tickets in advance. See the event page for more information.

Bowling with the Sigmas Fundraiser
Friday, March 3, 2017 from 8 - 11 pm at Classic Lanes. Arrive at 7:30PM to begin bowling at 8PM until
# Week at a Glance

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>Monday</td>
<td>2/20</td>
<td><strong>6 pm to close</strong> Half off appetizers at Lockhart's BBQ Lake Orion</td>
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<td><strong>7 - 8 pm</strong> Take Charge of Your Work Series, Part 3 at the Orion Township Public Library</td>
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<tr>
<td>Tuesday</td>
<td>2/21</td>
<td><strong>4:30 - 6:30</strong> Bingo Night at Culver's Lake Orion</td>
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<td></td>
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<td><strong>6 pm to close</strong> Kids eat free at Lockhart's BBQ Lake Orion</td>
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<tr>
<td>Wednesday</td>
<td>2/22</td>
<td><strong>4 - 9 pm</strong> Kid's Night at Culver's Lake Orion</td>
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<td><strong>5 - 8 pm</strong> Family Night at Buffalo Wild Wings with Handsleight</td>
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<td><strong>7 - 9 pm</strong> Trivia Night at G's Pizzeria</td>
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<tr>
<td>Saturday</td>
<td>2/25</td>
<td><strong>6 pm to close</strong> Mardi Gras Bash at Lockhart's BBQ Lake Orion</td>
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### March Chamber Breakfast

**The Birney Directive**

**Thursday, March 2, 2017**

8:30 - 10:00 am

G's Pizzeria

2775 S. Lapeer Rd., Lake Orion

Presenting Sponsor and topic:
Brian Birney, President & CMO of The Birney Directive
Events & Fundraisers

Take Charge of Your Work Series, Part 2
Today, 7 - 8 pm at the Orion Township Public Library. Emailing for Results Workshop led by M. Burchard, Professor of Business Communications at Northwood University. Eliminate follow-ups and mistakes with these proven business communications techniques. See the event page for contact information.

Orion Township Library Bike Bookmobile
The Orion Library is raising funds to purchase a Bike Bookmobile - a traveling library that will allow us to transport adventure, knowledge and fun! With the Bike Bookmobile, we'll check out books and other library materials, hold outdoor book discussions, pop-up story times, and educate community members on how to search the library catalog and access eBooks and other digital services. We will even be able to register new patrons for library cards. The Orion Township Public Library's Bike Bookmobile will be at parks, the farmers market, and other community events. If you would like to donate please visit orionlibrary.org/library-wishlist/. If you are a business that may be interested in sponsoring this project and getting your name on the bike please contact Head of Adult Services, Beth Sheridan at esheridan@orionlibrary.org or 248-693-3000 x332.
Mark your calendar for the next Orion Library Blood Drive on Thursday, March 16 from 9:30a to 6:30p. Remember, there is always an urgent need for blood so please give - Be A Lifesaver! Sign-up online at redcrossblood.org (sponsor code: orionlibrary) or call 1.800.733.2767.

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**Orion Township Public Library**
March 4 at 1:14pm ·

Brian Whiston, State Superintendent, is not able to make it out to all the schools to read to children this month, so here is a video with him reading "Bubble Gum, Bubble Gum." Share this great story with your children to help encourage the joy of reading this March is Reading Month!

**Bubble Gum, Bubble Gum**
March is Reading Month and the State Superintendent is asked each year to come to schools all across Michigan and read to the students. He loves reading to k...

2Lisa Russell and 1 other

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**Orion Township Public Library**
March 6 at 7:00pm ·

Need some help with your septic system? The MSU Extension will be at the Orion Library on Monday, March 6 at 7:00p to present a workshop which will cover well construction and maintenance, water conservation, septic system function and maintenance, and how to detect septic failure. All adults welcome!
Stop by the Orion Library and see the beautiful works of our March Guest Artist Janice Price, Contemporary Landscape Paintings.

March really came in like a lion, but Leo is prepared no matter the weather!

Looking to do some crafting? Our Cricut machine is available for in-house circulation, and we have a sewing machine available to check out and use in the library. See an Adult Department librarian for details.
Orion Township Public Library
February 28 at 7:00pm ·

Today is Pączki Day! Did you know that pączki is super Polish? Did you know the Friends of the Orion Library's annual Passport to Spring fundraising event is taking you to Poland this year?

On Saturday, April 29, from 7:00 pm – 10:00 pm, the library will be filled with Polish music, food, art and culture. Tickets will be available March 27 for this fun event. Hope to see you there!

Chronological
1111
3 shares
Comments
Jessica Marie Ssnake Jennifer Suzanne Rick this would be fun
Like · Reply · 1 · February 28 at 8:06pm
Joan Hawkins Carrara Sounds like fun!
Like · Reply · March 1 at 2:17pm

Orion Township Public Library
February 28 at 12:24pm ·

If you love Dr. Seuss stop by the Orion Library on Thursday, March 2 at 7:00p for a birthday celebration of one of the silliest authors ever! All ages welcome!
Are you fed up with high prices, endless fees and taxes, and programming packages with 40 channels you don't want? Come to the Orion Library on Saturday, March 4 at 2:00p and our resident IT guru Eric will show you how to "cut the cord" and source your TV programming elsewhere. It is easier than you may think!

Orion Township Public Library  Kristi Hipple Pavelich, we may offer the program again. I will share my presentation with you tomorrow. I also host a drop in tech help session every Thursday evening from 6-8pm at OTPL. You can come in with your devices for me to fix or your questions for me to answer.

Meredith Konicki Maxfield Hi! How long is the class?

Orion Township Public Library It is scheduled for two hours with a good amount of time available for questions.

Anyone in the mood for some prognostication? Which nominee will take home the Oscar for Best Animated Feature Film? And the nominees are...Kubo and the Two Strings, Moana, My Life as a Zucchini, the Red Turtle, and Zootopia.
The weekend is almost here - come to the Orion Library and pick out your favorite movies to enjoy! "New" feature Blu-rays and DVDs can be checked out for one day and Feature Blu-rays and DVDs can be checked out for one week.

Are you on snapchat? Add us! Our user name is orionlibrary.
Orion Township Public Library added an event.

February 21 at 5:42pm ·

**FEB 22**

**Interested**

**16th Annual Preschool and Child Care Fair**

Wed 4 PM · Orion Township Public Library · Lake Orion

1 person interested · 1 person going

---

Orion Township Public Library shared their event.

February 21 at 2:15pm ·

**MAR 1**

**Interested**

**Community Conversation**

Wed 6:30 PM · Orion Township Public Library · Lake Orion

4 people interested · 1 person going

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Orion Township Public Library

February 21 at 9:12am ·

Do you have a teen in need of SAT practice? Sylvan Learning Center will be at the Orion Library on Saturday, February 25 at 10:00a to give some quick tips and tricks about the SAT and then will administer a full SAT practice exam. There is a $10 charge for the class due that day. Registration required at orionlibrary.org/calendar.

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Orion Township Public Library
February 16 at 7:31pm ·

Another AWESOME teen program at the library tonight! Our teens had a blast playing Cosmic Doctor Who Bingo under black lights!

Chronological
14Suzanne Radabaugh, Beth Blubaugh Sheridan and 12 others
1 share

MaryAnne Thorndycraft So cool! Great idea.
Like · Reply · February 17 at 2:08pm

Amanda Tarrance Looks awesome! I wish this was for adults too!!! 💙
Like · Reply · February 17 at 6:13pm

Orion Township Public Library added an event.
February 16 at 10:44am ·

Community Conversation
Wed 6:30 PM · Orion Township Public Library · Lake Orion
4 people interested · 1 person going

Like · Show more reactions
Comment
11

Comments
Always fun to look for fish while visiting the Orion Library!
Come by for one of our weekly Winter Storytimes:
Mother Goose - Mondays, Tuesdays & Thursdays @ 10:00a
(ages 1 & 2, limit 15)...

Are you a teen who loves Doctor Who? Join your fellow Whovians for cosmic Doctor Who bingo on Thursday, February 16 at the Orion Library at 7:00p. There will be black lights, neon paint, music and prizes! Register online at orionlibrary.org/calendar.
Interested in learning more about the history of Orion Township? Then come to the Orion Historical Society meeting at the Orion Library on Monday, February 13 at 7:00p and help work on projects to preserve the past.

The library is at 8th grade welcome night at the high school. Stop by and learn about some of our fun teen programs and how to get volunteer hours.
The Lake Orion Lions Club will be at the Orion Library this Saturday, February 11 from 10:00a to noon offering FREE vision screenings to patrons for children over 5 months old.

COMING SOON - PATH Workshops to Better Health! Wednesdays, March 1 – April 5, 6:00p-8:30p at the Orion Library. Learn to manage your chronic illness such as diabetes, asthma, depression and other physical and mental health conditions. Every participant who attends 4 of 6 sessions will receive a $30 gas card! Register online at orionlibrary.org/calendar.

Love is in the air...and on our book return! ❤️ #valentinesday#bemyvalentine #libraryfun #librarylife #orionlibrary
Dear Karen,

Welcome to this week's round up of information on professional development programs and events from MLA and other organizations serving the library community.

MLA 2017 Annual Conference Program and Poster Proposals due March 17

MLA 2017
October 18 - 20, 2017
Lansing Center, Lansing, Michigan

The MLA 2017 Annual Conference work group seeks a variety of program and poster proposals that will address topics representing the wide-range of professional responsibilities found in libraries and those that will introduce new ideas or solutions to the challenges currently facing Michigan libraries.

By presenting a program or poster at MLA 2017 you will help open dialogues, facilitate networking and spark new ideas for success. We encourage broad participation from librarians, staff and administrators from all types of libraries.

For complete details, download the Call for Proposals (PDF) or visit the MLA website.

Submissions welcome through March 17, 2017.

Submit your program or poster proposal online: www.surveymonkey.com/r/MLA2017Lansing
Register Today: Academic Libraries 2017

Social justice issues affect all libraries and librarians.

Join the Michigan Library Association on Thursday, March 9, 2017 for a daylong event dedicated to exploring ways librarians can promote social justice. Take part in education sessions designed to help librarians build more inclusive libraries and learn how to engage with and meet the needs of diverse patrons through collections, services, facilities and programming. All librarians are welcome and encouraged to attend!

Mott Community College
RTC 1301 & RTC 1403
1401 E. Court Street
Flint, MI 48503

For full schedule and session descriptions visit us at milibraries.org.

Register today! Early bird registration expires February 23, 2017.

Visit the MLA Job Board

Looking to grow your career? Employers that post jobs with the Michigan Library Association are pre-qualified to offer careers relevant to your expertise. That makes us a strong channel for the best jobs and a great way to get your resume in front of your next employer.

Visit our website to view available jobs, post your updated resume, set up email job alerts and apply for jobs.

Register for the Library of Michigan's 2017 Beginning Workshop

The Library of Michigan's Beginning Workshop is a yearly 3-day event geared for library staff members who have not had the opportunity for formal library coursework. Its aim is to introduce library staff to a variety of topics and offer them practical skills that they can use working in a Michigan public library. Anyone new to the profession or just hired at a library, no matter what their academic credentials, is welcome to
attend the event. This event is sponsored by the Library of Michigan Foundation and the Library of Michigan.

Registration for the 2017 Beginning Workshop is now open. [Click here for more information or to register.]

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**MLA Webinar: Understanding Headlee**

Wednesday, February 22, 2017
10:30 - 11:30 a.m.

What is the Headlee tax amendment, Headlee override and Headlee rollback?

Join us for a quick analysis and explanation of what you should know and what you can do to best work with the Headlee tax situation.

Presented by Anne Seurynck, Foster Swift Colling & Smith PC

**Deadline to register is February 21st!**

Click [here](#) for more information and [register today](#).

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**ALA New Members Roundtable Members Eligible for Grant**

Current members of the American Library Association's New Members Roundtable (NMRT) are eligible to apply for a $1,000 grant to attend the ALA Annual Conference. This grant is generously sponsored by Mango Languages.

For more information visit [www.ala.org/awardsgrants/awards/264/apply](http://www.ala.org/awardsgrants/awards/264/apply) or [click here](#) to apply.

The deadline for applications is March 7, 2017, and the grant winner will be notified of their award by March 10, 2017.

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**Big Talk From Small Libraries**

This free one-day online conference is aimed at librarians from small libraries; the smaller the better! Each of the speakers is from a small library or directly works with small libraries.

February 24, 2017
8:45 a.m. - 5:00 p.m. Central Time

Big Talk From Small Libraries is sponsored by the Nebraska Library Commission and the Association for Rural & Small Libraries

Registration is Open

Mark your calendar now for these upcoming educational opportunities. Visit the MLA events page for program details.

Managing Digital Resources - WEBINAR
April 21, 2017

Community Collaborations - Mental Health in Libraries
April 28, 2017

Hybrid Librarian
May 19, 2017

Executive Summit
June 2, 2017

Register Here

How to Successfully Roll Out Project Outcome in Your Library Free Webinar

The Public Library Association (PLA) is presenting the free webinar: How to Successfully Roll Out Project Outcome in Your Library

Thursday, February 23 from 2:00-3:00 p.m.

You've heard about Project Outcome and are ready to get started. But what does it take to successfully implement Project Outcome in your library? This webinar will cover good practices for on-boarding staff, building internal support, and organizing your data collection team. Learn some of the steps libraries have taken early on to launch Project Outcome and spark support for outcome measurement, whether in a single library or an entire system. This webinar will feature Project Outcome users who will share their success stories and lessons learned. Webinar participants will have the opportunity to ask questions and share their own experiences.

The webinar is open to everyone interested in outcome measurement. Project Outcome is a free service provided by the Public Library Association. If you would like to enroll in Project Outcome in advance of the webinar, please do so at www.projectoutcome.org.

For more information and to register visit: www.ala.org/pla/onlinelearning/webinars/projectoutcomerollout

Upcoming Spring Institute Early Bird Deadline and Hotel Cutoff:
Spring Institute will be here before you know it! The SI 2017 work group has gone above and beyond planning innovative programming topics, outstanding speakers, and fun networking events.

Don't miss out on the chance to network with your colleagues, learn new things and get inspired listening to our excellent line up of speakers, including Cory Doctorow! It's all happening in beautiful Frankenmuth, Michigan on Wednesday, March 29, 2017 - Friday, March 31, 2017.

Mark your calendar for these upcoming deadlines:

**Early Bird:**
Early bird registration ends **Tuesday, February 28, 2017.**

**Hotel cutoff:**
Reserve your hotel room by **Tuesday, February 28, 2017.**
[www.bavarianinn.com](http://www.bavarianinn.com)

Register today!

We look forward to seeing you in Frankenmuth. Questions can be directed to MLA@milibraries.org or 517-394-2774.

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**Apply for Funds to Attend the YA Services Symposium**

YALSA’s Young Adult Services Symposium Stipend enables two qualified recipients to attend YALSA’s annual YA Services Symposium, which in 2017 will be held in Louisville, KY, Nov.3-5, 2017.

Each stipend offers up to $1,000: one to a library worker who works directly with young adults, with at least one year of experience; the second is to a student enrolled in an ALA or NCATE accredited library program (you must be a graduate student as of November 2, 2017) with a focus on serving young adults in a library setting.

Applications are due by June 1.

Learn more at [www.ala.org/yalsa/yasymposium](http://www.ala.org/yalsa/yasymposium)

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**Nominations for the Michigan Author Award due February 28**

The Michigan Author Award recognizes an outstanding published body of literary work by an author who is either from Michigan or has substantial ties to the state. The award was established in 1992 with the intention of recognizing significant Michigan authors with a lifetime achievement award. Over the years, the award has been given to a diverse collection of writers working in a variety of genres and styles.
Nominate your favorite Michigan Author and help promote the talented writers representing Michigan!

**Nominations are due February 28th!**

Visit our website to submit your nomination through the online form, or download a nomination form here and mail or email to MLA at MLA@milibraries.org.

For more information visit our website or email MLA@milibraries.org.

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**The Hybrid Librarian Workshop Registration is Open!**

Inspired by the Library Journal, March 9, 2016 article, *Top Skills for Tomorrow’s Librarians*, the Hybrid Librarian Workshop is offering an experience that will blend collaboration, communication, creativity, critical thinking, and flexibility.

Engage with your colleagues while participating in strategic thinking exercises and immersing yourself in Design Think situations. Be inspired to flex your creative leadership skills with experienced leadership coaches. At the end of the day you will leave ready to explore your inner hybrid librarian.

**Friday, May 19, 2017**

**Location:**
East Lansing Public Library
950 Abbot Road
East Lansing, MI 48823

[Register Today!](#)

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**Connect with us:**

[Facebook](#)  [Twitter](#)
Dear Karen,

MLA is currently engaged with a number of public policy issues affecting our libraries across the state and nationally. We are working with legislators and stakeholders to ensure the library voice is heard at the Capitol.

The Budget Process Begins

Two weeks ago Governor Rick Snyder proposed his 2018 budget. Library funding remains unchanged from 2017 with the exception of a $2 million reduction in Renaissance Zone Reimbursements. The decrease is due to the expiration of some zones. This is step one in the budget process. Both the House and Senate will make their own recommendations. Any differences between the chambers are decided in conference committee. The proposed budget then heads back to the governor for his signature.

The budget process gives us an opportunity to educate the new representatives about how libraries are funded. This week MLA and GCSI began a series of meetings with legislators. Recall that two years ago, we saw a $1 million boost in State Aid to Libraries. Last year we maintained that progress. We hope to try to increase state aid this year. Presentations to the House and Senate subcommittees overseeing our budgets will be scheduled soon. We will explain libraries' value to their communities, Michigan residents and their positive economic impact throughout the state.

With dozens of new lawmakers in Lansing, it's important they learn about their local libraries from you now. Contact your representatives, invite them to the library for a tour, offer a space for their coffee hour. Explain to them how you help their constituency on a daily basis. There will be many organizations clamoring for their time and attention. The sooner you can educate your representative about your library, the more likely they will support funding and other library specific initiatives. If you need contact information visit MLA's advocacy page and input your address.

Library Exemptions from Tax Capture

Some libraries are already seeing positive results of our new tax capture exemptions. Recently a library was contacted by their Downtown Development Authority for the first time in 20 years. The tax capture was planning once again to extend portions of the plan and decided to connect with the library for input. Dialogue, accountability and
transparency are our goals and this hit the mark for all three. Work continues on a package of bills that will address some technical issues with the new laws.

Libraries were the only special millage to receive an exemption. After decades of hard work on this issue, the legislature and the governor recognized the importance of library funding. When you meet with your legislators, be sure to thank them again for their support.

**Medical Campus Exempt from Property Tax**

Recently Grand Rapids Township lost a lawsuit to Spectrum Health over their charitable, nonprofit status. The decision means Spectrum is considered a nonprofit exempt from property tax. The local library will be required to pay back $27,000 because of this decision. This medical campus exemption could impact libraries and others’ millage revenue across the state. We are talking with senators about the negative consequences for libraries.

**MLA Partnering with National Insurance Services**

Among the biggest concerns facing libraries today is managing skyrocketing health insurance premiums. Because of this, MLA has been working to provide a way for members to better manage these costs.

We are happy to announce that we are partnering with National Insurance Services (NIS) to provide much needed health insurance consulting for Michigan libraries. After being extensively vetted by the MLA office and the Michigan Library Association Board of Directors, NIS was selected to offer a new insurance management opportunity to MLA members. NIS will be reaching out to you in the weeks to come. Your library must be a current MLA organizational member to participate in the NIS program. For more information, please contact Brian Mitchell, Market Development in Michigan at bmitchell@nisbenefits.com, or call 269-569-4033.
Dear Karen,

Here are this month's networking resources to build stronger libraries and library professionals. In the spirit of networking, email MLA@milibraries.org to suggest a topic or idea you feel would be of interest to MLA members.

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**Spring Institute: New in 2017**

You asked and we delivered! Spring Institute 2017 will offer more networking opportunities than ever before. Check out these special events:

**Willkommen to Frankenmuth!**
**Wednesday, March 29, 2017**
5:00 - 6:00 p.m.
Join the Great Lakes Bay Regional Convention and Visitor's Bureau as they welcome you to Frankenmuth. This early bird welcome reception is free and open to any Spring Institute Conference attendee - no pre-registration required! Meet up with your colleagues and network in a fun new way as you learn more about Frankenmuth and the Bavarian Inn.

**Evening with an Author**
Ticketed Event: $10.00 per person
6:00 - 8:00 p.m.
SI presents its first ever Evening with an Author fundraising event. Mix and mingle with local authors at this informal reception and know that 100% of your $10 ticket price is helping SI Give Back to the community. Proceeds from the event will support the MLA Scholarship fund and local children's literacy efforts through the Flint and Genesee Literacy Network. Tickets can be ordered during registration or purchased at the door. Visit the MLA website to see a list of participating authors!
Just Lunch - Trivia Challenge
Friday, March 31, 2017
12:20 - 1:50 p.m.
Join us for a friendly competition during a fun interactive lunch. This table vs. table trivia challenge will offer opportunities to collaborate, connect and engage with your fellow librarians. Winners take home bragging rights but everyone leaves as a networking champion! Develop contacts, exchange information but relax it's 'Just Lunch.'

Register today!

For a full schedule and session descriptions visit us at milibraries.org.

Awards for Friends Groups

United for Libraries is now accepting applications for Baker & Taylor Awards for Friends Groups and Library Foundations.

The awards recognize Friends groups and library Foundations for outstanding efforts to support their library. Two winning groups will receive $1,000 each. Awards are given for a specific project culminating in the year prior to application.

Applications are due May 1, 2017.

For more information on grant and award opportunities offered by United for Libraries visit: www.ala.org/united/grants_awards/friends

It's Not too Late to Register: Academic Libraries 2017

How can libraries promote social justice, fight censorship and support minorities and the oppressed? Join the Michigan Library Association on Thursday, March 9, 2017 as we delve into the various ways that librarians can best become advocates for their users in a culture that is rapidly changing. This daylong event includes speakers, posters, workshops, and more. Social justice issues affect all libraries and librarians. All librarians are welcome and encouraged to attend!

Click here to register today!

Location:
Mott Community College
RTC 1301 & RTC 1403
1401 E. Court Street
Flint, MI 48503

More Information
Registration is Open
Visit the MLA events page for program details or register here.

Managing Digital Resources - WEBINAR
April 21, 2017
Learn the latest trends in digital resource management and how you can incorporate these new approaches into your institution.

Community Collaborations - Mental Health in Libraries
April 28, 2017
Find the best strategies and resources to better accommodate all patrons.

Hybrid Librarian
May 19, 2017
Inspired by the Library Journal article, Top Skills for Tomorrow's Librarians, this workshop is offering an experience that will blend collaboration, communications, creativity, critical thinking and flexibility.

Executive Summit
June 2, 2017
This valuable one-day event is designed to engage library leaders at the top or on their way to the top.

Advance Your Career

Find your next job today! Check out these helpful tips on updating your resume, then search here for available opportunities. Visit the MLA job board where you can create an account, upload your resume, search and apply for jobs and create custom job alerts.

March Webinars with MCLS

MCLS has several webinars available in March on cataloging, MeLCat, MeL databases and more. The spring line up of webinars and events is available here.

- Assigning Library of Congress call numbers: Basic (3 day class) March 7-9
- MeLCat Reports March 9
- Writing for the web March 14
- Dewey or don't we? March 21
- MeLCat help! Finding the answers to your MeLCat questions March 21
- Mel Early Reading March 22
- Original cataloging of sound recordings using RDA (3 day class) March 22-24
- Original cataloging of videos & DVDs using RDA (3 day class) March 28-30
- Copy cataloging of monographs using RDA (3 day class) March 28-30
Celebrate Reading Month

Looking for a great book to celebrate reading month? Check out the 2016 MLA literary award winning titles and honor books!

YouPer Award
2016 YouPer Award Winner:
The Fog Diver by Joel Ross
The Fog Diver starts off an adventure series set in a place where three determined adolescent characters live in the sky and just might become heroes. When survival isn't enough, main characters Chess and his friends Hazel, Bea and Swedish must go on a risky journey to the city of Port Oro to cure their beloved Mrs. E of fogsickness. While on their perilous journey, cold-blooded Lord Kodoc trails closely behind, desperate to use a well-kept secret of Chess's against him. Chess must now face any danger to protect his friends and confront his worst fears.

2016 Honor Books:
Roller Girl by Victoria Jamieson
The Underground Abductor by Nathan Hale

Visit [www.milibraries.org/about/youper-award](http://www.milibraries.org/about/youper-award) to learn more about the YouPer Award

Mitten Award
2016 Mitten Award Winner:
Sidewalk Flowers by JonArno Lawson
This wordless picture book takes readers on a visual adventure, following a little girl with her distracted father who pays little attention to her as she collects wildflowers. Each flower becomes a gift, and whether the gift is noticed or ignored, both giver and recipient are transformed by their encounter.

2016 Honor Books:
Wolffie the Bunny by Ame Dyckman
Drum Dream Girl: How One Girl's Courage Changed Music by Margarita Engle
Toys Meet Snow by Emily Jenkins
Oskar and the Eight Blessings by Tanya Simon

Visit [www.milibraries.org/about/mitten-award/](http://www.milibraries.org/about/mitten-award/) to read more about the Mitten Award.

Thumbs Up! Award
2016 Thumbs Up! Award Winner:
All American Boys by Jason Reynolds and Brendon Kiely
Sixteen-year-old Rashad is brutalized by Paul Galluzo, a police officer who mistakes the boy for a shoplifter. Varsity basketball player Quinn Collins was a witness and was raised by Paul after his father died. Once Paul is accused of prejudice and racial brutality, Quinn refuses to believe it. But then Rashad is repeatedly absent, causing the basketball team start to take sides, as half the players are Rashad's best friends. This tension permeates through the school and the town as Rashad and Quinn are forced to face decisions and consequences they had never considered before.

2016 Top Ten Titles:
All American Boys by Jason Reynolds and Brendon Kiely
Challenger Deep by Neal Shusterman Illustrated by Brendan Shusterman
The Rest of Us Just Live Here by Patrick Ness
Nimona by Noelle Stevenson
The Emperor of Any Place by Tim Wynne-Jones
The Unlikely Hero of Room 13B by Teresa Toten
The Nest by Kenneth Oppel
Six of Crows by Leigh Bardugo
Baba Yaga's Assistant by Marika McCoola
Drowned City: Hurricane Katrina & New Orleans by Don Brown

Visit [www.milibraries.org/about/thumbs-up-award](http://www.milibraries.org/about/thumbs-up-award) for more information.

The 2017 Mitten and YouPer award work group's "High Five" and the Thumbs Up! top ten titles will be announced at Spring Institute 2017!

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**Apply to be a NASA@ My Library Partner**

Public libraries are invited to apply for [NASA@ My Library](http://apply.ala.org/nasalibraries/guidelines), a STEM educational initiative that will increase and enhance STEM learning opportunities for libraries across the nation, including geographic areas and populations currently under-served in STEM education. Seventy-five U.S. public libraries will be selected through a competitive application process to become NASA@ My Library Partners and participate in the 18-month project (Phase 1), with the opportunity to extend for an additional two-year period (Phase 2).

For more information and to apply visit: [apply.ala.org/nasalibraries/guidelines](http://apply.ala.org/nasalibraries/guidelines)

Applications are due by March 22, 2017. Questions should be directed to publicprograms@ala.org.

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**MLA 2017 Annual Conference Call for Programs and Posters**

**Proposals accepted through Friday, March 17, 2017**

We see the brilliance of Michigan library professionals every year at MLA Annual Conference.

What will make MLA2017 special is the energy and drive that you, the Michigan library professional, brings to the table. You spend all year spearheading new initiatives, discovering new ways to reach your community and improving your professional skills. Submit your ideas! Help the Michigan library community and take your library skills to the next level. Your program or poster idea could extend learning opportunities for library professionals across Michigan.

Submit your program or poster proposal [here](http://www.milibraries.org). **Proposals are due March 17, 2017.**

Questions? Contact MLA at 517-394-2771 or [MLA@milibraries.org](mailto:MLA@milibraries.org), or visit our website for [more information](http://www.milibraries.org).
Dear Karen,

Welcome to this week's round up of all things membership. Read on for messages from our leadership, MLA news, member news and more.

As always we welcome your feedback and ideas at MLA@milibraries.org.

Your MLA membership will expire on: 6/30/2017
Visit the MLA website to renew your membership or update your profile (login required).

President’s Update

As I enter the final quarter of my term as president of MLA, I reflect on the opportunities I have had to see up front and personal how much goes on behind the scenes at the MLA office. Whether that is preparing for an event such as annual conference or working a piece of legislation through the process, many hours and often months of sincere effort goes into each success. When it comes to connecting with speakers, venues and entertainers for conferences and workshops, the expertise and experience of the MLA staff see that we get the most for our money. Conversations about legislation and funding by the MLA staff with dozens of legislators, staffers and the administration happen over the twelve months each year to ensure libraries are supported and can continue to serve our patrons in ways that add value to our communities. All of these efforts enhance the value that MLA brings to our own personal and professional lives as well as our communities.

While there are many professional organizations, MLA is at the top in providing resources for libraries and library professionals in our state. Have you taken the
opportunity to network with professionals from across all spectrums of library careers? Mentoring both formally with the MLA mentoring program or informally as you work in committees and workgroups or volunteer at a conference all provide a chance to meet with potential colleagues or future bosses. You can work with someone from a different library type, size or geographic area. You can experience leadership opportunities that might not be available in your current position.

Continue Reading

From the Executive Director's Desk

MLA Leadership Academy has been preparing future library leaders for more than a decade. While the program has evolved to better suit the current needs and time constraints of today's librarian, it still sets the bar for leadership development for the library professional in Michigan. You will find graduates of this program at the helm of libraries across the state. Many of them have served as MLA presidents and directors.

If you ask graduates what is one of the most important tools they took away from their leadership academy experience, you'll find they list the cohort of colleagues they worked with throughout the course. They found they could call on and count on that group for support as they navigated their way throughout their career.

It's important to remember that the title of 'leader' does not come automatically with the role or job description. Leaders are people who, wherever they are in the organization, shape and tell the story of its journey. The Tom Peters quote "Leaders don't create followers - they create more leaders" sums up the importance of learning to lead no matter where you are currently in your library or your career.

Continue Reading

Call for MLA 2017 Annual Conference Proposals
The MLA 2017 Annual Conference work group is seeking proposals for breakout programs and poster presentations. 

**Submissions welcome through March 17, 2017.**

The sharing of experiences among colleagues is an essential part of enriching and improving the library community statewide. By presenting a program or poster at MLA 2017 you will help open dialogues, facilitate networking and spark new ideas for success. We encourage participation from librarians, staff and administrators from all types of libraries.

For complete details, download the Call for Proposals (PDF) or visit the MLA website.

Submit your program or poster proposal online: [https://www.surveymonkey.com/r/MLA2017Lansing](https://www.surveymonkey.com/r/MLA2017Lansing)
Director’s Report  
March 16, 2017  
Karen Knox

The Youth Department was busy again in February. 133 children are now registered for the 1000 Books before Kindergarten program. Three children have completed the program. The Preschool Fair went well with 77 in attendance. Several parents spoke to Debra after the event and expressed how helpful this program was in their decision making about preschools for their children. 213 children have signed up for the 5th Grade Battle of the Books. We have 51 teams this year! The Battle will take place this Saturday, March 11.

In addition, the Youth Department had other successful programs: 4 Babytime (42), 12 Mother Goose (254), 12 Preschool Pals (279), 4 Game On (7), Fairy Tale Friday (46), Lego (24), Marker Workshop (5), Family Book Bingo (17), 7 Doggone Readers (19), 4 sessions of 1,2,3 Play with Me (103), and Project Kidsight (12).

Youth department staff did 33 school visits (21 preschool, 12 elementary) in February, reaching 856 students.

In Adult Services, we had 3 Book Discussions (19), 4 Needle Arts (12), 3 Tech Help (12), Drop in gaming (2), Orion Historical Society (11), Cook the Book (13), Big Chief Chorus concert (65), and Painting with Kim Santini (25).

Due to a generous anonymous patron donation, the funding goal for the Bike Bookmobile has been reached, and Beth is placing the order this week. In February, Beth gave a tour of the Adult Department to 15 adult special needs students from the CERC building. Beth and Kate continue to work on the local history museum display with the vendor that is helping us put that together. They are targeting to have it completed in the periodical room by May 2017.

We had a lot of programming in Outreach in February as well: 11 computer classes (11), 4 ESL Conversation Groups (28), 3 ESL Classes (24), 2 Quilting Groups (8), LONC program (45), Senior Book Bunch (5), 3 Heritage Place programs (28), 8 Next Chapter Book Clubs (69), and Silverbell program (11). In addition, the visiting collection was rotated at the Orion Center this month.

169 Teens participated in programs at the library in February: 2 Geek Club meetings (17), Teen Advisory Group (2), Doctor Who Cosmic Bingo (21), and SAT Practice Exam (39). The Middle School Battle of the Books was February 11, and this was the first year we hosted the Middle School Battle on a Saturday rather than during a school day. We had 90 teens participate. Kathleen attended the 8th Grade Welcome Night at the
Director’s Report  
March 16, 2017  
Karen Knox

...schools to talk about library resources and programs. She also spoke to a total of 300 7th and 8th graders in 13 different classes at Scripps this month.

Due to James Pugh’s promotion to Youth Services, we have hired a new part-time Clerk for Support Services and expect that she will start on March 13. In addition, we have hired Lisa Branon (previously temporary librarian in Youth Services) as an Hourly Librarian, to start on April 6.

The Library audit was conducted on February 16 and 17, and their report will be presented to the board at the meeting next week.

MaryAnne and I held our wrap-up Community Conversation on March 1. We had six people attend, and we had a good discussion. We still need to figure out our next steps with this program.

In case you haven't seen it, the March/April ONTV show, Orion @ Your Library, is available here: https://youtu.be/hVIBARYxpIY.

I have been working with the Fund Development Committee on the donation mailer for businesses and vendors. Green Light Graphics is working with us on the design project. We expect to get the mailers out by the end of the month.

I met with the Policy Committee on March 6, and the meeting minutes are included with this packet. We had a library school student attend the meeting as well as part of a class assignment. We discussed expired patron accounts and a revised version of the NOGS agreement.

I met with the Building Committee also on March 6, and the meeting minutes are also included with this packet. Jason from Lake Orion Plumbing, Heating and Cooling was present, as well as Mike Morris. We discussed a number of possible building projects/issues.

MaryAnne, Mary and I are planning a Patron Appreciation Night on Tuesday, April 11 at 6:30p to say thank you to our patrons, to promote the completed library renovations, and celebrate the Library of Michigan Citation of Excellence award. This will be part of our National Library Week celebration.

We need to set a meeting to do the annual review of the VEBA, typically done in April. Due to changes in GASB, we have also learned that we will need to do another actuarial
Director’s Report  
March 16, 2017  
Karen Knox

of the VEBA in 2017. The last one was 2015, and we plan for them every three years, but due to this change in GASB, we will need to do one in 2017. Last time, this cost the VEBA about $3,500.

With Becky’s leadership, staff is putting together content for the next Library Link, which will be mailed out at the end of April. In addition, we are writing content for the 2016 Annual Report, which we hope to have completed in April as well.

The Library will be participating in National Children’s Book Week this year, which is May 1-7. More information about this program can be found online at http://everychildreader.net/cbw/intro, and we will be promoting it in the next newsletter.

We have a committee working on our Star Wars Day activities, which will be on May 6. Staff is gearing up for Summer Reading already as well, with our Kickoff planned for Saturday, June 10!

The Friends’ last board meeting was held on February 27. They are working on updating their bylaws and job descriptions for officers. They will be holding elections for new officers in April. They have two new volunteers that are helping with PR/Marketing. We will be adding a display case to the pillar near the newspapers in the Reading Room for them to display information about the organization. It will be a locked, glass-front bulletin board. They continue meeting to plan their 2017 Gala to Poland for April 29. Invitations will be mailed soon, and tickets will go on sale for $35 on March 27. They are also starting to plan their Friends Member Night, which will be on Tuesday, October 17.

Reminders and other notable upcoming events for the Library:
• March 11 – Battle of the Books @ Scripps MS, 10a
• March 13 – Orion Historical Society, 7p
• March 14 – Battle Awards Ceremony @ LOHS, 6:30p
• March 16 – NOGS meeting, 7p
• March 18 – DIY Cookbook, 10a
• March 23 – Team Trivia Tourney, 7:30p
• April 8 – International TableTop Day, 11a-4p
• April 9 -15 – National Library Week, including Patron Appreciation Night on Tuesday, April 11 @6:30p
• April 10 – Orion Historical Society, 7p
Director’s Report
March 16, 2017
Karen Knox

- April 14-15 – Library closed for Easter holiday
- April 17 – Friends Members Annual Meeting, 6:30p
The recent renovation of the library is great. The furniture is much more comfortable. The configuration of the tables and chairs as well as the computer carrels is more attractive and conducive to a variety of reading/studying/viewing options. The neutral colors of the wall treatments and the carpeting are calming and non-distracting. Good work, everyone who had a part in planning or implementing these changes.

Name: Anne Loftus  e-mail: loftus.m.anne@yahoo.com
Address: 750 Orion Rd #133  Lake Orion 48362
March 3, 2017

Anne Loftus
750 Orion Rd
#133
Lake Orion, MI  48362

Dear Ms. Loftus:

Thank you for taking the time to complete a comment card at the Orion Township Public Library. Your input is important to us!

While creating our last Strategic Plan, we heard many request from the public to update and redesign the physical spaces at the library. We are so delighted to hear that you like our most recent renovations and that you are enjoying the benefits of the newly designed space and updated furniture. I will be sure to pass along your message to the staff and board.

Please feel free to submit additional comment cards, and thank you for using the Orion Township Public Library

Sincerely,

Karen Knox
Director
WE'D LIKE TO KNOW.......  

The Orion Township Public Library always welcomes compliments, concerns, and suggestions from our library users. The library director carefully reviews each form put in the suggestion box. Thank you for taking the time to comment. Purchase requests may also be sent to the library website at http://orionlibrary.org/purchase-request/

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We love to come to our library. Me and my son Daniel enjoy our Friday library time.

I knew some time ago we had chess and checkers club. Would be wonderful to have those again.

Name: Olha Harchula

---

Orion Township Public Library, 825 Joslyn Road, Lake Orion, MI 48362 248/693-3000
www.orionlibrary.org
February 6, 2017

Olha Harhula

Dear Olha:

Thank you for taking the time to complete a comment card at the Orion Township Public Library. Your input is important to us!

We are always happy to hear comments and suggestions from our patrons and I’m particularly happy to hear that patrons love to come to the library. The Youth Department has a program called Game-On every Tuesday night that is similar to the Chess and Checkers club, but also includes other games as well. In addition the Chess and Checker sets are always available in the Youth Department. Please let a librarian know if you are in the library and would like to use them.

Please feel free to submit additional comment cards and thank you for using the Orion Township Public Library.

Sincerely,

Karen Knox
Director
WE'D LIKE TO KNOW......

The Orion Township Public Library always welcomes compliments, concerns, and suggestions from our library users. The library director carefully reviews each form put in the suggestion box. Thank you for taking the time to comment. Purchase requests may also be sent to the library website at http://orionlibrary.org/purchase-request/

Twice, recently, I have seen unsupervised small children run out of the library into the parking lot. Both times drivers had to slam on brakes to avoid hitting the children.

Concerned about the safety of the children & liability to the library

Name: Ellen Stefanovich
E-mail: ellen6267@att.net
Address: 3615 Burtin St., LE 48359

Orion Township Public Library, 825 Joslyn Road, Lake Orion, MI 48362 248/693-3000
www.orionlibrary.org
March 6, 2017

Ellen Stefonovich
3615 Grafton St
Lake Orion, MI 48359

Dear Ms. Stefonovich:

Thank you for taking the time to complete a comment card at the Orion Township Public Library. Your input is important to us!

The parking lot can certainly be a dangerous place for our younger patrons that are not be properly supervised. It is important to me that all of the library patrons and staff are practicing safe habits. We can only do our part to encourage safe behavior – we cannot control what patrons do. However, I share your concern. As such, we will post reminders to parents and caregivers to ensure their children are safe on the library property.

We are always open to constructive new ideas and suggestions. Thanks for your thoughtful comment, and thank you for using the Orion Township Public Library.

Sincerely,

Karen Knox
Director
WE'D LIKE TO KNOW........

The Orion Township Public Library always welcomes compliments, concerns, and suggestions from our library users. The library director carefully reviews each form put in the suggestion box. Thank you for taking the time to comment. Purchase requests may also be sent to the library website at http://orionlibrary.org/purchase-request/

We love coming to the library!

Unfortunately, we have a history of returning items late. We have found the fees for videos seem to be high. A $5.00 limit per video would still deter lateness but be more affordable for patrons.

Thank you!

Name  Crystal Corbett  e-mail  corbettcrystal@yahoo.com
Address  673 Kribbe Rd.

Orion Township Public Library, 825 Joslyn Road, Lake Orion, MI 48362 248/693-3000
www.orionlibrary.org
March 6, 2017

Dear Crystal:

Thank you for taking the time to complete a comment card at the Orion Township Public Library. Your input is important to us!

As you may know, our Library policy states that the daily overdue fine for DVD’s is $1.00 a day with a maximum fine of $10.00 and a replacement fee of $25.00. Although this may seem high, it is necessary to implement and enforce this policy to ensure that all materials are available to be shared equally. Our goal is to encourage patrons to bring materials back when they are due, or renew them, so that all patrons have access to the collection. In addition, the Policy Committee of the Library Board reviews our policies (including our fines and fees) on a regular basis, and I will share your comments with them as well.

In order to assist patrons with keeping track of their library materials, the library sends an email notice to patrons three days before an item is due back. Do you get these email notices? We hope that this reminder helps reduce the overdue fines for our patrons. If you need assistance with your fines or fees please feel free to call or stop in and speak to a Support Service staff member.

Please feel free to submit additional comment cards. Thank you for using the Orion Township Public Library

Sincerely,

Karen Knox
Director
WE'D LIKE TO KNOW....... 

The Orion Township Public Library always welcomes compliments, concerns, and suggestions from our library users. The library director carefully reviews each form put in the suggestion box. Thank you for taking the time to comment. Purchase requests may also be sent to the library website at http://orionlibrary.org/purchase-request/

I see people frequently parked in your "Fire Lane" it is against the law & fire code.

How can you enforce the law?

Post a sign on the door letting people know you will call the authorities?

Put a message in the book/items 'checked out'.

Not sure the answer.

Name: Linda Stein  
Address: 289 Four Seasons Dr.  
E-mail: 7ss1031@comcast.net

Orion Township Public Library, 825 Joslyn Road, Lake Orion, MI 48362 248/693-3000  
www.orionlibrary.org
March 6, 2017

Linda Stein  
289 Four Seasons Dr  
Lake Orion, MI 48360

Dear Ms. Stein:

Thank you for taking the time to complete a comment card at the Orion Township Public Library. Your input is important to us!

We are always open to constructive new ideas and suggestions. I know we do have vehicles parked at time in front of the main entrance. Sometimes it is vendors and/or patrons who are loading or unloading items, and typically it is just for a few moments. The Fire Lane should never be used as a parking spot, and although there are ‘No Parking - Fire Lane’ signs posted, we do try to keep an eye out for those not in compliance. If we notice a vehicle out there for longer than a few moments, we do make overhead announcements and ask the owner to move the vehicle. We will see if there is more we can do.

Thanks for your thoughtful suggestion, and thank you for using the Orion Township Public Library.

Sincerely,

Karen Knox  
Director
### Statistical Report - Usage for the month of February 2017

#### Circulation

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<th>Library</th>
<th>Current month</th>
<th>This month last year</th>
<th>Current FYTD</th>
<th>Previous FYTD</th>
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<td>Circ Checkouts</td>
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#### Number of Items in our Collection

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<td>Audio (physical)</td>
<td>9,917</td>
<td>9,598</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>16,954</td>
<td>16,464</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-books</td>
<td>41,756</td>
<td>32,566</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-audiobooks</td>
<td>15,229</td>
<td>16,142</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>9,952</td>
<td>9,948</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Items</td>
<td>186,512</td>
<td>174,988</td>
<td></td>
<td></td>
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</tbody>
</table>

#### Number of Library Card Holders

<table>
<thead>
<tr>
<th>Category</th>
<th>Current month</th>
<th>This month last year</th>
<th>Current FYTD</th>
<th>Previous FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents</td>
<td>30,164</td>
<td>28,641</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Residents</td>
<td>9,109</td>
<td>8,739</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Registrations</td>
<td>136</td>
<td>138</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Card Holders</td>
<td>39,273</td>
<td>37,380</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Room Usage Statistics

<table>
<thead>
<tr>
<th>Activity</th>
<th>Current month</th>
<th>This month last year</th>
<th>Current FYTD</th>
<th>Previous FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Room bookings (public)</td>
<td>203</td>
<td>130</td>
<td>291</td>
<td>251</td>
</tr>
<tr>
<td># Programs for adults</td>
<td>49</td>
<td>52</td>
<td>98</td>
<td>115</td>
</tr>
<tr>
<td># Programs for children</td>
<td>50</td>
<td>40</td>
<td>81</td>
<td>78</td>
</tr>
<tr>
<td># Programs for teens</td>
<td>6</td>
<td>4</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td># School visits for Think Link</td>
<td>36</td>
<td>17</td>
<td>51</td>
<td>33</td>
</tr>
<tr>
<td>Program attendance for adults</td>
<td>338</td>
<td>330</td>
<td>692</td>
<td>615</td>
</tr>
<tr>
<td>Program attendance for children</td>
<td>885</td>
<td>953</td>
<td>1,521</td>
<td>1,629</td>
</tr>
<tr>
<td>Program attendance for teens</td>
<td>169</td>
<td>250</td>
<td>242</td>
<td>319</td>
</tr>
<tr>
<td>Attendance school visits Think Link</td>
<td>1,810</td>
<td>906</td>
<td>2,353</td>
<td>1,354</td>
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</table>

#### Technology Usage Statistics

<table>
<thead>
<tr>
<th>Activity</th>
<th>Current month</th>
<th>This month last year</th>
<th>Current FYTD</th>
<th>Previous FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer signups</td>
<td>1,628</td>
<td>1,899</td>
<td>3,343</td>
<td>3,795</td>
</tr>
<tr>
<td>Wireless users</td>
<td>1,077</td>
<td>989</td>
<td>2,126</td>
<td>2,059</td>
</tr>
<tr>
<td>Web site hits - desktop users</td>
<td>11,622</td>
<td>13,283</td>
<td>23,978</td>
<td>27,673</td>
</tr>
<tr>
<td>Web site hits - mobile users</td>
<td>6,210</td>
<td>6,975</td>
<td>13,275</td>
<td>14,886</td>
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#### Other Usage Statistics

<table>
<thead>
<tr>
<th>Activity</th>
<th>Current month</th>
<th>This month last year</th>
<th>Current FYTD</th>
<th>Previous FYTD</th>
</tr>
</thead>
<tbody>
<tr>
<td># Visitors to Main Library</td>
<td>14,826</td>
<td>14,996</td>
<td>30,309</td>
<td>31,580</td>
</tr>
<tr>
<td># Visitors to Orion Center branch</td>
<td>316</td>
<td>0</td>
<td>581</td>
<td>334</td>
</tr>
<tr>
<td># Volunteer hours</td>
<td>458</td>
<td>327</td>
<td>874</td>
<td>649</td>
</tr>
<tr>
<td># Notarized documents</td>
<td>65</td>
<td>19</td>
<td>86</td>
<td>55</td>
</tr>
<tr>
<td># Think Link requests for books</td>
<td>16</td>
<td>14</td>
<td>26</td>
<td>38</td>
</tr>
</tbody>
</table>
Meeting Minutes
Orion Township Public Library
Policy Committee Meeting
March 6, 2017

Present: Thorndycraft, Phillips, Abramczyk, Knox

Call to Order: 7:00 p.m.

Discussion:

The director presented changes to the following policies:

- The director presented statistics regarding patron accounts that are considered expired (inactive for > 3 years) and the associated balances which are assumed to be uncollectable.
- The director recommended purging all expired patron accounts prior to 2012. This was presented as 9,572 records with an outstanding balance of $76,921.41
- The committee discussed in detail internal controls that are now in place to purge records after being deemed expired and uncollectable. New procedures to send past-due accounts to a collection agency are an improvement. The director anticipates an annual record-purge event of expired records after collection efforts have been exhausted. This will avoid having extremely old records and uncollectable accounts.
- The director presented proposed revisions to the “Orion Township Public Library (OTPL) and North Oakland Genealogy Society (NOGS). The document was discussed and revised by the committee. The draft of the document will now go to the NOGS board for review. A final copy of the agreement will be presented to the board for approval. No board action is required at this time.

Board Action:

1. Approve purging of 9,572 expired patron records and writing-off the books the outstanding balance of $76,921.41.

Adjourned: 7:30 p.m.

Respectfully,

James J. Abramczyk, Trustee
<table>
<thead>
<tr>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron - Non-Resident</td>
<td>$5,050.88</td>
<td>27</td>
<td>Business</td>
<td>$0.00</td>
<td>3</td>
</tr>
<tr>
<td>Patron - Resident</td>
<td>$9,547.18</td>
<td>62</td>
<td>Lake Orion Teacher</td>
<td>$17.99</td>
<td>26</td>
</tr>
<tr>
<td>Patron - Resident - Clarkston</td>
<td>$0.15</td>
<td>1</td>
<td>Patron - Non-Resident</td>
<td>$3,855.22</td>
<td>562</td>
</tr>
<tr>
<td>Total</td>
<td>$14,598.21</td>
<td>90</td>
<td>Patron - Resident</td>
<td>$6,551.27</td>
<td>1,280</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Patron - Resident - Clarkston</td>
<td>$91.95</td>
<td>36</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total</td>
<td>$10,516.43</td>
<td>1,907</td>
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</table>

<table>
<thead>
<tr>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$1.00</td>
<td>9</td>
<td>Business</td>
<td>$37.16</td>
<td>7</td>
</tr>
<tr>
<td>Lake Orion Teacher</td>
<td>$20.99</td>
<td>17</td>
<td>Lake Orion Teacher</td>
<td>$0.00</td>
<td>28</td>
</tr>
<tr>
<td>Patron - Non-Resident</td>
<td>$1,319.53</td>
<td>249</td>
<td>Patron - Non-Resident</td>
<td>$19,056.68</td>
<td>2,192</td>
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<tr>
<td>Patron - Resident</td>
<td>$13,410.52</td>
<td>2,199</td>
<td>Patron - Resident</td>
<td>$17,491.19</td>
<td>2,734</td>
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<tr>
<td>Patron - Resident - Clarkston</td>
<td>$38.60</td>
<td>34</td>
<td>Patron - Resident - Clarkston</td>
<td>$431.10</td>
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<td>Total</td>
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<td>2,508</td>
<td>Total</td>
<td>$37,016.13</td>
<td>5,067</td>
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<tr>
<td>Patron Code</td>
<td>Total Charges Amount</td>
<td>Number Of Patrons</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>----------------------</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>$38.16</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lake Orion Teacher</td>
<td>$38.98</td>
<td>71</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Patron - Non-Resident</td>
<td>$29,282.31</td>
<td>3,030</td>
<td></td>
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</tr>
<tr>
<td>Patron - Resident</td>
<td>$47,000.16</td>
<td>6,275</td>
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</tr>
<tr>
<td>Patron - Resident - Clarkston</td>
<td>$561.80</td>
<td>177</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>$76,921.41</td>
<td>9,572</td>
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</table>
### Patrons expired in 2013

<table>
<thead>
<tr>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$12.79</td>
<td>7</td>
</tr>
<tr>
<td>Lake Orion Teacher</td>
<td>$23.98</td>
<td>18</td>
</tr>
<tr>
<td>Patron - Non-Resident</td>
<td>$1,531.98</td>
<td>470</td>
</tr>
<tr>
<td>Patron - Resident</td>
<td>$18,019.08</td>
<td>2,479</td>
</tr>
<tr>
<td>Patron - Resident - Clarkston</td>
<td>$127.45</td>
<td>34</td>
</tr>
<tr>
<td>Student - Non-Resident</td>
<td>$6.60</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>$19,721.88</td>
<td>3,012</td>
</tr>
</tbody>
</table>

### Patrons expired in 2014

<table>
<thead>
<tr>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$72.48</td>
<td>9</td>
</tr>
<tr>
<td>Homebound - Outreach</td>
<td>$5.00</td>
<td>1</td>
</tr>
<tr>
<td>Lake Orion Teacher</td>
<td>$191.23</td>
<td>31</td>
</tr>
<tr>
<td>Patron - Non-Resident</td>
<td>$4,709.02</td>
<td>1277</td>
</tr>
<tr>
<td>Patron - Resident</td>
<td>$12,291.78</td>
<td>2,137</td>
</tr>
<tr>
<td>Patron - Resident - Clarkston</td>
<td>$117.19</td>
<td>30</td>
</tr>
<tr>
<td>Student - Non-Resident</td>
<td>$66.84</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>$17,453.54</td>
<td>3,490</td>
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### Patrons expired in 2015

<table>
<thead>
<tr>
<th>Patron Code</th>
<th>Total Charges Amount</th>
<th>Number Of Patrons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$133.76</td>
<td>16</td>
</tr>
<tr>
<td>Homebound - Outreach</td>
<td>$0.00</td>
<td>1</td>
</tr>
<tr>
<td>Lake Orion Teacher</td>
<td>$114.31</td>
<td>29</td>
</tr>
<tr>
<td>Non-Resident - Annual</td>
<td>$2.10</td>
<td>1</td>
</tr>
<tr>
<td>Patron - Non-Resident</td>
<td>$4,424.29</td>
<td>759</td>
</tr>
<tr>
<td>Patron - Resident</td>
<td>$12,921.76</td>
<td>2,518</td>
</tr>
<tr>
<td>Patron - Resident - Clarkston</td>
<td>$204.29</td>
<td>78</td>
</tr>
<tr>
<td>Student - Non-Resident</td>
<td>$245.31</td>
<td>22</td>
</tr>
<tr>
<td>Test</td>
<td>$0.00</td>
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</tr>
<tr>
<td>Total</td>
<td>$18,045.82</td>
<td>3,425</td>
</tr>
</tbody>
</table>
Meeting Minutes
Orion Township Public Library
Building Committee Meeting
March 6, 2017

Present: Thorndycraft, Phillips, Abramczyk, Pergeau, Knox

Call to Order:  7:30 p.m.

Discussion:

• It has been observed that heating & cooling is inadequate in the Ingram Room and Children’s Activity Room, both of which are located at the far reaches of the heating system. Reheat boxes were proposed to be installed during the renovation, but it was decided to forego this option and see if planned changes to the HVAC system would be OK without the reheat boxes. It has become evident that supplemental HVAC is required in these rooms. Two proposals to remedy the situation were reviewed:
  o Modification of the existing baseboard heating system.
  o Installing a re-heat box in the overhead ducts.
  o There are pro’s and con’s to both solutions and differing prices.
  o It was decided to take no action at this time.

• It was proposed to replace the current single-boiler with a dual-unit to increase efficiency and also provide a backup system.
  o Two proposals were discussed, 2-boiler modulating (high efficiency), and 2-boiler alternating (standard efficiency). There are pro’s and con’s to both solutions and differing prices.
  o The current system may last a while, but is of obsolete efficiency.
  o It was decided to take no action at this time.

• Two proposals were discussed to re-lamp existing lighting, where needed, to higher-efficiency LED’s. The two proposals differed in price and payback period.
  o It was decided to take no action at this time.

• It was proposed to replace the existing 100 gallon Hot water system as it is inefficient, larger than required, and original equipment to the building. Two proposals were discussed:
  o A single 40 gal gas and a single 30 gal electric tanks. This would split the building in two, reduce the recirculation line length, and heat 30 fewer gallons of water. This solution was less expensive to install, but likely costs more to operate. Payback, if any, is unknown.
  o A distributed system of point-of-use under-sink water heaters and several small-tank electric heaters for slop sinks. This would eliminate recirculation lines and would be most efficient. Per the quote, the cost to acquire the equipment is higher than the 2-tank solution. The installation cost may require several outlets to be installed. Payback, if any, is unknown.
  o It was decided to take no action at this time.

Board Action:
1. None.

Adjourned: 8:30 p.m.

Respectfully,

James J. Abramczyk, Trustee
Microsoft Dynamics SL 2015 System Upgrade

Presented to:

Orion Township Public Library
825 Joslyn Road
Lake Orion, MI 48362

February 28, 2017
Executive Summary

Project Overview

Orion Twp. Public Library has requested that Crestwood Associates provide an estimate for services relating to upgrading of their Microsoft Dynamics SL v7.0 financial system to Microsoft Dynamics SL 2015 along with any related third party products.

This Engagement Agreement (“AGREEMENT”), known as Engagement Agreement NumbeORION-SL2015, is between Crestwood Associates L.L.C. (CA), an Illinois Limited Liability Company, and Orion Twp. Public Library (CLIENT), terms of the Professional Services Agreement to be signed by CLIENT are hereby incorporated by reference.

The pricing for this engagement agreement is valid for 45 days.

This Agreement authorizes Crestwood to work on the project described below (Project Definition). This Agreement replaces any previous statements of engagement regarding the scope and cost of expected SERVICES.

Project Definition (Scope)

This project scope includes upgrade of the existing accounting system, which encompasses a server and client component, installed in a two-pass operation, from Microsoft Dynamics SL v7.0 to Microsoft Dynamics SL v2015 CU2.

This will be done in the following passes and environments:
1. Test environment at CLIENT
2. Final Production Environment at CLIENT (Test Environment to become final Production Environment)

Client is aware that FRx is not supported by Microsoft and if there are issues with the installation, Management Reporter will be required and a change order issued for the 16-20 hours for the Management Reporter implementation. _______________client initals

The proposed upgrade services include completion of the following tasks indicated in the following hourly details:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Min Hours</th>
<th>Max Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Upgrade</td>
<td>Install Software, Build Environment, and Upgrade</td>
<td>16</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Databases - Includes SQL 2014, SL 2015 CU2, PSTL, Crystal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Reporter</td>
<td>FRx install/upgrade</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Custom Reports</td>
<td>Upgrade of custom reports/screens, i.e. Invoice, Check</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Work Station Installs</td>
<td>Install of Client Workstations</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Third Party Products</td>
<td>Install and Upgrade Third Party Products; AP Intelliview</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Testing Support</td>
<td>Support during testing phase</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Training</td>
<td>New Feature Training</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Documentation</td>
<td>System Documentation</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Live Upgrade</td>
<td>Live Upgrade Process</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Go-Live Support</td>
<td>Support after Go Live Upgrade</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Base Upgrade</td>
<td></td>
<td>33</td>
<td>52</td>
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<tr>
<td>Project Management</td>
<td></td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>Total Estimated Hours</td>
<td></td>
<td>39</td>
<td>62</td>
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</table>

Proposal Summary

<table>
<thead>
<tr>
<th>Estimated Hours</th>
<th>Estimated Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Low</td>
<td>- High</td>
</tr>
<tr>
<td>Estimated Hours</td>
<td>Rate</td>
</tr>
<tr>
<td>Total Estimated</td>
<td>$185.00</td>
</tr>
<tr>
<td>Investment Total</td>
<td>$7,215.00</td>
</tr>
</tbody>
</table>

Microsoft Dynamics GP • Microsoft Dynamics CRM • Microsoft Dynamics SL • Acumatica Training • Technical Support • Application Development
Assumptions:

- It is understood by CLIENT that any customizations made to Microsoft Dynamics SL and related third party products will require attention each time the product is upgraded. This will involve reviewing the customizations for any impact resulting from changes by Dynamics SL and related third party products to corresponding functionality, making the necessary changes (or requesting original developer to provide updated customizations) to upgrade the customizations for these changes and the associated testing of the upgraded customizations. The impact of this is difficult to measure at this time since it is highly dependent on changes made by Dynamics SL and the related third party products.

- The above investment does not include services for rewriting any reports, forms or custom integrations that do not upgrade in the process and need to be rewritten. Client has selected to not move to Management Reporter at this time. Should client need to implement Management Reporter a separate EA will be required.

- CLIENT is responsible for providing both the separate test and then production system environments that exceed the Microsoft Dynamics SL 2015 System Requirements. We assume that the test server will then become the production server.

- The above investment is assuming that all work is performed during normal business hours of M-F 8:00 AM - 6:00 PM. All hours worked outside of this, will be billed at a premium of an additional 25% of the regular hourly rates for this project as directed by the CLIENT’s staff.

- If additional services are needed outside of the scope of this project, a change order will be issued.

- CLIENT is responsible for cleansing data (if applicable).

- Microsoft has publically announced on its product development roadmap for Microsoft Dynamics SL that they will release a new version of the solution approximately every 6 months. Crestwood will upgrade you to the latest version of Dynamics SL that is available at the time of the upgrade Engagement Agreement approval and one that will work with all ISV modules that may be installed in your Dynamics SL system. If you would like to delay the Dynamics SL upgrade for any reason, please discuss with your Crestwood Client Account Manager.

- CLIENT is required to be current on annual software maintenance for Dynamics SL and any Independent Software Vendor (ISV) solutions used, for us to obtain and implement these software versions. If the CLIENT is not current on annual software maintenance, it is their responsibility to become current including any applicable fees and past charges that may be due.

- Project billing model is Time and Materials for all consulting services. Crestwood will bill CLIENT weekly for consulting services delivered on the project the previous week and will include reimbursement for travel fees (travel fees billed without markup). Invoices are payable within 30 days.

- Please note that this engagement includes the installation of Database and Software Code components within the client infrastructure environment. The service hours quoted on this engagement were arrived at with the assumption that Crestwood employees will be granted full access to the resources required to perform these tasks. This includes all Network Passwords, the SA Passwords for all SQL instances – and within the Dynamics SL Software, etc. In addition, Crestwood will be granted the applicable security rights in order to allow us to perform the tasks outlined within the scope of this proposal. At a minimum, we require full local administrative access to all servers that are involved as part of the project. We do respect your rights to restrict or to only provide temporary access to Crestwood employees. However, it should be noted that additional service fees beyond what have been quoted within the scope of this proposal will be incurred if we experience “wait times” and/or any delays in being granted access. From our experience, if we do not have timely access to the applicable infrastructure administrative
personnel to perform domain related tasks (such as the configuration and creation of service accounts and user accounts for the Crestwood team) it will cause project delays and/or additional service fees to be incurred.

SIGNED and sealed the date first above written, in Cook County Illinois.

For: Crestwood Associates L.L.C.  
240 East Lincoln  
Mount Prospect, IL 60056

For: Orion Twp. Public Library  
825 Joslyn Road  
Lake Orion, MI 48362

Tim Thompson  
(Print Name)  
Partner  
(Print Title)  
February 28, 2017  
(Date)
Professional Services Agreement

This PROFESSIONAL SERVICES AGREEMENT ("Agreement") is made this 28 day of February, 2017, ("Effective Date"), by and between Crestwood Associates L.L.C. ("CA"), an Illinois Limited Liability Company, located at 240 E. Lincoln Street, Mount Prospect, Illinois 60056 and Orion Twp. Public Library ("Client") located at 825 Joslyn Road, Lake Orion, MI 48362.

WHEREAS, CA desires to provide and Client desires to purchase technology and related services ("Services") upon the following terms and conditions.

1. **Term.** This Agreement shall commence the date written above and shall continue until terminated as provided herein.

2. **Services.** All Services, expenses and related taxes, if any, shall be detailed and priced in accordance with an Engagement Agreement ("EA"). In the event of a conflict between this Agreement and such Engagement Agreement, only the specific terms and conditions specified in any related Engagement Agreement shall govern. Any Services provided outside of the EA will require a separate EA and fee schedule.

3. **Exclusive Engagement.** Client shall not use any non-CA consultants in connection with any work related to the Services outlined in the Task List without the prior written consent of CA. CA shall not be liable for any damages, claims, delays or costs due to any services done directly or indirectly by non-CA consultants.

4. **Fees and Billing.**
   
   (a) Payment for Services provided pursuant to paragraph 2 above, unless otherwise stated in a specific EA, shall be due and payable on receipt of the invoice. Expenses incurred by CA in conjunction with Services for the Client as indicated in the EA will be reimbursed only as defined in the EA.

   (b) Client may dispute an invoice from CA, in good faith, by notifying CA in writing upon receipt of the invoice by the Client. CA and Client will engage to come to a mutually agreeable resolution. Invoices for executed EA’s not disputed are considered an approval of work.

   (c) The Client shall be responsible for all taxes (including sales taxes) imposed as a result of the Services, excluding only taxes based on the net income of CA.

   (d) Outstanding invoices, not in dispute per 4.b. above, may be subject to an interest charge equal to the lesser of 1.5% monthly or the maximum interest charge permissible under applicable law, payable on demand.

   (e) In addition to any other remedies available to CA regarding non-payment of due invoices, CA may, in the alternative, immediately cease providing Services under any duly executed EA and enter into good faith discussions with Client to resolve issues or disputes regarding the non-payment of invoices outstanding, due and payable to CA. In the event that such discussions do not lead to a mutually agreeable resolution, CA shall have the right to immediately terminate this Agreement and to recover fees for all Services performed and/or products delivered prior to the date of termination and shall be liable for no damages based upon the suspension of services. Client will also be responsible for any reasonable legal fees incurred by CA to collect past due balances.
5. **Confidentiality.**

5.1 **Scope of Obligation.** In connection with the Services performed under this Agreement, the parties may have access to the other party's Confidential Information. "Confidential Information" means non-public information that the disclosing party designates as being confidential or which under the circumstances surrounding disclosure ought to be treated as confidential and information received from others that the disclosing party is obligated to treat as confidential.

Confidential Information includes, without limitation, information relating to the disclosing party's software or hardware products which may include source code, data files, documentation, specifications, databases, networks, system design, file layouts, tool combinations and development methods, as well as, information relating to the disclosing party's business or financial affairs, which may include business methods, marketing strategies, pricing, competitor information, product development strategies and methods, Client lists and financial results. Confidential Information includes all tangible materials which contain Confidential Information whether written or printed documents, computer disks, off-premise storage or tapes whether user or machine readable. The parties agree to maintain the confidentiality of the Confidential Information and to protect as a trade secret any portion of the other party's Confidential Information by preventing any unauthorized copying, use, distribution, installation or transfer of possession of such information.

Each party agrees to maintain at least the same procedures regarding Confidential Information that it maintains with respect to its own Confidential Information, but in no event less than a reasonable standard of care. Without limiting the generality of the foregoing, neither party shall permit any of its personnel to remove any proprietary or other legend or restrictive notice contained or included in any material provided by the disclosing party and the receiving party shall not permit its personnel to reproduce or copy any such material except as expressly authorized hereunder. A party's Confidential Information may only be used by the other party in order to fulfill its obligations under this Agreement.

5.2 **Exceptions.** Confidential Information shall not include any information that: (a) is already known to the receiving party or its affiliates, free of any obligation to keep it confidential; (b) is or becomes publicly known through no wrongful act of the receiving party or its affiliates; (c) is received by the receiving party from a third party without any restriction on confidentiality; (d) is independently developed by the receiving party or its affiliates; (e) is disclosed to third parties by the disclosing party without any obligation of confidentiality; or (f) is approved for release by prior written authorization of the disclosing party.

5.3 **Residual Rights.** Each party acknowledges that the other may, as a result of its receipt of or exposure to the other party's Confidential Information, increase or enhance the knowledge and experience retained in the unaided memories of its directors, employees, agents or contractors. Notwithstanding anything to the contrary in this Agreement, each party and its directors, employees, agents or contractors may use and disclose such knowledge and experience in such party's business, so long as such use or disclosure does not involve specific Confidential Information received from the other party. The disclosing party will not have rights in such knowledge and experience acquired by the recipient party, nor rights in any business endeavors of the recipient party which may use such knowledge and experience, nor rights to compensation related to the recipient party's use of such knowledge and experience.

5.4 **Irreparable Harm.** Both parties acknowledge that any use or disclosure of the other party's Confidential Information in a manner inconsistent with the provisions of this Agreement may cause the non-disclosing party irreparable damage for which remedies other than injunctive relief may be inadequate, and both parties agree that the non-disclosing party may request injunctive or other equitable relief seeking to restrain such use or disclosure without the necessity of proving actual harm or posting bond.

5.5 **Survival of Obligation.** The terms and provisions of this Section 5.0 shall survive any expiration or termination of this Agreement.
6. **Warranty.**

6.1 **General.** CA and Client each represent and warrant that as of the Effective Date:

(a) it is a corporation duly organized and validly existing and in good standing under the laws of its jurisdiction of formation and has the authority to carry on its business as now conducted;

(b) it has the power, authority and legal rights to execute, deliver and perform its obligations under this Agreement;

(c) the execution, delivery and performance of its obligations under this Agreement and the transactions contemplated hereby have been duly authorized by all necessary corporate action; and

(d) neither the execution and delivery of this Agreement, the performance of any of its obligations hereunder, nor the consummation of any of the transactions contemplated herein will violate, conflict with or result in a breach of or default under any terms, conditions or provisions of (i) any existing law, rule or regulation to which it or its assets is subject, (ii) any judgment, order, writ, injunction, decree or award of any governmental authority which is applicable to it or its assets, (iii) any provision of its Certificate of Incorporation, Articles of Incorporation, By-Laws or other document of formation or governance to which it is a party or by which any of its assets are bound, or (iv) any mortgage, indenture, agreement, contract, commitment, lease, plan, authorization or other instrument, document or understanding, oral or written, to which it is a party.

6.2 **Warranty.** CA warrants that its personnel shall perform the Services in a good and workmanlike manner and deliver product as defined in an executed EA. In the event of a breach of the foregoing warranty, CA’s sole obligation and Client’s exclusive remedy will be to have CA perform again the Services in respect of which the warranty has been breached to bring them into compliance with such warranty. Any claim for breach of the foregoing warranty must be made by notice to CA within two (2) weeks of completion of the Services in respect of which the claim is made or said claim shall be deemed waived. The notification period stated prior is eight (8) weeks for Services that pertain specifically to any custom software development as stipulated in the EA.

6.3 **Client Warranties.** Notwithstanding any contrary terms in any contract document, if Client requests CA to provide any Services with respect to any third-party software, Client represents and warrants that it has the right to grant access to CA to perform such Services or has otherwise obtained all necessary consents, and agrees to indemnify, defend and hold CA harmless from and against any and all claims, damages, liabilities, losses and expenses (including reasonable attorneys’ fees) asserted by a third party (including, without limitation, a licensor of that software) based on or arising out of alleged or actual infringement by CA of that third party’s rights, but only to the extent that CA’s work on that software was within the scope of an EA and this Agreement. Additionally, Client represents and warrants that the information furnished by Client to CA on which CA based the description of the Services and the charges to be paid by Client therefore, as set forth in each EA, is accurate and complete in all material respects.

7. **Warranty Disclaimer.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, CA MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING ANY MATTER, INCLUDING, WITHOUT LIMITATION, THE MERCHANTABILITY, SUITABILITY, ORIGINALITY, FITNESS FOR A PARTICULAR USE OR PURPOSE, OR RESULTS TO BE DERIVED FROM THE USE OF, ANY SERVICE, SOFTWARE, OR OTHER MATERIALS PROVIDED UNDER ANY EA. CA DOES NOT REPRESENT OR WARRANT THAT THE OPERATION OF ANY SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. Client ACKNOWLEDGES THAT IT IS A SOPHISTICATED PARTY TO THIS AGREEMENT AND RECOGNIZES AND AGREES THAT THIS PROVISION IS AN INTEGRAL PART OF CA PRICING AND AN IMPORTANT FACTOR IN ITS WILLINGNESS TO PERFORM SERVICES HEREUNDER.
8. **Indemnities and Limitation of Liability.**

8.1 **Infringement Claims.** Subject to the limitations set forth in Section 8.3, CA and Client each agree to indemnify, defend and hold the other harmless against any action to the extent that such action is based upon a claim that the software (other than, with respect to CA, third-party software provided by CA) or Confidential Information provided by the indemnitor, or any part thereof, infringes upon the intellectual property rights of any third party.

8.2 **Third Party Indemnification.** Each party acknowledges that by entering into and performing its obligations under this Agreement and each EA, that either party will not assume and should not be exposed to the business and operational risks associated with the other party’s business, and therefore agrees, subject to Section 8.3, to indemnify, defend and hold each party harmless from any and all third party claims, actions, damages, liabilities, costs and expenses (including attorneys' fees and expenses) arising out of or related to the conduct of each party’s business, including, without limitation, the use by Client of the Services.

8.3 **Procedures.** All indemnification obligations under this Section 8.0 shall be subject to the following requirements: (a) the indemnified party shall provide the indemnifying party with prompt written notice of any claim; (b) the indemnified party shall permit the indemnifying party to assume and control the defense of any action upon the indemnifying party's written acknowledgment of the obligation to indemnify (unless, in the opinion of counsel of the indemnified party, such assumption would result in a material conflict of interest); and (c) the indemnifying party shall not enter into any settlement or compromise of any claim without the indemnified party's prior written consent, which shall not be unreasonably withheld. In addition, the indemnified party may, at its own expense, participate in its defense of any claim. In the event that the indemnifying party assumes the defense of any such claim, the indemnifying party shall have no liability for attorney's fees and costs incurred by the indemnified party.

9. **Termination.** Either party may terminate the Agreement upon 30 days written notice by any of the following methods: (1) delivered certified or registered mail, return receipt requested, to the other party; (2) electronic mail with a confirmed receipt and acceptance by the recipient; (3) personal contact, by phone or in person, with an officer of each of the parties confirming such via the methods mentioned in (1) or (2) prior. The obligation for payment pursuant to Paragraph 3 shall survive such termination.

10. **Right to Engage in Other Activities.** Client acknowledges and agrees that nothing in this Agreement or any EA will impair CA’s right to perform services or acquire, license, market, distribute, develop for itself or others or have others develop for CA similar technology performing the same or similar functions as the technology and Services contemplated by this Agreement or any EA.

11. **Hiring of Other Party Personnel.** For a period of one (1) year from the expiration or termination of each applicable EA, Client and CA agree not to directly solicit the employment of any personnel or agent of the other party who has been directly involved with the delivery of Services under an EA unless Client or CA, whichever the case may be, grants it consent in writing. Direct solicitation will not include general solicitations by the parties through the use of advertisements in newspapers, trade publications, or other solicitations not directed at particular individuals. If this condition is breached, the breaching party agrees to compensate the other party with a sum equal to four (4) times the average monthly compensation received by such individual during the last six (6) months which the individual was employed by the former party employer.

12. **Independent Contractor.** CA is an independent contractor. Neither CA nor Client are, or shall be deemed for any purpose to be, employees or agents of the other and neither party shall have the power or authority to bind the other party to any contract or obligation.
13. **Arbitration.** Except for collection actions for payment of charges and for the right of either party to apply to a court of competent jurisdiction for a temporary restraining order, a preliminary injunction, or other equitable relief to preserve the status quo or prevent irreparable harm, any controversy or claim arising out of or relating to this Agreement or to its breach shall be settled by arbitration by a single arbitrator in accordance with Commercial Arbitration Rules of the American Arbitration Association, pursuant to an arbitration held in Cook County, Illinois, and judgment upon the award rendered by the arbitrator may be entered in any court of competent jurisdiction. The prevailing party shall be entitled to receive from the other party its attorney's fees and costs incurred in connection with any action, proceeding or arbitration hereunder.

14. **Assignment.** Neither party shall assign its rights or obligations under this Agreement without the prior written consent of the other party, which shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, either party may assign this Agreement to an entity who acquires substantially all of the stock or assets of such party; provided that consent will be required in the event that the non-assigning party reasonably determines that the assignee will not have sufficient capital or assets to perform its obligations hereunder. All terms and provisions of this Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective permitted transferees, successors and assigns.

15. **Governing Law.** This Agreement and each EA shall be governed by and construed in accordance with the laws of the State of Illinois, without reference to conflict of laws principles. Client hereby irrevocably consents to the jurisdiction of the state courts of the State of Illinois.

16. **Notices.** Service of all notices under this Agreement shall be sufficient if made by electronic email to operations@crestwood.com and registered mail to the specific party involved and that party’s representative as affixed to the signatures at the bottom of this Agreement, herein at its respective address noted in the preamble to this Agreement.

17. **Entire Agreement.** This Agreement contains the entire understanding of the parties with respect to the matter contained herein. There are no promises, covenants or undertakings other than those expressly set forth herein. This Agreement may be modified or waived only by written consent of both parties.

18. **Severability.** In the event any one or more of the provisions of this Agreement or of any exhibit is held to be invalid or otherwise unenforceable, the enforceability of the remaining provisions shall be unimpaired.

19. **Force Majeure.** CA shall not be responsible for failure to perform under this Agreement when its failure results from any of the following causes: Acts of God or public enemies, civil war, insurrection or riot, fire, flood, explosion, earthquake or serious accident, strike, labor trouble or work interruption or any cause beyond its reasonable control.

20. **Agreement Headings and Numbering.** Paragraph headings and numbers used in this Agreement are included for convenience of reference only, and, if there is any conflict between any such numbers and headings, and the text of the Agreement, the text shall control.

21. **Execution of Agreement.** This Agreement may be executed in one or more counterparts, each of which shall be considered an original, but all of which together shall constitute one and the same instrument.

22. **Binding Effect.** This Agreement shall be binding upon and inure to the benefit of the Parties to this Agreement and their respective successors and assigns.

* * *
IN WITNESS WHEREOF, this Agreement has been duly executed and delivered by the authorized officers of the parties hereto, to be effective as of the Effective Date.

For: Crestwood Associates L.L.C.  

Brian J. McGuckin  
Partner  
February 28, 2017  
(Signature)  
(Print Name)  
(Date)  

For: Orion Twp. Public Library  

(Signature)  
(Print Name)  
(Print Title)  
(Date)
Strategic Planning
Consulting Services

Orion Township Public Library
Orion, MI

Submitted by:
Kimberly Bolan and Associates, LLC

March 7, 2017
March 8, 2017

Karen Knox, Director
Orion Township Public Library
825 Joslyn Road
Lake Orion, MI 48362

Karen:

Kimberly Bolan and Associates is pleased to submit a proposal for consulting services to assist in the development of a Strategic Plan for the Orion Township Public Library (OTPL). Since our last planning effort with your library, our team has further developed and evolved our successful and efficient approach to strategic planning with libraries. As you know from our all our work with OTPL we work with each client to tailor the planning tools to best fit each library and their community. We focus on the overarching goal of creating a strategic plan that can live and react to the quickly shifting world we live in today. Regardless of overall methodology settled upon, our work always includes the following activities:

- Library data analysis
- Direct input from stakeholders (user and non-users), staff, and board members with more of a focus on aspirational input over problem focused input.
- Demographics analysis
- A comparison benchmark report (not limited to geographic comparisons)
- Discussion of best practices for today’s libraries as a part of the stakeholder input process, which is part of our aspirational input (or appreciative input) process

KBA’s and OTPL’s Strategic Planning Team will take all the gathered information and use it to develop strategies that will successfully guide OTPL into the future. The final deliverable will assist OTPL in working on processes that will keep its strategic plan living, breathing, and updated throughout its lifetime.

This proposal is firm and irrevocable for 60 calendar days from March 7, 2017. We look forward to the opportunity to respond to questions and further explain our process as needed. Please don’t hesitate to call with questions.

Sincerely,

Kimberly Bolan Cullin
Principal Consultant / President
Company & Contact Information

In 2004 Kimberly (Kim) Bolan Cullin and her husband Rob Cullin started Kimberly Bolan & Associates (KBA), a library consulting company based outside Indianapolis (IN). Over the past 13 years, Kim and Rob have been involved in numerous strategic plans, facilities projects, and other consulting work with hundreds of libraries across the U.S. KBA’s clients range from small rural public libraries to large urban facilities, and everything in between.

Areas of expertise include:
- Facility and space planning and design
- New approaches to strategic planning
- 21st century library services and transformation
- Community awareness and marketing

Our team is passion about understanding what it takes to be a successful and thriving 21st century library, we have been presenting annually at state level conferences on current trends with libraries for over eight (8) years, in addition to numerous other speaking engagements where we have trained thousands of librarians across the U.S. and abroad.

We are about helping libraries survive and thrive in an environment of constant change. Change occurs every day with shifting demographics, newer and better technologies, increasing real and virtual competition. Not to mention a very unsettled economy. Our team addresses these issues using a holistic approach. In addition, we assist libraries with understanding and implementing successful 21st century services and facilities, increasing the efficiency of operational processes such as circulation and information services, incorporating and managing technology, streamlining behind-the-scenes activities, improving web-based access, and more.

Contacts:

Kimberly (Kim) Bolan Cullin, MLS
Principal Consultant/President, Kimberly Bolan and Associates, LLC

Robert (Rob) Cullin
Principal Consultant/Vice President, Kimberly Bolan and Associates, LLC

Address: 650 Spring Hills Drive, Zionsville, Indiana 46077

Work/Cell/Text: 585-739-7003 Kim
317-509-3268 Rob

Email: kim@rethinkinglibraries.org
rob@rethinkinglibraries.org

Web: www.rethinkinglibraries.org
Executive Summary

The Orion Township Public Library (OTPL) leadership has approached Kimberly Bolan and Associates to assist them with the creation of the Library’s next Strategic Plan.

As lead strategic planner for KBA, Rob Cullin will be the principal consultant on this project and be responsible for coordination of all onsite and offsite work, managing the project communications and timelines, and coordinating all deliverables. Also heavily involved in the project will be Kim Bolan Cullin, principal consultant, and/or Elly Dawson, associate consultant, with KBA. At least two of the three of us will be actively involved for the execution of all onsite and offsite work. Elly is currently the Director of the Victor-Farmington Public Library (NY), but also works with KBA on projects like this in the North and Northeast U.S. Her specialty is working with libraries like OTPL. The involvement of Kim and/or Elly will be mostly driven by schedules and availability. Other KBA associates may be used as needed as well to help OTPL complete their project most cost effectively.

The KBA team views its role in this project as facilitator and collaborator. We will analyze information and offer professional recommendations based upon observation, stakeholder feedback, demographics, and assessment of OTPL’s existing services, facility, and community. We will also facilitate staff and board strategy planning meetings to help the team find the right strategic vision for your community’s library. KBA will work with the OTPL team, prior to the formation of the plan, to benchmark and evaluate library practices, staffing, efficiencies, etc. Once the plan has been created, KBA can be available to work with OTPL to implement best practices for measuring progress as the plan is implemented.

Of key importance to a project such as this will be the quality of the communication and collaboration between KBA and OTPL’s Strategic Planning Team. As your consultants, we must effectively share analyses and opinions so all stakeholders can fully understand the implications of decisions that may be made. In turn, the Strategic Planning Team must help KBA fully understand the local context related to any resulting choices.

The Strategic Planning Team members will actively participate in the creation of the Strategic Plan so they are fully invested in the process and the final product. It is also essential that all involved have a clear vision of what needs to be done based on the in-depth assessment of the existing situation, the consideration of new and emerging trends in library services, and an understanding of local realities and sensibilities.

Public libraries in the 21st century, regardless of size and budget, can thrive and become the center of their community, providing valuable services and facilities for residents of all ages. Focused and visionary planning is the only way libraries can continue to be successful within the confines of limited human and fiscal resources. The result will be an improved library that effectively delivers services that are targeted to the community’s expectations and compatible with the library’s overall vision, mission, and goals.
Our Approach / Methodology

At a core level, KBA is not married to a single philosophy or methodology of strategic planning. A variety of different approaches and toolsets can help any organization arrive at a solid plan. Throughout our professional work we have been exposed to and worked with many philosophies, processes, and toolsets and, if selected, we will work with your team to determine what tools and methodologies best fit your community and your library.

All that being said, KBA does have two overriding philosophies that drive our vision of best practices for strategic planning:

1. Ample community input from users, non-users, community leaders, staff, and the board based on aspirational discussions over problem focused dialogue. Though we don’t formerly call this Appreciative Inquiry, many of the premises and approaches are very similar.

2. The plan must be structured in a way that makes it dynamic and easy to “live against.” This means the plan must maintain a certain level of flexibility, while still being measurable, in order to address the shifting landscape facing today’s libraries. If the plan is truly aspirational then the often the target of aspiration must be able to grow and evolve as well.

Though we are agnostic when it comes to specific tools and methodology, we are proponents of some key aspects of the “Real-Time Strategic Planning Process” developed by La Piana Associates and outlined in the book *The Nonprofit Strategy Revolution*. We recommend it for consideration as at least an overlay for OTPL’s strategic planning project.

This methodology centers on the previously mentioned two philosophies and helping organizations build both a strategy framework and a more strategic-minded culture. This methodology also helps differentiate between the three key levels of strategy: organizational, programmatic, and operational. Typically, KBA’s process leads to a 2-page strategic plan that encompasses the top levels of strategy. In addition, a separate work plan is developed that focuses on the operational level and the details and tactics of the plan. *Refer to figure to the above.*

A big strength of this process is its inherent design on feedback. As you live the plan, the process helps you constantly evaluate your library against that plan and, when necessary, allow for changes and adjustments to be made. No plan can predict the future. The best plan and process is one that...
accepts this fact and builds evolution into the plan, while still maintaining a discipline to the higher mission and vision of the library and its community.

The “Real-Time Strategic Planning Process” was developed with emphasis on not-for-profit organizations. KBA is adept at translating this process to the similar, but distinctly different approaches, vocabulary, and mindset needed for a great library strategic plan.

Regardless of the process and toolsets chosen for your project, KBA’s overall goal for strategic planning is to encourage our clients to think and innovate. We are interested in motivating libraries to the next level. We want our clients to end up with a concise plan they can live and breathe, not just file with their state agency and/or stick in a drawer.

It is important to keep in mind that the planning process is about identifying what members of your community (library users and non-users) want and need from their library in terms of services, spaces, etc. We recognize that KBA’s role in this project is not to develop the “consultants’ plan” or the “staff and board’s plan” for OTPL. Rather, our responsibility is to help OTPL educate its public, generate ideas and solutions, and develop a plan that reflects its community members and the future.

**Process**

During this project, KBA will work with OTPL’s Strategic Planning Team to:

1. Review and analyze data and information gathered throughout this process
2. Understand what it means to be a successful and thriving 21st century library
3. Gather and analyze stakeholder input from the community, staff, board, etc. via community focus groups, public forums, and surveys.
   a. Our typical approach for a library of OTPL’s size involves conducting 8-10 stakeholder focus group sessions However, given OTPL’s previous work in this regard we suggest a scaled back approach to community input with a total of 5-7 sessions.
   b. The stakeholder sessions come in two forms:
      i. Targeted Groups (4 to 6) (Staff, Board, and Public sessions)
      ii. Open Forum Session (1) (Public)

   The content for both is the same. The difference is that the targeted sessions involve targeting specific demographic groups where the open forum is available to anyone and everyone who is interested in participating.

   This phase is where we incorporate aspirational input into the process. For every client, we develop a custom presentation deck that best fits the existing state of the library. And, with insight from the library team, we focus on the aspirational areas that will most likely resonate with the community.

   c. KBA will also work with the library team to develop and conduct a general supplemental public web-based survey. Our approach is to work with our clients to promote and advertise the survey on a broad level, targeting users and non-users.
KBA doesn’t recommend that our clients spend the extra money to conduct full “scientific-level” studies. KBA has been involved in projects that made that extra level of investment and, in the end, did not get any better results than when a more moderate approach to community input, such as we’re proposing here, was taken. We believe that the best results come from getting the “pulse” of those community members who are interested in the library and/or the community, regardless of if they use the library or not.

4. KBA will facilitate a 6-hour long strategy session (aka, Strategic Planning Retreat) where the Library Planning Team along with other key stakeholders, board members, and community members will distill the input previously gathered and discuss best practices for 21st century public libraries. OTPL’s mission and vision will also be reviewed and related back to the key strategies. Through the retreat process, we work to incorporate an aspirational focus as opposed to a problem-solving approach. The retreat team will gain clarity and insight into:
   - OTPL’s identity (i.e., who you are and who you want to be)
   - How OTPL can better address current and future (unseen) trends
   - The key ingredients and focus of OTPL strategies

A key outcome of this session is the development of a high level 2-page plan that can live, breath, and be readily useable on a day-to-day basis.

5. After the development of the high-level strategies, a more detailed Work Plan will be created. This document has a shorter window of time (usually 12-18 months) and focuses on the details of the plan (e.g., action steps, tactics, milestones, etc.). This Work Plan is developed primarily by the Library Team and staff with the remote guidance and assistance of KBA.
Deliverables

KBA’s deliverables will include:

- A detailed community analysis including demographics and geo-mapped psychographic (market segmentation) analysis of the community using MosiacZ4 data from Experian & CensusViewer
- Organizational and community assessments (these might include SWOT, PEST, etc.)
- We typically do a collection analysis, but this probably is not needed given KBA’s ongoing recent work with OTPL
- A benchmark analysis of primary library metrics, both regional and national
- A stakeholder input summary (from focus groups, online survey, etc.) and analysis of the key priorities and goals emerging from these inputs
- A 2-page high-level strategic plan focusing on the top 3-5 priorities coming out of the process

  This is structured in a way to be an easy asset for the board and administration to reference on a regular basis to easily and efficiently gauge progress.

  SEE APPENDIX B FOR EXAMPLES

- Assisting the OTPL staff in the development of a detailed work plan that addresses, in specifics, the work/tasks to be conducted in order to effectively execute the plan, including actions, timeline, and budget-related to initiatives.

  SEE APPENDIX C FOR AN EXAMPLE

Expected Timeline

The following is a projected timeline for Orion Township Public Library’s project assuming a goal of having the plan completed the late Summer of 2017. This timeline can be flexible, as we have worked on a variety of different timeline approaches.

- Project Kickoff Meeting – March/April 2017
- Stakeholder Group invitations sent – April 2017
- Stakeholder Focus Groups and Public Forums – May/Early June 2017
- Survey goes public – On first day of Stakeholder Sessions (typical)
- “Full Day – 6 Hour” Strategic Retreat – Summer 2017
- Draft of 2-page High Level Strategic Plan – Provided by KBA approximately 2-3 weeks after the completion of the Strategic Retreat
  - High Level Plan must be approved by Board of Trustees at a subsequent meeting so that KBA can assist staff to work on the detailed Work Plan
- Work Plan development – Late Summer/Fall 2017
- Detailed Work Plan Complete– Fall 2017
Library Experience and Backgrounds

Rob Cullin helped start Kimberly Bolan & Associates with Kim in November 2004. Rob's primary involvement with KBA began in 2005 when he and Kim co-authored *Technology Made Simple* and began writing and presenting together across the United States. Since then, Rob has been involved in many of KBA’s strategic plans and facility planning projects. Through his previous work as President and Co-Founder of Evanced Solutions, LLC he was involved with thousands of libraries across the USA, Canada, and Australia. With a broad set of experiences reaching beyond libraries, Rob has direct specialties in strategic planning, data and demographic analysis, marketing, and organizational design. He was also a *Library Journal* recognized “Mover & Shaker” in 2008.

Kimberly (Kim) Bolan Cullin is an experienced librarian, consultant, and author with a broad background in libraries. She is the president and principal consultant of Kimberly Bolan & Associates, LLC a library consulting firm established in 2004 by Kim and her husband Rob Cullin. Kim is a *Library Journal* recognized “Mover & Shaker”, has published three books and numerous journal articles, and is a frequent speaker at state and national conferences. Kim has consulted with hundreds of public, school, and academic libraries across the United States and abroad specializing in space planning and design, 21st century library services, children’s and teen services and spaces, marketing, and customer service. Prior to starting her consulting business, Ms. Bolan Cullin was a public library administrator in New York State. There she planned and managed two public library building and expansion projects.

Elly Dawson has served as a director in three New York State libraries over the past thirty-five years. Her specific areas of interest include staff development and mentoring, planning with vision and developing community networks among libraries as well as within communities. Working within her positions as library director, Elly has created and executed numerous strategic plans as well as facilitated planning for others. While she has always enjoyed the process of building a strategic plan, Elly is a strong supporter of encouraging staff and trustees to utilize their strategic plan in project planning as well as daily routines. Elly has served on numerous boards and committees, is the recipient of the Pioneer Award given by the Pioneer Library System (NY) for innovation and leadership, the recipient of the NYS Library Assistants Association’s Ray Murray Award for her encouragement of paraprofessionals in their personal and professional development, and has been most recently nominated for the Victor Chamber of Commerce Women of Excellence. Elly currently serves as the library director in the Victor-Farmingtom Library (NY), serving a rapidly growing community of nearly 26,000 residents who utilize, appreciate and support their library.

Full resumes available upon request.

In addition, please refer to KBA’s website at [www.rethinkinglibraries.org](http://www.rethinkinglibraries.org) for additional information.
Our Strategic Planning Experience

Both Rob and Kim have been involved in strategic planning of one form or another since 1996. Their work has taken place in libraries, library associations, non-profit organizations, and small and large for-profit businesses. They have been facilitators, executives, team leaders, and team members of these plan developments. Rob has in-depth experience in strategic planning with all those types of organizations, both as a facilitator and as the internal project leader/champion. As a former library administrator, Kim was actively involved in her libraries' own strategic plans in addition to her full time consulting work over the past 13 years working with libraries across the U.S.

In the last 15 years, Rob has not only worked with a variety of public libraries, he also led his former company Evanced Solutions through two major strategic planning initiatives, both leading to major strategic shifts the organization. One shift led to the strategic sale of Evanced to Demco, Inc. and the other was the launching of a whole new line of educational apps. Rob was a team leader on the Demco, Inc. 2013 Strategic Plan and a committee chair on the Young Actors Theater (Indianapolis based non-profit) for the 2014 strategic plan. Throughout these recent experiences as well as Rob’s previous business experiences, going back to 1995, he has worked with a variety of strategic planning methodologies, approaches, and styles. This variety has enabled him to be highly adaptable to a variety of approaches that are needed to address planning for various types of organizations, communities, and organizational cultures.

When Kim and Rob started KBA in 2004, strategic planning was a part of the many services that KBA provided to libraries. With Rob now full-time at KBA since 2014; strategic planning has become one of the leading services offered by KBA. KBA has led or is currently leading over 15 public library strategic plans over the past 3 years.

Some of the Strategic Plans KBA has facilitated:

- James Prendergast Library Association (NY) – (nearing completion)
- Niles Public Library (IL) – (nearing completion)
- Charlevoix Public Library (MI) – (2016)
- Bloomfield Township Public Library (MI) – (2016)
- Salem-South Lyon Township District Library (MI) – (2016)
- Anderson Public Library (IN) – (2016)
- Plainfield-Guilford Township Public Library (IN) – (2016)
- Westfield Washington Public Library (IN) – (2016)
- Orion Township Public Library (MI) – (2014)
- Jennings County Library (IN) – (2014)
- Beech Grove Public Library (IN) – (2014)
- Morrison-Reeves Library (IN) – (2014)
- Vigo County Public Library (IN) – (2012)

For all of these clients, we worked to determine the best approach and methodologies that would give each library the best end result and meet their own standards as well as their state requirements, if appropriate.
Cost Estimate

This process will include onsite work as well as offsite work by KBA. Based on similar projects of this size and scope, we have estimated the typical costs. We are open to conducting your project in a variety of ways, in terms of deliverables, work responsibilities, onsite and offsite time, etc., in order to be as cost effective as possible.

Time and Materials:

- Our standard rate is $160 / hour, but based on our long history with Karen and OTPL we are offering OTPL our lowest discounted rate of $115 / hour for Kim and Rob Cullin’s time, $100 / hour for Elly Dawson’s time, and $80 / hour for any other associate’s time.
- Estimate of Labor: $9,750 - $12,500
- All travel and other expenses will be billed at cost. Mileage will be billed at $0.54 / mile at a round trip distance of 650 miles or $351 per onsite visit. Overnights when necessary will be at Hampton Inn – Auburn Hills or equivalent.

References

We encourage you to speak to any of our clients or references, but the following are four of our most recently completed Strategic Plan projects.

Mary Hougland, Director
Jennings County Public Library
North Vernon, IN
(812) 346-2091 x225
mary.hougland@jenningslib.org
Projects: Facilitated and developed the 2015 – 2018 Strategic Plan. Working on ongoing marketing and operational initiatives with the library. In addition, KBA has provided facility and redesign services for the library since 2010 and designed and managed the renovation of the library in 2013.

Rachel Ziegler, Director
Plainfield-Guilford Township Public Library
Plainfield, IN
rziegler@plainfieldlibrary.net
(317) 839-6602
Projects: Facilitated and developed the 2015 – 2018 Strategic Plan. Working on ongoing marketing and operational initiatives with the library. In addition, KBA has provided facility and redesign services for the library since 2010 and designed and managed the renovation of the library in 2013.
Appendix A: Résumés
Ms. Bolan Cullin started her library consulting business Kimberly Bolan & Associates (KBA) in November 2004. In 2008, she also started working as an Associate Principal Consultant with Providence Associates. Prior to beginning her business, she worked full-time in public library administration while also consulting part-time since 1998. Ms. Bolan Cullin has been involved in numerous building and space planning projects, strategic plans, and other consulting work helping libraries succeed and thrive in the 21st century. She is the author of two editions of *Teen Spaces and Technology Made Simple* (both published by ALA Editions) and has consulted with hundreds of libraries, library systems, consortia, and library-related businesses in over 20 states and abroad.

Consulting responsibilities include working with libraries and overseeing projects at libraries of all types, sizes and budgets ranging from under $1 million to over $15 million. Work involves facility planning and design, strategic planning, management of libraries, customer service training, advising and training clients on best practices for successful 21st century libraries, working with and training administration and staff, conducting public focus groups, data analysis, budgeting, and supervising associate consultants across the United States.

**Select Sample of Recent Clients and Project Work:**
- Union County Public Library (NC) – 2016 – present
- Lincoln County Public Library (NC) -- 2016 – present
- Niles Public Library District (IL) -- 2016 – present
- James Prendergast Public Library (NY) – 2016 – present
- Indianapolis-Marion County Public Library, Eagle Branch – 2016 – present
- Community Library Network (ID) -- 2015 – present
- Hamilton East Public Libraries (IN) – 2015 – present
- Greenwich Library (CT) – 2013 – present
- Jennings County Library (IN) – 2014 – present
- Anderson Public Library (IN) – 2015 – present
- Orion Township Public Library (MI) – 2013 – present
- Ivy Tech Community College (IN) — 2015 – 2016
- Fort Worth Public Library (TX) – 2016
- Bloomfield Township Public Library (MI) -- 2015 – 2016
- Salem-South Lyon Township Public Library (MI) – 2015 – 2016
- Butler University – Irwin Library (IN) – 2011–2016
- Sachem Public Library (NY) – 2012–2016
- Tiverton Public Library (RI) – 2011–2015
- Hudson Area Library (NY) – 2011–2016
- Plainfield-Guilford Township Public Library (IN) – 2010 – 2016
- Westborough Public Library (MA) – 2011–2015
- Saint Mary-of-the-Woods College (IN) – 2014
- Beech Grove Public Library (IN) – 2014
- Webb School (TN) – 2013 - 2014
- Las Vegas-Clark County Library District (NV) – 2012–2013
- Morrison-Reeves Library (IN) --2013 – 2014
- Knox County Public Library (IN) – 2012 – 2013
- Greensburg – Community Input and Decatur County Public Library (IN) -- 2011- 2012
- Wood Library (NY) – 2010 – 2012
- Morgan County Public Library (IN) -- 2010 – 2011
Frankfort Community Public Library (IN) – 2010 – 2011  
Arlington Public Library (TX) – 2009 – 2011  
Charlotte Mecklenburg Public Library (NC) – 2008 – 2009  
Queens Library (NY) – 2006 – 2011

Sample of Select Trainings (2007 – present):  
Rethink, Re-envision, Redesign – presented across the U.S., including ALA Annual 2012 (2012 - present)  
Developing Collaborative Spaces that Encourage Community Engagement (ALA Annual Conference 2014)  
Creating a Thriving 21st Century Library – presented across the U.S. (2011 - present)  

ADMINISTRATIVE EXPERIENCE:

Webster Public Library, Webster, New York 1999 – 2004  
Assistant Director  
• Directed network and computer services, patron services, page services, and technical services departments  
• Oversaw budgets for 5 departments for library of $1.6 million operating budget  
• Worked with Director to oversee 40,000 square foot building project including fundraising, bid process, facilities design, and implementation of new space and services. Served as project manager and coordinated all aspects of computer services, including OS migration, installation of PCs, and design and implementation of a wireless network and training lab. Team member in charge of oversight of circulation services, reference/adult areas, collection layout, staff areas, teen area, and signage; collaborated on the children’s library and café

Reference & Network Services Supervisor  
• Directed reference and network/computer services departments  
• Library Expansion Project – managed the design and planning team for the Information Center and Computer Services, chaired the signage committee, served as co-coordinator of the technology team, co-planned videoconferencing services

Reference Librarian

ADDITIONAL EXPERIENCE:  
Chair – YALSA Editorial Advisory Board 2010 – 2012  
Adjunct Professor, University of Buffalo School of Informatics, Buffalo, New York 2004 – 2006

PUBLICATIONS:


HONORS AND AWARDS:  
2010 Indianapolis Business Journal’s “Forty under 40” Award  
2004 Library Journal’s Movers and Shakers Award

EDUCATION:

Syracuse University, School of Information Studies – Syracuse, New York, M.L.S.  
State University of New York at Geneseo – Geneseo, New York, B.A.
Mr. Cullin helped Ms. Cullin start Kimberly Bolan & Associates in November 2004, though his primary involvement began in 2005 when they co-authored *Technology Made Simple* and began writing and presenting together across the USA. Mr. Cullin has been involved in most of KBA’s strategic plans and facilities plans work. He is the co-author of *Technology Made Simple* (ALA Editions 2006) and, through his work with Evanced Solutions LLC and Demco, Inc., he has been involved with thousands of libraries around the world. With a broad set of experiences reaching even beyond libraries, Mr. Cullin has direct specialties in strategic planning, data, demographic & psychographic analysis, marketing, and organizational design.

**Relevant Project Experience:**

- **Orion Township Public Library (MI)** – Strategic Planning, Facilities Planning & Design (2013 – present)
- **Jennings County Library (IN)** – Planning & Design, Strategic Planning, Org. Development (2014 – present)
- **Northville District Library (MI)** – Facility Planning, Strategic Planning, (2016)
- **Community Library Network (ID)** – Facility Programming and Planning for 7 Branches (2015 – present)
- **Washington Centerville Public Library – Woodbourne Branch** – Programming (2015 - 2016)
- **Anderson Public Library (IN)** – Strategic Planning and Facility Planning (2015 – present)
- **Greenwich Library (CT)** – Facilities Planning and Design (2013– present)
- **Sachem Public Library (NY)** – Facilities Planning and Design (2012–2016)
- **Hudson Area Library (NY)** – Facilities Planning and Design (2011–2016)
- **Plainfield-Guilford Township Public Library (IN)** – Facilities Planning & Strategic Planning (2010 – 2016)
- **Westborough Public Library (MA)** – Facilities Planning and Design (2011–2015)
- **Las Vegas-Clark County Library District (NV)** – Facilities Planning and Design (2012– 2013)

**ADDITIONAL EXPERIENCE:**

- **Evanced Solutions, LLC, Indianapolis, Indiana**
  - President and Co-Founder
  - **As part of Demco, Inc. Madison, Wisconsin**
  - Vice President
  - 2002 – 2014
  - 2011 – 2014

**PUBLICATIONS:**

- “Putting Free Public Wi-Fi Access into Action.” *WebJunction* (July 1, 2005).

**HONORS AND AWARDS:**

- 2008 – Library Journal’s Movers and Shakers Award

**EDUCATION:**

- Purdue University, West Lafayette, IN and Indianapolis, IN, B.S. Electrical Engineering Technology
- GE Six Sigma – Green Belt Certified
Appendix B:
2-page Strategic Plan Examples
In May 2015, under the guidance of the Bloomfield Township Public Library’s strategic planning committee consisting of the library director, assistant director, two library board members and two staff members, the Library began the strategic planning for years 2016 – 2020. Library consultants Kimberly Bolan and Associates, LLC facilitated the process.

**The Process**

The Library’s strategic planning process included the following key areas.

1) **Gathering community input and data**, which involved showing Bloomfield staff and residents (both users and non-users) the possibilities for the Library as a thriving 21st century library, and then gathering their input and ideas. In addition, benchmark, demographic, SWOT, and collection analysis were completed.

2) **Developing solutions** by compiling all gathered data and input and then working with the planning team during a Strategic Retreat to establish key strategic areas, specific goals, and related investments required to implement the goals to help the Library thrive over the next three years and beyond.

3) **Providing a path to results** by developing a plan that the Library staff and board can live, breathe, and readily implement on a day-to-day basis.

In total, twelve stakeholder sessions were conducted for the Bloomfield Township Public Library during August and September 2015. Focus group participants included the general public, parents, educators, boomers and seniors, the business community, Friends of the Library, teens, staff members, and trustees. Participants included frequent library users and non-users and ranged in ages and backgrounds. In addition, four one-on-one meetings were held with the township clerk, the township treasurer, the school superintendent, and the township supervisor. Overall, 125 stakeholders participated in the discussions regarding the Library’s facility, services, and strategic future. In addition to the stakeholder sessions, an online survey was conducted from August 4 – September 18, 2015. 270 surveys were completed. Survey participants included a mix of library users and non-users with 94% being regular users (i.e., using the library multiple times a month or more) and the remainder being infrequent to non-users. Survey takers ranged from 13 years of age to over 75. 81% were 55 years of age or older.

**What We Heard**

The community focus groups and online survey explored several topics including customer service, programming, outreach, marketing, technology, collections, overall physical library space. Detailed summaries of all focus group and stakeholder feedback were provided in separate documents to the Library’s leadership. All stakeholder input, data analysis, and follow-up exploration work led to the strategic foci, goals, and investments outlined on page 2 of this document.

**Evaluation & Collaboration**

With the goal of achieving all outlined goals over the next three years, Library administration, staff, and board of trustees will regularly evaluate their progress and achievements. Objectives set forth in this plan will be accomplished as outlined and will be reviewed on a monthly basis at the Library’s board meetings. This balanced and systematic process also emphasizes that the resulting plan will be iterative and evolve substantially over the next several years. A strategy screen and work plan will be created by the team in order to best carry out and assess the plan.

The keys to Bloomfield Township Public Library’s implementation, evaluation and, ultimately, the success of its strategic plan will be:

- A thorough understanding of the plan as well as active involvement in implementing the plan by staff and the board of trustees
- Frequent and ongoing communication between administration and staff
- Frequent and ongoing communication between Library staff and the public
- Active collaboration between the Library’s board of trustees, administration, staff, outside organizations, and the community
### Strategic Focus

<table>
<thead>
<tr>
<th>Renowned Customer Service</th>
<th>Effective Public Awareness &amp; Fundraising</th>
<th>Exceptional Services &amp; Collections</th>
<th>Quality Spaces &amp; Places</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td><strong>Goal</strong></td>
<td><strong>Goal</strong></td>
<td><strong>Goal</strong></td>
</tr>
<tr>
<td>Further develop the highest level of customer service for Bloomfield Township residents</td>
<td>Expand awareness, use and support of the Library and its services</td>
<td>Increase use of and customer satisfaction with the Library’s services and collections</td>
<td>Provide an attractive, easy-to-use and flexible facility and grounds that meet a variety of users’ needs</td>
</tr>
<tr>
<td><strong>Investments</strong></td>
<td><strong>Investments</strong></td>
<td><strong>Investments</strong></td>
<td><strong>Investments</strong></td>
</tr>
<tr>
<td>• Increase staff awareness in order to reduce user redirecting</td>
<td>• Commit more resources and attention to marketing</td>
<td>• Create a coordinated programming plan focusing on quality over quantity</td>
<td>• Re-evaluate the layout, size and functionality of various spaces throughout the building including, but not limited to, the computer lab, café, youth room, and teen area</td>
</tr>
<tr>
<td>• Improve wayfinding throughout the building</td>
<td>• Develop a marketing and awareness plan</td>
<td>• Expand the scope and depth of technology training</td>
<td>• Improve awareness of the use of appropriate volume levels and activities in the respective quiet and active areas</td>
</tr>
<tr>
<td>• Offer Library tours to new and existing users</td>
<td>• Work to better personalize the marketing experience</td>
<td>• Increase senior outreach and senior center partnerships</td>
<td>• Increase and improve practicality, comfort and flexibility of furnishings</td>
</tr>
<tr>
<td>• Develop consistency and application of policies by staff</td>
<td>• Increase the commitment to social media</td>
<td>• Upgrade the usability of the website and online calendar</td>
<td>• Improve outdoor space usability for programming and individual use</td>
</tr>
<tr>
<td>• Improve Wi-Fi access: outdoors, terraces &amp; parking lot</td>
<td>• Re-evaluate newsletter content and design approach</td>
<td>• Further enhance the local history collections</td>
<td>• Develop opportunities to increase donor commitments</td>
</tr>
<tr>
<td></td>
<td>• Expand outreach within the community</td>
<td>• Further evaluate collection content and merchandising</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Develop opportunities to increase donor commitments</td>
<td></td>
<td>• Engage all staff in continuous learning about library services and collections</td>
</tr>
<tr>
<td><strong>Outcome</strong></td>
<td><strong>Outcome</strong></td>
<td><strong>Outcome</strong></td>
<td><strong>Outcome</strong></td>
</tr>
<tr>
<td>A community that loves the Library as much for the outstanding service as for the resources</td>
<td>The Library is viewed as one of the community’s most important resources &amp; priorities</td>
<td>Quality services that engage and elate all users and deliver the most effective use of taxpayer dollars</td>
<td>The community perceives the facility is efficiently and effectively supporting the needs of all users</td>
</tr>
</tbody>
</table>

### Our Mission:
Bloomfield Township Public Library champions the power of words to spark discovery and imagination.

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**Strategic Plan for 2016-2020**
Adopted by the Bloomfield Township Public Library Board of Trustees on December 15, 2015
In August 2014, under the guidance of a strategic planning committee consisting of the library director, a library board member, two staff members, and a member of the public, the Jennings County Public Library (JCPL) began strategic planning for years 2015 – 2017. Library consultants Kimberly Bolan and Associates, LLC facilitated the process.

**The Process**

JCPL’s approach to strategic planning was based on collaboration, open communication, and showing community stakeholders “the possibilities” for today’s successful 21st century public libraries. Simply stated, the process focused on

1) **Community Input** - showing the Jennings County community the possibilities for JCPL as a thriving 21st century library and gathering their input

2) **Ideas and Solutions** - developing ideas and solutions (i.e., the strategic foci, goals, and the investments that will be required to implement the goals) to help the Library thrive over the next three years and beyond

3) **Results** - developing a mission, vision and plan that the JCPL staff and board can live, breathe, and readily implement on a day-to-day basis

Nine interactive focus group sessions were conducted by Kimberly Bolan and Associates (KBA) on October 1, 2014. Overall, 49 stakeholders participated in the discussions. Stakeholders included the general public as well as local city and government officials, teens, parents, local business professionals, educators, the library board of trustees, and staff members. Participants included a mix of library users and non-users with 83% being regular users (i.e., using the library at least one time per month) and ranged in ages and backgrounds. 60% of respondents were between the ages of 36 and 65.

In addition, from October 1 through October 29, 2014, JCPL conducted a supplemental online survey. Altogether 223 surveys were received. The survey results provided some helpful information even though many of the respondents did not have the benefit of the focus group presentation and discussion. 86% of survey respondents were library and 65% were regular library users (once a month or more). Finally, an internal assessment of JCPL’s services, technology and facilities was also completed in addition to gathering community feedback.

**What We Heard**

The community focus groups and online survey explored several topics including collections, overall library services, computers and technology, physical library space (i.e., the building, décor, etc.), and children’s and teen services and space. Priorities include children’s services and space, programming, hours of operation and access to library services, marketing, and meeting space. Please refer to page two for detailed goals and investments/objectives and outcomes.

**Evaluation & Collaboration**

With the goal of achieving all outlined goals over the next three years, JCPL administration and staff will regularly evaluate their progress and achievements. Objectives set forth in this plan will be accomplished as outlined and will be reviewed on a monthly basis at JCPL board meetings. In addition, JCPL is establishing an Annual Report Card as part of its plan in order to assess patron satisfaction. The keys to JCPL’s implementation and evaluation of its strategic plan will be:

- A thorough understanding of the plan as well as active involvement in implementing the plan by staff and the board
- Frequent and ongoing communication between administration and staff,
- Frequent and ongoing communication between JCPL staff and the public.
- Active collaboration between JCPL’s board of trustees, administration, staff, outside organizations (e.g., the school district, etc.), and the community are an essential piece of this strategic plan
### Strategic Focus

<table>
<thead>
<tr>
<th>Youth (Ages 0 – 18)</th>
<th>Programming for All Ages</th>
<th>Collections &amp; Information Access for All Ages</th>
<th>Customer Service</th>
<th>Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide engaging, age-appropriate, technology enhanced spaces and services for ages 0 - 18 and their caregivers.</td>
<td>Deliver well-rounded and forward-thinking programming that engages the public from birth through adulthood.</td>
<td>Provide the community with a variety of quality materials and resources.</td>
<td>Provide excellent customer service that leaves every library user with a lasting positive impression and promotes JCPL as a community leader.</td>
<td>Increase awareness of the role and services of JCPL.</td>
</tr>
</tbody>
</table>

### Goal

<table>
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</table>

### Investments / Objectives

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<th>Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase youth services staff hours.</td>
<td>Be Jennings County's source for quality and relevant free programs and instruction for all ages.</td>
<td>Develop relevant and inspiring collections that meet Jennings County’s changing needs and expectations.</td>
<td>Build library staff’s ability to deliver the highest quality customer service.</td>
<td>Drive new approaches to marketing and outreach.</td>
</tr>
<tr>
<td>Continue to strengthen JCPL's contribution to the development of Jennings County's teenagers.</td>
<td>Strengthen and expand the Library's delivery of programs.</td>
<td>Work with local schools and other organizations to improve the alignment of JCPL collections with student needs.</td>
<td>Drive new service models and practices for improving information access and delivery.</td>
<td>Empower library staff to be JCPL ambassadors in the community.</td>
</tr>
<tr>
<td>Update the children's space to reflect the vibrancy of the overall children's program.</td>
<td>Increase community awareness of library programs.</td>
<td>Expand digital access to the Local History collection.</td>
<td>Enhance and expand meeting room use within the community.</td>
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<tr>
<td>Increase access to the library and its services for school aged children and teens.</td>
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</table>

### Outcome

<table>
<thead>
<tr>
<th>Youth (Ages 0 – 18)</th>
<th>Programming for All Ages</th>
<th>Collections &amp; Information Access for All Ages</th>
<th>Customer Service</th>
<th>Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcoming, timely, engaging service and space for Jennings County youth and their caregivers.</td>
<td>Delighted patrons provided with sought after programming by a knowledgeable and customer-driven staff.</td>
<td>A quality collection that meets the needs and expectations of the community.</td>
<td>Happy and informed library users well served by happy, knowledgeable, customer service driven staff and spaces.</td>
<td>JCPL is recognized as a core community service with a growing and informed patron base.</td>
</tr>
</tbody>
</table>
Appendix C: Work Plan Example
## JCPL Strategic Plan Work Plan 2015 - 2017

Last revised: 1/15/2015

<table>
<thead>
<tr>
<th>Strategic Focus:</th>
<th>YOUTH SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td><strong>Investment</strong></td>
</tr>
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<td>Increase youth services staff hours</td>
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</table>

### Strategic Focus: PROGRAMMING FOR ALL AGES

Provide engaging, age appropriate, technology enhanced spaces and services for ages 0 - 18 and their caregivers.
<table>
<thead>
<tr>
<th>Goal</th>
<th>Investment</th>
<th>Project</th>
<th>Timeline</th>
<th>Budget</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Be Jennings County’s source for quality and relevant free programs and instruction for all ages.</td>
<td>1. Identify specific programming needs for ages birth through adulthood by gathering direct community input through a variety of tools (e.g., survey, social media, polling outside local grocery store, etc.). 2. Develop an updated program plan for all ages in terms of content, schedule, location of programs, staffing needs, instructors/presenters.</td>
<td>1. 3rd Quarter 2015</td>
<td>1. $3,000</td>
<td>Delighted patrons provided with sought after programming by a knowledgeable and customer driven staff.</td>
</tr>
<tr>
<td></td>
<td>Strengthen and expand the Library’s delivery of programs.</td>
<td>1. Establish a programming budget. 2. Revisit staff job descriptions to reflect changing responsibilities and duties based on community needs. 3. Revise mileage policy for outreach travel. 4. Implement a program feedback mechanism for all programs.</td>
<td>1. 2nd Quarter 2015</td>
<td>1. $5000 for 2016 &amp; 2017</td>
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<td></td>
<td>Increase community awareness of library programs.</td>
<td>See Marketing Initiatives</td>
<td>See Marketing Initiatives</td>
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</tbody>
</table>

Deliver well-rounded and forward-thinking programming that engages the public from birth through adulthood.
### Strategic Focus: COLLECTION AND INFORMATION ACCESS FOR ALL AGES

<table>
<thead>
<tr>
<th>Goal</th>
<th>Investment</th>
<th>Project</th>
<th>Timeline</th>
<th>Budget</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| Develop relevant and inspiring collections that meet Jennings County’s changing needs and expectations. |            | 1. Revamp the checkout process for DVDs.  
2. Review collection development policy and establish a process for regularly evaluating all collections (i.e., types of collections, size of collections, weeding, etc.) in all formats.  
3. Evaluate collection organization (i.e., how they’re arranged, displayed, etc.) for all material/collection types.  
4. Actively explore collection format options as well as preferences within the community through surveys, social media, etc.  
5. Strive to meet or exceed Indiana State standards for collections as a percentage of operating budget. | 1. 2nd Quarter 2015  
2. 1st Quarter 2016  
3. 1st Quarter 2016  
4. 2nd Quarter 2016  
5. Ongoing | 1. $1,000  
2. $0  
3. $0  
4. $0  
5. $TBD | A quality collection that meets the needs and expectations of the community. |
| Work with local schools and other organizations to improve the alignment of JCPL collections with student needs. |            | 1. Establish a communication channel to the local schools.  
2. Increase school visits.  
3. Increase marketing materials to the school. | 1. 2nd Quarter 2015  
2. See Youth Initiatives  
3. Begin in 3rd Quarter 2015 and regularly evaluate and revise as needed | 1. $500  
3. $3,000 | | |
| Expand digital access to the Local History collection. |            | 1. Investigate options for implementing a more active volunteer program.  
2. Review other libraries and their processes and budgets for digitization.  
3. Establish a plan for digitization (needs, options, etc.).  
4. Investigate funding options.  
5. Implement plan and begin digitization. | All plans and investigation in 2016 and implementations in 2017. | 1. $4,000 to investigate, implementation TBD | |
<table>
<thead>
<tr>
<th>Strategic Focus:</th>
<th>CUSTOMER SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td><strong>Build library staff’s ability to deliver the highest quality customer service.</strong></td>
</tr>
<tr>
<td><strong>Investment</strong></td>
<td><strong>Provide excellent customer service that leaves every library user with a lasting positive impression and promotes JCPL as a community leader.</strong></td>
</tr>
</tbody>
</table>
| **Project** | 1. Educate all staff on the library’s mission, vision and pursuit of goals and objectives.  
2. Review/revise job descriptions to reflect changing needs and responsibilities.  
3. Revisit family visit policy.  
4. Establish (and maintain) a service and procedures handbook and guidelines for staff.  
5. Provide ongoing education for staff at all levels in order to increase knowledge across the board. |
| **Timeline** | 1. 2nd Quarter 2015  
2. 2nd Quarter 2015  
3. 3rd Quarter 2015  
4. Ongoing  
5. Ongoing |
| **Budget** | 1. $0  
2. $0  
3. $0  
4. $0  
5. $5,000 (conferences and other training) |
| **Outcomes** | Happy and informed library users well served by happy, knowledgeable, and customer service driven staff and spaces. |
| **Goal** | **Drive new service models and practices for improving information access and delivery.** |
| **Investment** | 1. Assess options for adjusting library hours to better serve the public’s needs.  
2. Modify library hours of service.  
3. Add self-check to improve efficiency and service delivery.  
4. Expand and enhance JCPL’s library orientation program for the public.  
5. Establish a more robust volunteer program to assist with delivery of library services. |
| **Project** | 1. 4th Quarter 2015  
2. 2016  
3. 3rd Quarter 2016  
4. 2016  
5. 2016 |
| **Timeline** | 1. 4th Quarter 2015  
2. 2016  
3. 3rd Quarter 2016  
4. 2016  
5. 2016 |
| **Budget** | 1. $0  
2. TBD  
3. $12,000  
4. $500  
5. $900 |
| **Outcomes** | |
| **Goal** | **Enhance and expand meeting room use within the community.** |
| **Investment** | |
| **Project** | 1. Review meeting room policies and evaluate expanding usage of rooms for parties, for-profit groups with a fee-based system, etc.  
2. Improve equipment/technology in all meeting rooms spaces.  
3. Update the look and feel of large meeting rooms.  
4. Spearhead a community-wide meeting room calendar and booking system. |
| **Timeline** | 1. 3rd Quarter 2015  
2. 2017  
3. 2017  
4. 2016 |
| **Budget** | 1. $2,000  
2. $15,000  
3. $50,000  
4. $5,000 |
<p>| <strong>Outcomes</strong> | |</p>
<table>
<thead>
<tr>
<th>Strategic Focus:</th>
<th>MARKETING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal</strong></td>
<td><strong>Investment</strong></td>
</tr>
<tr>
<td>Increase awareness of the role and services of JCPL.</td>
<td>Drive new approaches to marketing.</td>
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<tr>
<td>Empower library staff to be JCPL ambassadors in the community.</td>
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