

**Rochester Hills Public Library**  
**500 Olde Towne Road, Rochester, MI**

**Mission:**

Rochester Hills Public Library empowers people to explore and create with resources that enlighten, educate, entertain, and inform.

**May 14, 2024 – 7 p.m.**

**Agenda**

- I. Call to order of the regular meeting
- II. Public Comments\*
- III. Minutes of regular meeting on April 9, 2024
- IV. Treasurer's Report for April 2024
- V. Monthly bills for April 2024 in the amount of \$363,175.04
- VI. Communications
  - a. Letter to Oakland Township Library Board requesting a ballot question in support of library funding
  - b. Letter to Rochester City Council requesting a ballot question in support of library funding
  - c. Letter to Rochester Hills City Clerk regarding certification of ballot question requesting an additional millage for library funding in Rochester Hills for the August 6, 2024 election
  - d. Letter from patron to the Board of Trustees in support of Pride commemoration in the Youth Services room
  - e. News & Views Summer 2024
  - f. Customer Comment Cards
  - g. Press Coverage
- VII. Reports
  - a. Library Director
  - b. Statistical Report
  - c. 2024 RHPL Community Survey Report
  - d. 2024 Public Library Association Conference Summary
- VIII. Committee Updates
  - a. Centennial Celebration

\*Each individual shall state their name, municipality, and will be permitted 3 minutes of comment time.

- b. Finance
  - c. Policy
- IX. Other Business
  - a. Summer Reading Incentive Prizes
    - i. Approve three types of coupons (in sets of 5, for a total of 15) that would allow the recipient to jump to the top of the holds queue, waive up to \$5.00 in fines on one account and one time, or receive a free 3D print from the makerspace.
  - b. Building updates
    - i. Review and approve price quote for story time room expansion (part of ARPA awarded grant)
    - ii. Review and approve price quote for furnishings upgrade in Adult Services
  - c. Millage update
    - i. Progress reports for each of the three communities
    - ii. Consider moving August board meeting date to Wednesday, August 7<sup>th</sup>.
- X. Board Comments
- XI. Questions and Comments from the Liaisons
- XII. Adjournment

\*Each individual shall state their name, municipality, and will be permitted 3 minutes of comment time.

# Minutes



ROCHESTER HILLS  
PUBLIC LIBRARY

**Rochester Hills Public Library  
Board of Trustees Meeting**

**April 10, 2024**

- I. The Board of Trustees of the Rochester Hills Public Library held a regular meeting on Tuesday, April 10, 2024. The President called the meeting to order at 7:01 pm in the boardroom of the library. The presiding officer was Melinda Deel.

A quorum of the board was present including Bob Bonam, Melinda Deel, Anne Kucher, Madge Lawson, and Julianne Reyes.

Harper West was absent with prior notice given.

Guests included Library Director Juliane Morian, City of Rochester Liaison Alice Moo, and Oakland Township Library President, Michael Tyler. Greg Soule, Principal at the audit firm Andrews Hooper Pavlik, PLC was also present.

One member of the public was present.

- II. Public Comments – Reg Brown, a resident in Oakland Township, and said he wanted to attend the RHPL library board meeting to learn more about how the Board governed and to learn more about the library.
- III. Presentation of the 2023 RHPL Audit
  - A. Mr. Soule presented a clean audit opinion for RHPL’s fiscal year 2023. Mr. Soule left the meeting at 7:20 pm.
- IV. Minutes
  - A. On a motion by Mr. Bonam, which Ms. Lawson seconded, the board unanimously approved the regular meeting minutes from March 12, 2024 as presented.
- V. Treasurer’s Report was reviewed and filed.
- VI. Monthly Bills
  - A. On a motion by Mr. Bonam, which Ms. Kucher seconded, the board unanimously approved the monthly bills for March 2024, which totaled \$389,816.09
- VII. Communications
  - A. The board reviewed and filed the communications with no significant discussion.
- VIII. Director’s Report and Statistical Report
  - A. The board reviewed and filed the director’s report and statistical report, with no significant discussion.



- B. On a motion by Mr. Bonam, that was seconded by Ms. Kucher, the board unanimously approved closing the library at 5pm on Friday, August 9<sup>th</sup> to prepare for the summer reading finale party at 6pm that evening.

IX. Committee Reports

- A. Finance Committee – the Finance Committee met on April 1, 2024 with the audit team for an in-depth review of audit documents.
- B. Policy Committee – the Policy Committee conferred over email for one minor change to the Bylaws to include a sentence that stipulates that signs are not permitted during a board meeting at any time.
  - i. The board completed a second reading of the following:
    - 1. Rochester Hills Public Library Board of Trustees Bylaws – second reading
    - 2. GSV-4 Makerspace Policy – second reading
    - 3. GSV-4 Makerspace Release Form – second reading
  - ii. On a motion by Mr. Bonam, which Ms. Lawson seconded, the board unanimously approved the policies as presented.

X. Other Business

- A. Ms. Morian presented an update with visuals for the furniture refresh planned for the Adult Services area.
- B. The board engaged in a discussion regarding future funding needs for the library and a possible millage request.
  - 1. Ms. Morian reported that she and Ms. Deel, as President of the RHPL Library Board, met with Mr. Tyler as the President of the Oakland Township Library Board to discuss a possible formula for determining new contract fees, should the Board submit a millage increase request, and should the voters in Rochester Hills approve it.
  - 2. Based on the future funding conversation that took place at the prior board meeting, Ms. Morian presented a one-sheet summary of what a .39 millage increase for library funding would generate for revenue needs.
  - 3. The board engaged in a discussion regarding an equitable formula for determining contract fees for the City of Rochester and for Oakland Township. Noting that since Rochester Hills Public Library is not a district library, which necessitates a uniform millage rate be applied across all three communities, the Rochester Hills Public Library can determine a different, yet fair formula for charging for library services to neighboring communities, should the voters in Rochester Hills approved a new, additional millage. Discussion ensued on merits of using the revenue per capita in Rochester Hills as a benchmark for computing an identical per capita result in the two neighboring communities that contract with RHPL.
- C. On a motion from Ms. Lawson, that Ms. Reyes second, the board unanimously approved a resolution authorizing and directing the Rochester Hills City Clerk to place a question on

the August 6, 2024 ballot asking for an additional levy of .39 mills for library funding for 10 years. The full copy of the resolution is appended to the minutes.

- D. On a motion from Mr. Bonam, which Ms. Kucher seconded, the board unanimously approved delegating authority to Ms. Morian to pursue updating agreements with each of the contract communities in order to enumerate contract fees commensurate with the whole dollar per capita amount for library service in Rochester Hills, should the new millage be approved on the August 6, 2024 election. If agreements need to be updated, they will be presented at a future date.

- E. On a motion Mr. Bonam, which Ms. Lawson seconded the board unanimously approved the following statement:

The Board of the Rochester Hills Public Library adopted a resolution on April 9, 2024 to place an increase in the millage rate in Rochester Hills on the ballot in August 2024 that will yield, if adopted, approximately \$64 per capita. It now requests that the Rochester City Council and the Oakland Township Library Board place the ballot question before their voters in August 2024 that will result in a total yield of approximately \$64 per capita.

XI. Board Comments

- A. Ms. Lawson asked for an update on any commemorative art pieces or statues being pursued to honor the library's 100-year anniversary. Ms. Morian stated that the Friends of the Library had expressed a desire to contribute something meaningful to the story time room renovation this summer in honor of the centennial, but there were no other major art pieces planned for the library building or grounds.

XII. Questions from the Liaisons

- A. Mr. Tyler expressed appreciation that the RHPL Board heard the concerns expressed by representatives of the Oakland Township Library Board regarding a uniform millage rate, and is hopeful that the two boards can collaborate on an equitable formula for funding moving forward.

XIII. The regular meeting adjourned at 9:06 pm.

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Anne Kucher, Secretary

RESOLUTION SUBMITTING MILLAGE PROPOSAL

ROCHESTER HILLS PUBLIC LIBRARY

County of Oakland, Michigan

Minutes of a regular meeting of the Board of Trustees of the Rochester Hills Public Library, County of Oakland, Michigan, held in the Library, on the 9th day of April, 2024, at 7:00 p.m., prevailing Eastern Time.

PRESENT: Bob Bonam, Melinda Deel, Anne Kucher, Madge Lawson, and Julianne Reyes

ABSENT: Harper West

The following preamble and resolution were offered by Trustee Madge Lawson and supported by Trustee Julianne Reyes.

WHEREAS, the Rochester Hills Public Library has been established pursuant to Act 164, Public Acts of Michigan, 1877, as amended; and

WHEREAS, the Board of Trustees of the Rochester Hills Public Library, County of Oakland, Michigan (the "Library") determines that it is necessary for the health and welfare of the City of Rochester Hills (the "City") and its residents that the limitation on taxes which may be imposed each year for library purposes upon taxable property in the City be increased in an amount not to exceed \$0.39 per \$1,000 of taxable value (0.39 mills) for a period of ten (10) years, commencing in 2024, on all taxable property in the City in order to provide funds for library purposes.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The following proposition be submitted to a vote of the qualified electors of the City of Rochester Hills, County of Oakland, Michigan, at the primary election to be held by the City on Tuesday, August 6, 2024:

Library Millage Proposal

Shall the limitation on the amount of taxes which may be imposed on taxable property within the City of Rochester Hills, County of Oakland, Michigan, be increased by \$0.39 per thousand dollars (0.39 mills) of the taxable value on all taxable property in the City of Rochester Hills for a period of ten (10) years, beginning in the year 2024 and ending in the year 2033, inclusive, as new additional millage for the purpose of providing library funds for the Rochester Hills Public Library? It is estimated that 0.39 mills would raise approximately \$1,724,195 when first levied with the December 1, 2024 levy.

2. The Secretary is directed to request the clerk of the City of Rochester Hills to post and publish notice of registration and of the election in the manner required by law.

3. The Treasurer is hereby directed to pay the costs of publishing and posting the notices required with respect to the submission of the proposition set forth above at the primary election.

4. All resolutions and parts of resolutions insofar as they conflict with the provisions of this resolution are rescinded.

AYES: Bob Bonam, Melinda Deel, Anne Kucher, Madge Lawson, and Julianne Reyes

NAYS: None

RESOLUTION DECLARED ADOPTED.

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Anne Kucher, Secretary, Board of Trustees

# Treasurer's Report



ROCHESTER HILLS  
PUBLIC LIBRARY

**ROCHESTER HILLS PUBLIC LIBRARY**  
**Balance Sheet**  
**April 30, 2024**

**ASSETS**

**Current Assets**

Circ Registers/Coin	\$	2,020.00	
<b>PNC</b>			
Payroll - PNC		250.00	
Operating - PNC		157,049.31	
<b>UBS</b>			
Operating - UBS		4,777,385.35	
Plant		559,768.49	
Roof		0.00	
Self-Insurance		7,817.68	
Vanguard		16,237.41	
Total Current Assets			5,520,528.24

**Other Current Assets**

Total Other Current Assets			0.00
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<b>TOTAL ASSETS</b>			<b>\$ 5,520,528.24</b>
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**LIABILITIES AND FUND BALANCE**

**Current Liabilities**

Staff Cash (pop cans)	\$	122.10	
Flexible Spending W/H Payable		1,421.86	
Supplemental Ins W/H Payable		517.08	
Total Current Liabilities			2,061.04

**Fund Balance**

Fund Balance-Unrestricted		1,914,386.39	
Fund Balance - Assigned		675,000.00	
Current Year Operations		2,929,080.81	
Total Fund Balance			5,518,467.20

<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>			<b>\$ 5,520,528.24</b>
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**Rochester Hills Public Library**  
**Budget vs Actual**  
**For the Period January 1, 2024 through April 30, 2024**

	Current Month	YTD Actual	YTD Budget	YTD Variance	Annual Budget
<b>Revenues</b>					
Rochester Hills	574	3,189,007	3,248,470	(59,463)	3,248,470
City of Rochester	0	287,752	283,606	4,146	575,500
Oakland Twp	347,424	588,503	602,040	(13,537)	1,038,000
State Aid	0	75,618	75,550	68	151,100
OTBS	0	155,365	155,365	0	155,365
Penal Fines	0	0	0	0	148,800
Fines and Fees	6,030	23,427	12,333	11,094	37,000
Interest	2,201	3,648	8,333	(4,685)	25,000
Gains/Losses	16,467	48,132	0	48,132	0
Designated Gifts	300	925	3,333	(2,408)	200,000
Undesignated Gifts	285	3,814	0	3,814	35,000
Undesignated Gifts-Friends	0	0	0	0	0
Grants	0	0	1,333	(1,333)	4,000
Miscellaneous Revenue	1,006	5,515	4,922	593	14,765
Transfer-ReservedOTBS	0	0	0	0	0
Transfer-ReservedPlant	0	0	0	0	0
<b>Total Revenues</b>	<b>374,287</b>	<b>4,381,706</b>	<b>4,395,285</b>	<b>(13,579)</b>	<b>5,633,000</b>
<b>Expenditures</b>					
Payroll	190,552	716,398	871,033	(154,635)	2,613,100
Employee Benefits	45,741	179,563	204,166	(24,603)	619,000
Books	18,131	68,260	119,066	(50,806)	357,200
Print Subscriptions	591	603	5,000	(4,397)	15,000
Electronic Materials	28,480	118,166	125,133	(6,967)	375,400
Innovative Items	1,633	7,314	5,333	1,981	16,000
Audiovisual	4,215	17,321	32,132	(14,811)	96,400
Bookmobile Operation	513	1,452	5,700	(4,248)	17,100
OTBS	27	615	2,167	(1,552)	6,500
Voice and Data Services	3,319	4,672	8,666	(3,994)	26,000
Utilities	15,961	57,645	57,667	(22)	173,000
Insurance	2,303	2,053	6,667	(4,614)	20,000
Professional/Contract Services	4,419	23,997	23,833	164	71,500
Supplies	3,439	11,221	10,634	587	31,900
Promotion and Printing	0	11,798	17,516	(5,718)	63,300
Mileage	674	866	1,333	(467)	4,000
Postage	720	7,126	7,333	(207)	22,000
Staff Development/Membership Programs	4,336	10,756	11,600	(844)	34,800
Facilities Maintenance	8,231	18,949	20,000	(1,051)	60,000
IT Maintenance	20,930	95,546	78,634	16,912	235,900
Staff/Volunteer Recognition	6,110	74,633	35,666	38,967	107,000
Gift and Grant Expense	2,341	2,825	2,500	325	7,500
Tax Tribunal Refunds	102	1,341	0	1,341	0
Equipment/Fixed Assets	0	0	167	(167)	500
Capital Improvements	0	0	25,433	(25,433)	76,300
Contingency	1,167	19,503	161,200	(141,697)	483,600
	0	0	33,333	(33,333)	100,000
<b>Total Expenditures</b>	<b>363,935</b>	<b>1,452,623</b>	<b>1,871,912</b>	<b>(419,289)</b>	<b>5,633,000</b>
<b>Revenue Over Expenditures</b>	<b>10,352</b>	<b>2,929,083</b>	<b>2,523,373</b>	<b>405,710</b>	<b>0</b>

# Monthly Bills



ROCHESTER HILLS  
PUBLIC LIBRARY



Payment Information		
Payment Due Date	For online and phone payments, the deadline is 8pm ET.	
<b>May 11, 2024</b>		
New Balance	Minimum Payment Due	
<b>\$9,196.78</b>	<b>\$91.00</b>	
<p><b>LATE PAYMENT WARNING:</b> If we do not receive your minimum payment by your due date, you may have to pay a \$39.00 late fee and your APRs may be increased up to the Penalty APR of 34.65%.</p> <p><b>MINIMUM PAYMENT WARNING:</b> If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:</p>		
If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Minimum Payment	30 Years	\$29,386
\$372	3 Years	\$13,382
Estimated savings if balance is paid off in about 3 years: \$16,004		
If you would like information about credit counseling services, call 1-888-326-8055.		

Account Summary	
Previous Balance	\$9,701.53
Payments	- \$9,701.53
Other Credits	\$0.00
Transactions	+ \$9,196.78
Cash Advances	+ \$0.00
Fees Charged	+ \$0.00
Interest Charged	+ \$0.00
<b>New Balance</b>	<b>= \$9,196.78</b>
Credit Limit	\$30,000.00
Available Credit (as of Apr 16, 2024)	\$20,803.22
Cash Advance Credit Limit	\$15,000.00
Available Credit for Cash Advances	\$15,000.00

Rewards Summary		Rewards as of: 04/15/2024	
<b>Rewards Balance</b>	<b>\$939.15</b>	Track and redeem your rewards with our mobile app or on <a href="https://capitalone.com">capitalone.com</a>	
<b>Previous Balance</b>	<b>Earned This Period</b>	<b>Redeemed this period</b>	
\$807.34	\$131.81	\$0.00	

### Account Notifications

You can find changes to your Rewards program by logging into your account and navigating to the Rewards FAQ section.

Pay or manage your account at [capitalone.com](https://capitalone.com)

Customer Service: 1-800-867-0904

See reverse for Important Information



JULIANE MORIAN  
 ROCHESTER HILLS PUBLIC LIBRARY  
 500 OLDE TOWNE RD  
 ROCHESTER, MI 48307-2043



Payment Due Date: **May 11, 2024**

Account ending in 9289

New Balance	Minimum Payment Due	Amount Enclosed
<b>\$9,196.78</b>	<b>\$91.00</b>	\$ _____

Capital One  
 P.O. Box 4069  
 Carol Stream IL 60197-4069



Please send us this portion of your statement and only one check (or one money order) payable to Capital One to ensure your payment is processed promptly. Allow at least seven business days for delivery.

**How can I Avoid Paying Interest Charges?** If you pay your New Balance in full by the due date **each month**, we will not charge interest on new transactions that post to the purchase balance. If you have been paying in full **without** Interest Charges, but fail to pay your next New Balance in full, we will charge interest on the unpaid balance. Interest Charges on Cash Advances and Special Transfers start on the transaction date. Promotional offers may allow you to pay less than the total New Balance and avoid paying interest on new transactions that post to your purchase balance. See the front of your statement for additional information.

**How is the Interest Charge Determined?** Interest Charges accrue from the date of the transaction, date the transaction is processed or the first day of the Billing Cycle. Interest accrues daily on every unpaid amount until it is paid in full. Interest accrued during a Billing Cycle posts to your account at the end of the Billing cycle and appears on your next statement. You may owe Interest Charges even if you pay the entire New Balance one month, but did not do so the prior month. Once you start accruing Interest Charges, you generally must pay your New Balance in full two consecutive Billing Cycles before Interest Charges stop being posted to your Statement. Interest Charges are added to the corresponding segment of your account.

**Do you assess a Minimum Interest Charge?** We may assess a minimum Interest Charge of \$0.00 for each Billing Cycle if your account is subject to an Interest Charge.

**How do you Calculate the Interest Charge?** We use a method called Average Daily Balance (including new transactions).

1. First, for each segment we take the beginning balance each day and add in new transactions and the periodic Interest Charge on the previous day's balance. Then we subtract any payments and credits for that segment as of that day. The result is the daily balance for each segment. However, if your previous statement balance was zero or a credit amount, new transactions which post to your purchase segment are not added to the daily balance.

2. Next, for each segment, we add the daily balances together and divide the sum by the number of days in the Billing Cycle. The result is the Average Daily Balance for each segment.

3. At the end of each Billing Cycle, we multiply your Average Daily Balance for each segment by the daily periodic rate (APR divided by 365) for that segment, and then we multiply the result by the number of days in the Billing Cycle. We add the Interest Charges for all segments together. The result is your total Interest Charge for the Billing Cycle.

The Average Daily Balance is referred to as the Balance Subject to Interest Rate in the Interest Charge Calculation section of this Statement.

NOTE: Due to rounding or a minimum Interest Charge, this calculation may vary slightly from the Interest Charge actually assessed.

**How can I Avoid Membership Fees?** If a Renewal Notice is printed on this statement, you may avoid paying an annual membership Fee by contacting Customer Service fewer than 40 days after the annual membership Fee was assessed to request that we close your account. To avoid paying a monthly membership Fee, close your account and we will stop assessing your monthly membership Fee.

**How can I Close My Account?** You can contact Customer Service anytime to request that we close your account.

**How do you Process Payments?** When you make a payment, you authorize us to initiate an ACH or electronic payment that will be debited from your bank account or other related account. When you provide a check or check information to make a payment, you authorize us to use information from the check to make a one-time ACH or other electronic transfer from your bank account. We may also process it as a check transaction. Funds may be withdrawn from your bank account as soon as the same day we process your payment.

**How do you Apply My Payment?** We generally apply payments up to your Minimum Payment first to the balance with the lowest APR (including 0% APR), and then to balances with higher APRs. We apply any part of your payment exceeding your Minimum Payment to the balance with the highest APR, and then to balances with lower APRs.

**Billing Rights Summary (Does not Apply to Small Business Accounts)**

**What To Do If You Think You Find A Mistake On Your Statement:** If you think there is an error on your statement, write to us at:  
P.O. Box 30285, Salt Lake City, UT 84130-0285.

In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake. You must contact us within 60 days after the error appeared on your statement. You must notify us of any potential errors in writing. You may call us or notify us electronically, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. We will notify you in writing within 30 days of our receipt of your letter. While we investigate whether or not there has been an error, the following are true:
  - We cannot try to collect the amount in question, or report you as delinquent on that amount. The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
  - While you do not have to pay the amount in question until we send you a notice about the outcome of our investigation, you are responsible for the remainder of your balance.
  - We can apply any unpaid amount against your credit limit. Within 90 days of our receipt of your letter, we will send you a written notice explaining either that we corrected the error (to appear on your next statement) or the reasons we believe the bill is correct.

**Your Rights If You Are Dissatisfied With Your Purchase:** If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase. To use this right, the following must be true:

- 1) You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify; and
- 2) You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at: P.O. Box 30285, Salt Lake City, UT 84130-0285. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.

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ETC-08 07/13/2023



Pay online at [capitalone.com](https://capitalone.com)



Pay using the Capital One mobile app



Customer Service 1-800-867-0904

## Changing your mailing address?

You can change your address by signing into your account online or by calling Customer Service.

Any written request on this form will not be honored.

**How do I Make Payments?** You may make your payment in several ways:

1. Online Banking by logging into your account;
2. Capital One Mobile Banking app for approved electronic devices;
3. Calling the telephone number listed on the front of this statement and providing the required payment information;
4. Sending mail payments to the address on the front of this statement with the payment coupon or your account information.

**When will you Credit My Payment?**

- ◆ For mobile, online or over the phone, as of the business day we receive it, as long as it is made **by 8 p.m. ET**.
- ◆ For mail, as of the business day we receive it, as long as it is received **by 5 p.m. local time** at our processing center. You must send the bottom portion of this statement and your check to the payment address on the front of this statement. Please allow at least seven (7) business days for mail delivery. Mailed payments received by us at any other location or payments in any other form may not be credited as of the day we receive them.

## Transactions

Visit [capitalone.com](https://capitalone.com) to see detailed transactions.

### JULIANE MORIAN #9289: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
Mar 20	Mar 20	CAPITAL ONE ONLINE PYMTAuthDate 20-Mar	-\$9,701.53

### JULIANE MORIAN #9289: Transactions

Trans Date	Post Date	Description	Amount
Mar 29	Mar 30	SP FTD.COMHTTPSCHECKOUTIL	\$81.62
Apr 2	Apr 3	IN *ROCHESTER ROTARY CLUB248-6019500MI	\$65.50
Apr 3	Apr 5	TST* NADA - COLUMBUSColumbusOH	\$206.03
Apr 3	Apr 5	STARBUCKS 28128 GCCCCOLUMBUSOH	\$9.40
Apr 4	Apr 6	TST* PLATES AND PINTSGrove CityOH	\$22.26
Apr 4	Apr 6	DRURY COLUMBUS CV CTRCOLUMBUSOH	\$687.99
Apr 5	Apr 6	StoreBowling GreenOH	\$26.73
Apr 5	Apr 6	Staples Incstaples.comMA	\$4.49
Apr 5	Apr 6	SPEEDWAY 05253 1650 WOOSTBOWLING GREENOH	\$58.38
Apr 5	Apr 8	TST* FORNOColumbusOH	\$25.92
Apr 6	Apr 8	SPEEDWAY 08832 ROCHESTERROCHESTER HILMI	\$14.81
Apr 6	Apr 8	HOLLYWOOD SUPERMARKET #6ROCHESTER HLSMI	\$16.50
Apr 6	Apr 8	ENTERPRISE RENT-A-CARROCHESTER HILMI	\$332.96
Apr 9	Apr 10	Staples Incstaples.comMA	\$61.74
Apr 13	Apr 15	LOOMLYHTTPSWWW.LOOMTX	\$342.00

**JULIANE MORIAN #9289: Total Transactions** **\$1,956.33**

### ALLISON SARTWELL #6129: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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### ALLISON SARTWELL #6129: Transactions

Trans Date	Post Date	Description	Amount
Mar 16	Mar 18	GFS STORE #0947ROCHESTER HILMI	\$33.76
Mar 18	Mar 19	CRICUTWWW.CRICUT.COUT	\$9.99
Mar 19	Mar 20	SP AMERICAN BUTTON MAMERICANBUTTOTX	\$47.13
Mar 21	Mar 22	Hotmart Fantasy Loot - Me319-9477252DE	\$15.00
Mar 21	Mar 22	Hotmart Sci-Fi Loot - Mem319-9477252DE	\$15.00
Mar 29	Mar 29	Patreon* MembershipInternetCA	\$10.06
Apr 3	Apr 4	TST* HAPPY GREEKCOLUMBUSOH	\$20.05
Apr 3	Apr 4	SQ *RIO FRESH CAFEColumbusOH	\$14.92
Apr 4	Apr 4	SP BAMBULAB.USUS.STORE.BAMBTX	\$107.94
Apr 4	Apr 6	HYATT REGENCY COLUMBUS FCOLUMBUSOH	\$23.35

Additional Information on the next page

### Transactions (Continued)

Trans Date	Post Date	Description	Amount
Apr 4	Apr 6	DRURY COLUMBUS CV CTRCOLUMBUSOH	\$630.99
Apr 5	Apr 6	HYATT REGENCY COLUMBUS FCOLUMBUSOH	\$15.90
Apr 8	Apr 10	MAIN STREET BILLARDSROCHESTERMI	\$20.00
Apr 9	Apr 10	CITY OF ROCHESTER PARKINGROCHESTERMI	\$4.75
Apr 13	Apr 15	JOANN STORES #2061ROCHESTERMI	\$22.44
<b>ALLISON SARTWELL #6129: Total Transactions</b>			<b>\$991.28</b>

#### MARY DAVIS #9241: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
<b>MARY DAVIS #9241: Transactions</b>			
Trans Date	Post Date	Description	Amount
Mar 19	Mar 20	QUALITY LUBRICATION AUTOAUBURN HILLSMI	\$84.77
Apr 5	Apr 6	CALENDLYHTTSCALENDLYGA	\$12.00
<b>MARY DAVIS #9241: Total Transactions</b>			<b>\$96.77</b>

#### WENDY LEHMAN #9147: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
<b>WENDY LEHMAN #9147: Transactions</b>			
Trans Date	Post Date	Description	Amount
Apr 3	Apr 4	TST* HAPPY GREEK COLUMBUSOH	\$34.02
Apr 3	Apr 4	SQ *RIO FRESH CAFE ColumbusOH	\$27.72
Apr 5	Apr 6	DD DOORDASH CAFENAPOL855-973-1040CA	\$28.02
Apr 5	Apr 6	HYATT REGENCY COLUMBUS FCOLUMBUSOH	\$22.35
Apr 14	Apr 15	Spotify USA877-7781161NY	\$16.99
<b>WENDY LEHMAN #9147: Total Transactions</b>			<b>\$129.10</b>

#### CAMILLE WESTMORE #4614: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
<b>CAMILLE WESTMORE #4614: Transactions</b>			
Trans Date	Post Date	Description	Amount

#### STEVEN CLEMENT #7892: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
<b>STEVEN CLEMENT #7892: Transactions</b>			
Trans Date	Post Date	Description	Amount
Mar 26	Mar 27	AMZN Mktp US*4TOY11FQ3Amzn.com/billWA	\$127.87
<b>STEVEN CLEMENT #7892: Total Transactions</b>			<b>\$127.87</b>

Additional Information on the next page

### Transactions (Continued)

#### ELIZABETH RACZKOWSKI #9004: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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#### ELIZABETH RACZKOWSKI #9004: Transactions

Trans Date	Post Date	Description	Amount
Mar 18	Mar 19	FETEFONE GUEST BOOK240-650-3383MD	\$559.00
Apr 3	Apr 4	TST* HAPPY GREEKCOLUMBUSOH	\$26.50
Apr 3	Apr 4	SQ *RIO FRESH CAFE ColumbusOH	\$17.70
Apr 3	Apr 5	STARBUCKS 28128 GCCCCOLUMBUSOH	\$5.95
Apr 4	Apr 6	HYATT REGENCY COLUMBUS FCOLUMBUSOH	\$15.90
Apr 4	Apr 6	DRURY COLUMBUS CV CTCOLUMBUSOH	\$687.99
Apr 5	Apr 8	HILTON COLUMBS DWTN FBCOLUMBUSOH	\$33.18
Apr 12	Apr 13	SQ *KONA ICE OF W. BLOOMFgosq.comMI	\$1,040.00
Apr 12	Apr 13	BHN*GIFTCARDS.COM877-9443822CA	\$80.95

<b>ELIZABETH RACZKOWSKI #9004: Total Transactions</b>			<b>\$2,467.17</b>
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#### DEREK BROWN #8061: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
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#### DEREK BROWN #8061: Transactions

Trans Date	Post Date	Description	Amount
Mar 18	Mar 19	SOCKETLABS484-418-1285PA	\$63.96
Mar 22	Mar 23	USPS STAMPS ENDICIA888-434-0055DC	\$50.00
Mar 26	Mar 27	USPS STAMPS ENDICIA888-434-0055DC	\$50.00
Mar 28	Mar 29	USPS STAMPS ENDICIA888-434-0055DC	\$200.00
Apr 2	Apr 3	STAMPS.COM855-608-2677TX	\$19.99
Apr 3	Apr 4	YUBICO INC.HTTPSWWW.YUBICA	\$2,508.00
Apr 7	Apr 8	DNH*GODADDY.COM480-5058855AZ	\$89.97
Apr 9	Apr 10	USPS STAMPS ENDICIA888-434-0055DC	\$400.00
Apr 13	Apr 15	DNH*GODADDY.COM480-5058855AZ	\$46.34

<b>DEREK BROWN #8061: Total Transactions</b>			<b>\$3,428.26</b>
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<b>Total Transactions for This Period</b>			<b>\$9,196.78</b>
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#### Fees

Trans Date	Post Date	Description	Amount
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<b>Total Fees for This Period</b>			<b>\$0.00</b>
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Transactions (Continued)	
Interest Charged	
Interest Charge on Purchases	\$0.00
Interest Charge on Cash Advances	\$0.00
Interest Charge on Other Balances	\$0.00
<b>Total Interest for This Period</b>	<b>\$0.00</b>
Totals Year-to-Date	
<b>Total Fees charged</b>	<b>\$0.00</b>
<b>Total Interest charged</b>	<b>\$0.00</b>

Interest Charge Calculation			
Your Annual Percentage Rate (APR) is the annual interest rate on your account.			
Type of Balance	Annual Percentage Rate (APR)	Balance Subject to Interest Rate	Interest Charged
Purchases	26.24% P	\$0.00	\$0.00
Cash Advances	28.24% P	\$0.00	\$0.00
<p><b>Variable APRs:</b> If you have a letter code displayed next to any of the above APRs, this means they are variable APRs. They may increase or decrease based on one of the following indices (reported in The Wall Street Journal) as described below.</p>			
Code next to your APR(s)	How do we calculate your APR(s)?	When your APR(s) will change	
P	Prime Rate + margin	The first day of the Billing Cycles that end in Jan., April, July and Oct.	
L	3 month LIBOR + margin		
D	Prime Rate + margin	The first day of each Billing Cycle	
F	1 month LIBOR + margin		

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**Cash Disbursements Journal**  
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Filter Criteria includes: Report order is by Check Number. Report is printed in Detail Format.

Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
4/9/24	73234V	5301-30	Outreach Books	Invoice: 83816207		798.99
		5301-30	Outreach Books	Invoice: 83816578		188.71
		5301-30	Outreach Books	Invoice: 83829900		631.02
		5301-30	Outreach Books	Invoice: 83843376		27.99
		5301-30	Outreach Books	Invoice: 83854343		86.38
		5301-30	Outreach Books	Invoice: 83857080		24.00
		5301-30	Outreach Books	Invoice: 83930673		174.35
		5301-30	Outreach Books	Invoice: 83939121		54.38
		1123-00	Operating - PNC	GALE/CENGAGE LEARNING	1,985.82	
4/9/24	73316	6200-20	Youth Programs	Invoice: 3	115.00	
		1123-00	Operating - PNC	AUTHORS IN APRIL, INC.		115.00
4/9/24	73317	5602-00	Building/Contents	Invoice: 040124AUTO	2,302.73	
		1123-00	Operating - PNC	AUTO-OWNERS INSURANCE		2,302.73
4/9/24	73318	6200-20	Youth Programs	Invoice: 040124	103.52	
		6200-30	Outreach Programs	Invoice: 040124	23.63	
		1123-00	Operating - PNC	FEDEX OFFICE		127.15
4/9/24	73319	6401-00	Service Contracts	Invoice: 65156107	390.00	
		1123-00	Operating - PNC	GREEN FOR LIFE ENVIRONMENTAL		390.00
4/9/24	73320	6506-00	Software Support/Mai	Invoice: INV2464549757489	1,200.00	
		6506-00	Software Support/Mai	Invoice: INV2464549757489	360.00	
		1123-00	Operating - PNC	KASEYA US, LLC		1,560.00
4/9/24	73321	5303-50	Innovative Items	Invoice: 040124	588.06	
		1123-00	Operating - PNC	T-MOBILE		588.06
4/9/24	73322	8002-00	Capital Improvement	Invoice: 56826	990.00	
		1123-00	Operating - PNC	TMP ARCHITECTURE INC		990.00
4/9/24	73323	5401-00	Basic Phone	Invoice: 9960297210	237.59	
		1123-00	Operating - PNC	VERIZON WIRELESS		237.59
4/9/24	73324	5301-30	Outreach Books	Invoice: 83816207	798.99	
		5301-30	Outreach Books	Invoice: 83816578	188.71	



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		5301-30	Outreach Books	Invoice: 83829900	631.02	
		5301-30	Outreach Books	Invoice: 83843376	27.99	
		5301-30	Outreach Books	Invoice: 83854343	86.38	
		5301-30	Outreach Books	Invoice: 83857080	24.00	
		5301-30	Outreach Books	Invoice: 83930673	174.35	
		5301-30	Outreach Books	Invoice: 83939121	54.38	
		1123-00	Operating - PNC	GALE/CENGAGE LEARNING		1,985.82
4/11/24	73325	6200-10 1123-00	Adult Programs Operating - PNC	Invoice: 042024 RATA2EE, INC.	300.00	300.00
4/18/24	73326	6200-40 1123-00	Community Programs Operating - PNC	Invoice: 042724 RJ SPANGLER	100.00	100.00
4/30/24	73327	5301-10 5301-10 5301-50 5301-10 5301-50 5301-10 5301-50 1123-00	Adult Books Adult Books Materials Processing Adult Books Materials Processing Adult Books Materials Processing Operating - PNC	ACT #C019265 ACT #L410629 PROCESSING ACT #L424469 PROCESSING ACT #L518530 PROCESSING THE BAKER & TAYLOR COMPANY	120.69 494.54 24.49 7,094.28 550.07 15.15 2.09	8,301.31
4/30/24	73328	5301-30 5301-50 5301-30 5301-50 5301-30 5301-50 5301-30 5301-50 1123-00	Outreach Books Materials Processing Outreach Books Materials Processing Outreach Books Materials Processing Outreach Books Materials Processing Operating - PNC	ACT #L449673 PROCESSING ACT #L534941 PROCESSING ACT #L395513 PROCESSING ACT #L449672 PROCESSING THE BAKER & TAYLOR COMPANY	340.34 17.10 300.80 16.90 2,177.40 113.57 292.56 5.25	3,263.92
4/30/24	73329	5301-20 5301-50 1123-00	Youth Books Materials Processing Operating - PNC	ACT #L554618 PROCESSING THE BAKER & TAYLOR COMPANY	2,531.36 140.60	2,671.96
4/30/24	73330	5306-10 5303-11 5303-10 5301-50	Adult DVDs Adult Audio-Music Adult Audio-Kits-Gam Materials Processing	CUSTOMER #2000005835-DVD CUSTOMER #2000005835-MUSIC CUSTOMER #2000005835-AUDIO PROCESSING	1,194.77 66.69 1,281.71 432.20	



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		5306-10	Adult DVDs	CUSTOMER #2000005843-DVD	150.67	
		5301-50	Materials Processing	PROCESSING	41.66	
		5306-10	Adult DVDs	CUSTOMER #200014883-DVD	320.12	
		5301-50	Materials Processing	PROCESSING	91.89	
		1123-00	Operating - PNC	MIDWEST TAPE LLC		3,579.71
4/30/24	73331	5306-30	Outreach DVDs	CUSTOMER #2000005836-DVD	159.68	
		5301-50	Materials Processing	PROCESSING	33.53	
		5306-30	Outreach DVDs	CUSTOMER #2000005839-DVD	187.42	
		1123-00	Operating - PNC	MIDWEST TAPE LLC		380.63
4/30/24	73332	6501-00	Copier Contract/Main	Invoice: 2465449	2,062.26	
		1123-00	Operating - PNC	APPLIED INNOVATION		2,062.26
4/30/24	73333	6401-00	Service Contracts	Invoice: 43870	320.00	
		1123-00	Operating - PNC	AQUARIUM DESIGN & MAINTENANCE		320.00
4/30/24	73334	6200-40	Community Programs	Invoice: 032924	36.00	
		6200-40	Community Programs	Invoice: 042324	134.00	
		1123-00	Operating - PNC	ASCAP		170.00
4/30/24	73335	5303-10	Adult Audio-Kits-Gam	Invoice: 2147245	39.99	
		5301-50	Materials Processing	Invoice: 2147245	2.95	
		1123-00	Operating - PNC	BLACKSTONE PUBLISHING		42.94
4/30/24	73336	5301-80	Interlibrary Loan (ILL)	Invoice: 040524	40.00	
		1123-00	Operating - PNC	BLOOMFIELD TWP PUBLIC LIBRARY		40.00
4/30/24	73337	6200-50	Systemwide Program	Invoice: 88787	3,244.00	
		1123-00	Operating - PNC	CAPITOL PROMOTIONS INC.		3,244.00
4/30/24	73338	5301-20	Youth Books	Invoice: CAL346962I	372.06	
		1123-00	Operating - PNC	CAVENDISH SQUARE		372.06
4/30/24	73339	5301-30	Outreach Books	Invoice: 2086932	143.82	
		5301-30	Outreach Books	Invoice: 2089560	71.91	

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
		1123-00	Operating - PNC	CENTER POINT LARGE PRINT		215.73
4/30/24	73340	5306-82 1123-00	Oakland Talking Boo Operating - PNC	Invoice: 684244009 CENTURY LINK	1.51	1.51
4/30/24	73341	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 4186580995 CINTAS CORPORATION #354	185.34	185.34
4/30/24	73342	5502-00  1123-00	Gas  Operating - PNC	Invoice: 1000 0027 5592 CONSUMERS ENERGY	2,074.86	2,074.86
4/30/24	73343	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 041724 CULLIGAN OF ROMEO	90.28	90.28
4/30/24	73344	5202-40  1123-00	Other Dental  Operating - PNC	Invoice: RIS0005660417 DELTA DENTAL PLAN OF MICHIGAN	1,622.06	1,622.06
4/30/24	73345	5302-00  1123-00	Periodical/PrintSubs  Operating - PNC	Invoice: DN0005825 - 2024 MICHIGAN.COM	590.95	590.95
4/30/24	73346	5503-00 1123-00	Electric Operating - PNC	Invoice: 042224 DTE ENERGY	13,886.43	13,886.43
4/30/24	73347	5703-00 1123-00	Legal Operating - PNC	Invoice: 3579945 DYKEMA GOSSETT PLLC	940.00	940.00
4/30/24	73348	6401-00 6401-00 1123-00	Service Contracts Service Contracts Operating - PNC	Invoice: 14446915 Invoice: 14672343 ECOSHIELD PEST SOLUTIONS-DETRO IT	200.00 200.00	400.00
4/30/24	73349	5302-13 5302-13 1123-00	Electronic Materials Electronic Materials Operating - PNC	Invoice: 2024-068 Invoice: 2024-068 FARMINGTON COMMUNITY LIBRARY	9,503.57 2,631.00	12,134.57

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
4/30/24	73350	5703-00 1123-00	Legal Operating - PNC	Invoice: 883030 FOSTER SWIFT	514.50	514.50
4/30/24	73351	5301-30 5301-30 5301-30 5301-30 5301-30 5301-30 5301-30 5301-30 5301-30 1123-00	Outreach Books Outreach Books Outreach Books Outreach Books Outreach Books Outreach Books Outreach Books Outreach Books Outreach Books Operating - PNC	Invoice: 84074421 Invoice: 84075721 Invoice: 84083907 Invoice: 84108346 Invoice: 84108466 Invoice: 84113488 Invoice: 84173814 Invoice: 84173969 Invoice: 84179864 GALE/CENGAGE LEARNING	24.79 431.88 55.98 358.40 500.74 24.80 243.14 115.17 239.94	1,994.84
4/30/24	73352	5207-50 1123-00	Legal Plan Benefit Operating - PNC	Invoice: 31714AG20240501 GIS BENEFITS	532.00	532.00
4/30/24	73353	7009-60 1123-00	Volunteer Recognitio Operating - PNC	Invoice: 04/26/24 LUNCHEON GREAT OAKS COUNTRY CLUB	2,309.40	2,309.40
4/30/24	73354	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 65493504 GREEN FOR LIFE ENVIRONMENTAL	390.00	390.00
4/30/24	73355	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 23279749 GUARDIAN ALARM	610.62	610.62
4/30/24	73356	5201-40 1123-00	Other Medical Operating - PNC	Invoice: 100010651849 HEALTH ALLIANCE PLAN	18,556.31	18,556.31
4/30/24	73357	5201-40 1123-00	Other Medical Operating - PNC	Invoice: 100010652501 ALLIANCE HEALTH AND LIFE	3,588.85	3,588.85
4/30/24	73358	6200-40 1123-00	Community Programs Operating - PNC	Invoice: 051624 HEALTHFUL SOLUTIONS	400.00	400.00
4/30/24	73359	6200-40 1123-00	Community Programs Operating - PNC	Invoice: 050724 ARIFA JAVED	600.00	600.00

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
4/30/24	73360	5302-13 1123-00	Electronic Materials Operating - PNC	Invoice: 394660-PPU KANOPY INC.	664.70	664.70
4/30/24	73361	5401-10 5302-13 6506-00 1123-00	Internet Connection Electronic Materials Software Support/Mai Operating - PNC	Invoice: 73755 Invoice: 73803 Invoice: 73945 THE LIBRARY NETWORK	2,269.79 1,687.44 1,544.00	5,501.23
4/30/24	73362	5401-00 1123-00	Basic Phone Operating - PNC	Invoice: 33903802 LINGO COMMUNICATIONS	359.60	359.60
4/30/24	73363	8002-00 1123-00	Capital Improvement Operating - PNC	Invoice: 2024-08 MAXINE BLEIWEIS & ASSOCIATES	177.30	177.30
4/30/24	73364	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 7897 MCCLELLAND LANDSCAPE	1,099.25	1,099.25
4/30/24	73365	5302-13 1123-00	Electronic Materials Operating - PNC	Invoice: 505271303 MIDWEST TAPE LLC	13,303.24	13,303.24
4/30/24	73366	6200-40 1123-00	Community Programs Operating - PNC	Invoice: 051924 GEORGENE OLSZTYN	150.00	150.00
4/30/24	73367	5302-13  1123-00	Electronic Materials  Operating - PNC	Invoice: 721SA24115462 OVERDRIVE INC	640.00	640.00
4/30/24	73368	5303-30 5303-30 1123-00	Outreach Audio & Vid Outreach Audio & Vid Operating - PNC	Invoice: 458155 Invoice: 459219 PLAYAWAY PRODUCTS	54.14 54.14	108.28
4/30/24	73369	5306-80 1123-00	Bookmobile Operatio Operating - PNC	Invoice: 040924 CITY OF ROCHESTER HILLS DPS	419.12	419.12
4/30/24	73370	6403-00 1123-00	Misc Repairs Operating - PNC	Invoice: 49721WD24 ROCHESTER PLUMBING & HEATING	978.00	978.00

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
4/30/24	73371	5301-10 1123-00	Adult Books Operating - PNC	Invoice: RSL190617I ROSEN PUBLISHING	32.82	32.82
4/30/24	73372	5401-00 1123-00	Basic Phone Operating - PNC	Invoice: 53783 TELNET WORLDWIDE	428.63	428.63
4/30/24	73373	5301-80 1123-00	Interlibrary Loan (ILL) Operating - PNC	Invoice: 032524 THOMAS TOWNSHIP LIBRARY	5.99	5.99
4/30/24	73374	6401-00 1123-00	Service Contracts Operating - PNC	Invoice: 3007803287 TK ELEVATOR	644.96	644.96
4/30/24	73375	5301-10 1123-00	Adult Books Operating - PNC	Invoice: 18030 TSAI FONG BOOKS INC	23.89	23.89
4/30/24	73376	5701-30 5701-30 1123-00	Collection Agency Collection Agency Operating - PNC	Invoice: 6124616 Invoice: 6124623 UNIQUE MANAGEMENT SERVICES INC	325.05 55.25	380.30
4/30/24	73377	2168-00 1123-00	Supplemental Ins W/ Operating - PNC	Invoice: 041924 UNUM LIFE INSURANCE - SUPP	42.51	42.51
4/30/24	73378	5206-40 1123-00	Other LTD Insurance Operating - PNC	Invoice: 041924 UNUM LIFE INSURANCE CO OF AMERICA	479.78	479.78
4/30/24	73379	6402-10 6401-00 6401-00 6402-10 6401-00 1123-00	Maintenance Supplie Service Contracts Service Contracts Maintenance Supplie Service Contracts Operating - PNC	Invoice: 89163 Invoice: 89169 Invoice: 89170 Invoice: 89188 Invoice: 89488 VANGUARD CLEANING SYSTEMS	202.44 4,035.00 2,795.00 706.61 7,955.00	15,694.05
4/30/24	73380	6200-20 1123-00	Youth Programs Operating - PNC	Invoice: 52300 VILLAGE TROPHY SHOP INC.	80.00	80.00

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
4/30/24	73381	5207-30 1123-00	Vision Insurance Operating - PNC	Invoice: 820289490 VISION SERVICE PLAN	252.80	252.80
4/30/24	73382	6506-00 1123-00	Software Support/Mai Operating - PNC	Invoice: INV-US-70328 ENVISIONWARE	575.00	575.00
4/30/24	73383	5301-30 5301-30 5301-30 1123-00	Outreach Books Outreach Books Outreach Books Operating - PNC	Invoice: 84185702 Invoice: 84185852 Invoice: 84186027 GALE/CENGAGE LEARNING	28.79 133.56 55.98	218.33
4/8/24	EFTAZ040824	5940-00 6200-10 5301-10 6200-20 5303-50 5301-50 6200-60 5306-80 5807-00 5306-13 6508-00 5306-82 5805-00 5809-00 1123-00	3D Printing/Makerspa Adult Programs Adult Books Youth Programs Innovative Items Materials Processing Makerspace Program Bookmobile Operatio Office Supplies Teen & Adult Video G Minor Equip <\$2500 Oakland Talking Boo IT Supplies Marketing Supplies Operating - PNC		46.69 247.00 422.92 257.22 1,045.39 67.98 491.40 8.99 264.65 704.82 168.83 25.00 14.48 25.90	3,791.27
4/22/24	EFTVISA0422	6100-60 5302-13 6402-10 6200-20 5805-00 6506-00 6100-50 6200-50	Workshops/Conferen Electronic Materials Maintenance Supplie Youth Programs IT Supplies Software Support/Mai Professional Member Systemwide Program		2,989.02 50.05 127.87 16.99 2,508.00 200.27 65.50 1,679.95	
				SUMMER READING:1040.00;P HONE 559.00;SURVEY 80.95		
		5306-80 6200-10 5402-00 5802-00 5809-00	Bookmobile Operatio Adult Programs Postage/Shipping Circulation Supplies Marketing Supplies		84.77 80.95 719.99 61.74 342.00	
				26		

**ROCHESTER HILLS PUBLIC LIBRARY**  
**Cash Disbursements Journal**  
**For the Period From Apr 1, 2024 to Apr 30, 2024**

Filter Criteria includes: Report order is by Check Number. Report is printed in Detail Format.

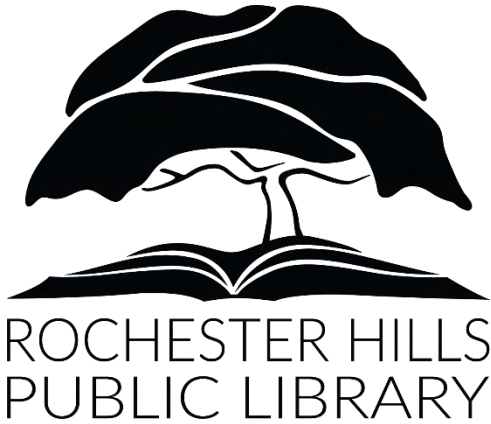
<b>Date</b>	<b>Check #</b>	<b>Account ID</b>	<b>Account Descriptio</b>	<b>Line Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>
		6200-30	Outreach Programs		16.49	
		6200-60	Makerspace Program		155.07	
		7009-70	Staff Recognition		81.62	
		5808-00	Board Room Supplie		16.50	
		1123-00	Operating - PNC	CAPITAL ONE BK(USA), NA		9,196.78
	<b>Total</b>				<u><u>152,017.04</u></u>	<u><u>152,017.04</u></u>

**Rochester Hills Public Library  
Supplemental Information  
April 2024**

Checks & EFT's - Operating Account			148,204.09
Payroll Account - Net Payroll			141,974.87
Employee Benefit EFTs and Misc Debits -			
Payroll Taxes		46,552.43	
Employee FSA Debits - Wage Works		389.33	
Employer Pension Contributions - MERS		8,527.98	
Employee Deferred Contributions		14,942.50	
Bank/Merchant Fees		321.14	
ADP & WageWorks Fees		1,793.20	
WageWorks Prefund Debit		469.50	
		<b>TOTAL</b>	72,996.08
			<b>\$ 363,175.04</b>



# Communications





100 Olive Township Road  
Rochester, Michigan  
48307-2000

(248) 684-2900  
Fax (248) 650-7121  
www.rhpl.org

Juliane Morian  
Director

Board of Trustees:  
Robert Brown  
Maggie Lawson  
Arnell Foster  
Melinda Deel  
Linda Hays  
Kirkpatrick

an equal opportunity  
organization  
Rochester Hills and  
Olive Township

April 11, 2024

Oakland Township Library Board  
4393 Collins Road,  
Oakland Township, MI 48306

Dear Trustees of the Oakland Township Library Board,

I am reaching out on behalf of the Rochester Hills Public Library Board. As you know, Rochester Hills Public Library (RHPL) and the Oakland Township Library Board have been partners in providing library service to the citizens of Oakland Township for over 58 years. When surveyed in 2024 among all patrons within the library's service area, Oakland Township residents reported a 96% positive satisfaction rate with the library.

In 1924, community founders pledged 1.0 mill in perpetuity to fund a high-quality library for the greater Rochester area. That millage rate has stayed the same throughout 100 years of operation. Now, as Rochester Hills Public Library celebrates its centennial year and looks forward to its next century of service, it is apparent to the Board that delivering a 21st-century library experience with a 20th-century millage is no longer sustainable.

Over the past year, the RHPL Board of Trustees has examined infrastructure needs, researched trends in contemporary libraries, and scrutinized existing cost-cutting measures. On April 9, 2024, the RHPL Board of Trustees adopted a resolution to propose an increase in the millage rate in Rochester Hills on the August 2024 ballot. If adopted, the new millage will yield appropriately \$64 per capita annually when combined with the existing millage. The RHPL Board of Trustees requests that the Oakland Township Library Board place a ballot question before their voters in August 2024 that will result in a total yield of approximately \$64 per capita annually for the citizens of Oakland Township.

I would be happy to present a full summary of the service plan for the library, including details about cuts already implemented and the infrastructure needs that led to the additional millage request. I am also available to answer any questions about the high-caliber library service we deliver at RHPL.

Sincerely,

Juliane Morian  
Library Director



500 Old Towne Road  
Rochester, Michigan  
48307-2043

248-656-2900  
Fax 248-650-7121  
www.rhpl.org

Juliane Morian  
Director

Board of Trustees:  
Robert Bonam  
Madge Lawson  
Anne Koehler  
Melinda Deer  
Julianne Rojas  
Harper West

A community library  
for Rochester,  
Westland Hills, and  
Oakwood Townships

April 17, 2024

Rochester City Council  
400 Sixth Street  
Rochester, MI 48307

Dear Mayor Bikson and Council Members:

I am reaching out on behalf of the Rochester Hills Public Library Board. As you know, Rochester Hills Public Library (RHPL) and the City of Rochester have been partners in providing library service to the citizens of Rochester for over 56 years. When surveyed in 2024 among all patrons within the library's service area, Rochester residents reported a 98% positive satisfaction rate with the library.

In 1924, community founders pledged 1.0 mill in perpetuity to fund a high-quality library for the greater Rochester area. That millage rate has stayed the same throughout 100 years of operation. Now, as Rochester Hills Public Library celebrates its centennial year and looks forward to its next century of service, it is apparent to the Board that delivering a 21st-century library experience with a 20th-century millage is no longer sustainable.

Over the past year, the RHPL Board of Trustees has examined infrastructure needs, researched trends in contemporary libraries, and scrutinized cost-cutting measures. On April 9, 2024, the RHPL Board of Trustees adopted a resolution to propose an increase in the millage rate in Rochester Hills on the August 2024 ballot. If adopted by the citizens in Rochester Hills, the new millage will yield approximately \$64 per capita annually when combined with the existing millage. The RHPL Board of Trustees requests that the City of Rochester place a ballot question before their voters in August 2024 for a dedicated library millage in the amount of .8852 mills to fund library services, which is commensurate with the per capita rate in Rochester Hills.

I would be happy to present a full summary of the service plan for the library, including details about cuts already implemented and the infrastructure needs that led to the additional millage request. I am also available to answer any questions about the high-caliber library service we deliver at RHPL.

Sincerely,

Juliane Morian  
Library Director



500 Old Towne Road  
Rochester, Michigan  
48307-2043

248-656-2900  
Fax 248-650-7121  
www.rhpl.org

Juliane Morian  
Director

Board of Trustees:  
Robert Boyam  
Midge Lawson  
Anne Kutcher  
Melinda Deel  
Julianne Reyes  
Hayden West

A community library  
for Rochester,  
Rochester Hills, and  
Oakland Township

April 17, 2024

Leanne Scott  
Rochester City Clerk  
1000 Rochester Hills Dr.  
Rochester Hills, MI 48309

Dear Ms. Leanne Scott:

I am reaching out on behalf of the Rochester Hills Public Library Board with a resolution to place a question on the August 6<sup>th</sup> ballot.

Over the past year, the RHPL Board of Trustees has examined infrastructure needs, researched trends in contemporary libraries, and scrutinized cost-cutting measures. On April 9, 2024, the RHPL Board of Trustees adopted a resolution to propose a new, additional millage in Rochester Hills on the August 2024 ballot in the amount of .39 mills for 10 years.

I would be happy to present to the Rochester Hills City Council and Mayor Barnett a full summary of the service plan for the library, including details about cuts already implemented and the infrastructure needs that led to the additional millage request.

Sincerely,

Juliane Morian  
Library Director

---

**Contact Library Board of Trustees [#66]**

1 message

---

**MachForm** <no-reply@rhpl.org>  
Reply-To: MachForm <no-reply@rhpl.org>  
To: juliane.morian@rhpl.org

Sun, Apr 28, 2024 at 9:35 PM

**Message**

Dear Board of Trustees,

I'm writing to express my continued support for a Pride display in the library's youth department. I live in Rochester and have 2 elementary aged children who visit the library often. Seeing this display in previous years not only meant a lot to me, but also a lot to both of them, as one my children is transgender. Seeing these books on display (and being able to check them out) has meant so much to my trans child as they navigated their gender journey in helping them realize they are not alone, and there are other kids and adults just like them! Seeing the Pride display makes them feel safe and comfortable at the library, as well as filling them with a sense of pride! Displays like this are so important, not only to children who may be a part of the LGBTQ+ community, or have family members in the community, but also for other children to realize there are different kinds of people and families in the world and help to build an inclusive environment for this marginalized group. We have always felt so safe and welcomed at the library, and seeing the pride display in the youth department (which is the only department my children visit for now) would only build on those feelings for all of us in the future. Thank you so much for your support.

---



# NEWS & VIEWS 100

ROCHESTER HILLS PUBLIC LIBRARY | SUMMER 2024



## 100 DAYS OF SUMMER

*Celebrate what you love about summer*

## SHARE LIBRARY LOVE

*Participate in our sweepstakes*

## RHPL MILLAGE

*Details on the August ballot inside*

# GENERAL INFORMATION

**Juliane Morian, Library Director**  
juliane.morian@rhpl.org

- General ..... 248-656-2900
- Adult ..... 650-7130
- Youth ..... 650-7140
- Outreach/Bookmobile ..... 650-7150
- TDD ..... 650-7153
- Hours ..... 650-7170
- Item Renewals ..... 650-7174
- Friends Membership ..... 650-7160
- Friends Events ..... 650-7176
- Friends Book Sales ..... 650-7178
- Friends Gift Shop ..... 650-7179

## LIBRARY BOARD

- Melinda Deel ..... President
- Bob Bonam ..... Vice President
- Anne Kucher ..... Secretary
- Madge Lawson ..... Treasurer
- Julianne Reyes ..... Trustee
- Harper West ..... Trustee

- City of Rochester Liaison:  
Alice Moo
- Oakland Township Liaison:  
Michael Tyler

The library board meets monthly on the second Tuesday. Meetings are open to the public. Reasonable auxiliary aids & services are available.

## NEWS & VIEWS STAFF

Betsy Raczkowski  
Editor

Michele Dimond  
Layout Design

Contributors: Mary Davis,  
Rebecca LaFave, Wendy Lehman,  
Allison Sartwell

## REGISTRATION & LIBRARY CARD INFORMATION

Many programs require registration with an active RHPL card unless otherwise noted. To apply for an RHPL card, visit [rhpl.org/get-a-library-card](http://rhpl.org/get-a-library-card).



# A LETTER FROM THE LIBRARY DIRECTOR

Rochester Hills Public Library recently completed a survey of cardholders, and once again, residents have shown how much they love their library. Boasting a ninety-seven percent (97%) positive satisfaction rate with library operations and customer service, respondents provided helpful feedback on what is working now and what they would love to see in the future at their library. Our goal with these surveys is to be as responsive as possible, solve the right problems for contemporary society, and provide one of the best returns on your tax investment. Thank you for your support and endorsement of the positive effect of Rochester Hills Public Library.

In 1924, community founders pledged 1.0 mill in perpetuity to fund a high-quality library for the greater Rochester area. That millage rate has stayed the same throughout 100 years of operation – a remarkable feat for any publicly funded organization – but due to state law, tax rates can be rolled back, meaning the library currently operates with only .73 mills. As RHPL looks forward to its next century of service, it is apparent to the Board of Trustees that delivering a 21st-century library experience with a 20th-century millage is no longer sustainable. RHPL patrons deserve more.

Over the past year, the RHPL Board of Trustees has examined infrastructure needs, researched trends in contemporary libraries, and scrutinized existing cost-cutting measures. On April 9, 2024, the board adopted a resolution to propose an increase in the millage rate in Rochester Hills on the August 2024 ballot. They made similar requests of the Oakland Township Library Board and the City of Rochester since library service is shared among all three communities. You can find out more about the millage at [rhpl.org/millage](http://rhpl.org/millage), and on page 7 of this issue.

Whatever the next century holds, RHPL will be here, working hard to offer outstanding services, programming, and assistance. We look forward to ushering in our next 100 years of service and hope you will vote on August 6, 2024.

*Juliane Morian*





## News from the Friends Library Store

Butterflies, birds, and bees are everywhere!

Explore an array of the latest fun and whimsical home décor at the Friends Library Store. Browse framed art, funky figurines, vases, and water pitchers. Brighten up your rooms with colorful toss pillows. Choose from botanical, artful, and humorous greeting cards, including a lovely selection from the Artists to Watch series, a collection of artwork from independent artists around the country.

While you're in, check out our new shipment of Pewabic Pottery. Help Michigan's historic Pewabic Pottery celebrate its 121st anniversary this year by adding a true Detroit original to your home. We have an array of tiles and some spectacular pieces, including the iconic Snowdrop, Celtic, and Step vases. But they go fast, so you'll need to stop in soon.

We know that many of our customers are more careful than ever about their spending. Double your money's reach by browsing the great values at the Friends Library Store and supporting the best library in Michigan. And remember, as a member of the Friends, you always receive 10% off most merchandise. See you soon!



## Save the Date! Friends of RHPL Holiday Home Tour *Sunday, December 15, 12-5 p.m.*

Mark your calendars for our annual tour of festively decorated homes, shopping at the holiday boutique, and entry to the model train exhibit.

## Friends Summer Used Book Sale *Thursday, July 18, 10 a.m.-8 p.m.*

*Friday, July 19, 10 a.m.-5 p.m.*

*Saturday, July 20, 10 a.m.-5 p.m.*

*Monday, July 22, 1:30-4:30 p.m. (Bag Day - all you can fit in a standard grocery bag goes for \$5)*

The shelves are full of gently used books and DVDs for adults, teens, and children! Presale opportunities for Friends members will be Wednesday, July 17 from 5:30-8 p.m. New member sign-ups and renewals are available at the door. See [rhpl.org/friends-of-rhpl](http://rhpl.org/friends-of-rhpl) for details. All proceeds benefit the library.



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ADULT	8
MAKERSPACE	11
TEEN	12
YOUTH	13



# WHAT DO YOU REMEMBER MOST FROM YOUR CHILDHOOD SUMMER VACATIONS?

Was it the freedom? The ability to read whatever you wanted all day, non-stop? The joy that came with the prospect of 24 whole hours of doing nothing and everything, all at the same time? Whatever you relish about summer, RHPL is giving you 100 days to help you relive the good times. Whether you love the wide-open stretches of time or the jam-packed adventure, RHPL has plenty in store to help you feel like a kid again.

This issue is chock-full of details to help you have your best summer ever. Read on to find out more about our 100 Days of Summer Reading Challenge, Share Library Love Sweepstakes, community art and 100 Voices Projects, limited edition library swag, and of course, the opportunity to party from start to finish with RHPL.

So go ahead, slow down or speed up this summer, either way RHPL is here to help you enjoy every last moment. We can't wait to see you.



**100 Days of Summer  
May 3 - August 10**

To celebrate RHPL's 100th anniversary, we're giving you 100 days of summer! Starting May 3, sign up from home at [rhpl.beanstack.org](http://rhpl.beanstack.org) to log your reading every week, participate in activities, and enter to win fabulous prizes.

**Throwback Summer  
Kickoff Party**

**Saturday, June 8, 12-2 p.m.**

Celebrate summer by taking a trip back in time! Enjoy vintage games, treats, entertainment, and surprise giveaways. Visit our non-profit fair to connect with local organizations that can help this summer and all year long.

# 100 DAYS OF SUMMER

Beginning May 3, use your existing Beanstack account to sign up for RHPL's 100 Days of Summer. New to summer reading? Follow the links on our website or go to [rhpl.beanstack.org](http://rhpl.beanstack.org) to sign up for a new account. Everything can be done online, no need to come in!

- Read every week between Friday, May 3-Saturday, August 10. Sign up after summer reading started? Go back and add all the reading you've done since May 3.
- For every reading badge earned, you get an entry into our end-of-summer reading grand prize drawing.
- Participate in our community activities for a chance to win even more prizes! Every activity badge ups your chances of winning our Share Library Love Sweepstakes
- Record your reading on our website or in the app and get a free book at the end of summer, just for reading.

## SHARE LIBRARY LOVE

RHPL is pulling out all the stops for our 100th year, and we want you to share in the love. We'll be cruising neighborhoods throughout the summer on the lookout for homes with a proudly displayed Share Library Love sign. If your home is selected in our sweepstakes, you'll receive a prize for your household, and a bag of goodies to share with a neighbor of your choice. Why just keep up with the Joneses when you can share the love with them? Here's how to participate:

1. Sign up for summer reading from the comfort of your own home at [rhpl.beanstack.org](http://rhpl.beanstack.org) or on our easy-to-use app.
2. Pick up your Share Library Love sign at the Adult, Outreach, or Youth reference desks and display it on your lawn or in your window. One sign per household please.
3. Attach the included stickers every time you earn an activity badge in Beanstack. The more you earn, the more chances to win!
4. Keep the sign for future summers and collect limited edition stickers every time you sign up for summer reading.

**Summer Sunset Finale Party**  
**Friday, August 9, 6-8 p.m.**  
**West Parking Lot**

Join us for a good old-fashioned RHPL Block Party that will keep you out until the street lights come on.

**Save the Date**  
**Summer Reading 2025**  
**June - August**

Don't throw away your sign! Pack it away safely and bring it out again next summer to relive throwback summer joy and share library love.



## OUTREACH SERVICES

For a complete listing of all of our programs, detailed descriptions, and to register, visit [calendar.rhpl.org](http://calendar.rhpl.org) or scan the QR code. Registration opens one month in advance of the program. Questions? Call 248-650-7150 or email [help@rhpl.org](mailto:help@rhpl.org).

## TECHNOLOGY SUPPORT



### One-on-One Technology Assistance

#### *By appointment only*

Are you looking for assistance learning how to use your cellphone, tablet, or laptop? Bring your personal device on the day of your appointment. Registration is required at [rhpl.org/tech-help](http://rhpl.org/tech-help).

### Novelist 101

#### *Tuesday, June 11, 2 p.m. Conference Room A*

Looking for more books to read during the summer? Learn how to use Novelist to search for your next favorite read based on titles and authors you already love. Registration is required.

### Hoopla 101

#### *Wednesday, July 10, 2 p.m. Conference Room A*



Learn how to use the Hoopla app to download and stream eBooks, eAudiobooks, magazines, music, and TV shows on your phone, tablet, or laptop. Please bring your device with you. Registration is required.

### Caregiver and Veterans Support Kits

#### *Outreach Department*

From the National Caregiving Foundation, these free kits are designed for care partners of people with dementia and veterans of the Gulf War and later.

### Books with BoB

*Tuesdays, June 4, July 2, August 6, 7:15 p.m.*

*Hampton Community Center*

*Wednesdays, June 12, July 10, August 14, 9:30 a.m. Borden Park*

*Saturdays, June 15, July 20, August 24, 1:45 p.m.*

*Timberlea Village Apartments*

Meet BoB and one of our librarians for a storytime. Don't forget a blanket and snacks! Weather permitting; these events may canceled due to weather conditions. No registration required.

### Memory Cafe

*Thursdays June 29, July 18, August 29, 2-3:30 p.m.*

*Multipurpose Room*

Memory Cafe is a welcoming place for people with memory challenges and their care partners to socialize in a safe and friendly environment. Please note that this is not a respite program. Registration is required.

## BOOKS ON BOARD

### Summer Schedule & Locations

Books on Board can bring the library to you. View the schedule to find a convenient stop to pick up your holds, return a book, or browse what's on board. We'll see you on the road!



Visit [rhpl.org/bookmobiles](http://rhpl.org/bookmobiles) or scan the QR code for times and locations.



## ENGLISH LANGUAGE LEARNERS

### ELL Book Club: *Gifts of Imperfection* by Brene Brown

Thursdays, June 6-August 1, 10-11:30 a.m.

Conference Room B

Meet with Rebecca and other English language learners to read a book and talk about it in a relaxed and casual setting. Copies of the book will be available in the outreach department. Contact [rebecca.lafave@rhpl.org](mailto:rebecca.lafave@rhpl.org) with questions. Registration is required

### Beginner ELL Book Club: *Same Sun Here* by Silas House & Neela Vaswani

Wednesdays, June 5-July 31, 10-11:30 a.m.

Conference Room B

Meet with Rebecca and other English language learners to read and discuss a book in a friendly setting. This group will read easier books, if you have tried the book club before and it was too hard, this group is for you. Copies of the book will be available at the first meeting. Contact [rebecca.lafave@rhpl.org](mailto:rebecca.lafave@rhpl.org) with questions. Registration is required.

### English Matters: ELL Conversation Group

Tuesdays, June 4-July 23, 10-11:30 a.m.

Thursdays, June 6-July 25, 7-8:30 p.m.

Saturdays, June 8-July 27, 10-11:30 a.m.

Conference Room A

Our conversation groups are a time to come together and discuss hometowns, food, hobbies, jobs, and other informal topics. Joining a group will introduce you to new friends and a great time! For further information, contact Mariano at 248-202-9352 or [Mariano.Cadiz@rhpl.org](mailto:Mariano.Cadiz@rhpl.org). Registration is required.



## RHPL MILLAGE

A question on the August 6th ballot will ask residents to approve an additional .39 mills for library funding. These funds would not only allow us to continue to provide the services and programs you've become accustomed to, but they would also allow us to expand our offerings to bring you:

- An increased budget for new materials (over \$1M annually) with a renewed focus on more eMaterials and shorter wait times for popular materials
- Sunday hours year-round (not just during the school year)
- Upgrades to the existing fleet of bookmobiles to serve individuals in our 70-square-mile service area and preschool students in local schools
- Exploration of future projects, like adding a cafe, as part of library renovations
- More storytimes and programming sessions
- A modernized Multipurpose Room with improved sound, lighting, and comfortable seating
- Investment in alternative delivery methods to get items to patrons faster such as same-day delivery of holds or books by mail
- Investments in infrastructure for an aging, 30-year-old building as well as improvements to make it fully ADA-compliant and environmentally sustainable

You can find out more about the millage at [rhpl.org/millage](http://rhpl.org/millage). Sign up for a library tour this summer at [calendar.rhpl.org](http://calendar.rhpl.org) to get answers to your questions in a casual, conversational setting and learn more about the behind-the-scenes life of the library.



## ADULT PROGRAMS

For a complete listing of all of our programs, detailed descriptions, and to register, visit [calendar.rhpl.org](http://calendar.rhpl.org) or scan the QR code. Registration opens one month in advance of the program. Questions? Call 248-650-7130 or email [help@rhpl.org](mailto:help@rhpl.org).

## COMMUNITY PARTNERS

### Behind the Scenes Tour

Wednesday, June 5, 2:00pm

Thursday, June 27, 10:00am

Tuesday, July 16, 2:00pm

Join library director Juliane Morian for a behind-the-scenes look at RHPL's inner workings.

Registration is required.

### Pedal the Past

Thursday, June 13, tours leave every 15 minutes starting at 6:00 and ending at 7:15 p.m.

West Entrance

Enjoy a leisurely bike ride through Rochester's spectacular past. To honor Rochester Hills Public Library's 100th anniversary, our tour will stop at former library locations and local spots significant to the people who created one of the best libraries in the State of Michigan! Presented in partnership with Rochester Hills Museum at Van Hoosen Farm. Registration is required.



#### Registration Details:

Riders will select and register for one of six time slots at which their tour begins.

The ride will be 1.5 hours long covering 2 miles with frequent stops. Riders are encouraged to wear a helmet and bring a water bottle.

### Red Cross Blood Drive

Monday, July 15, 12-6 p.m. Multipurpose Room

To schedule an appointment, visit [RedCrossBlood.org](http://RedCrossBlood.org) and enter sponsor code: RHLIBRARY or call 1-800-RED-CROSS (1-800-733-2767). Registration is required.

### Medicare 101

Tuesday, August 20, 7 p.m. Multipurpose Room

Medicare can be complicated—even confusing—with the multiple parts and choices it offers. Medicare 101 is designed to help you understand the basics: Know what to do, when to do it, and make smart choices. Presented in partnership with AgeWays (Area Agency on Aging 1-B). Registration is required.

## WRITING & BOOKS

### Scribes Writers Workshop

Wednesdays, June 12, 26, July 10, 24, August 14, 28, 1-4 p.m. Conference Room B

This drop-in workshop is for those who love to write, want to learn from experienced writers, or want to let their writing ideas flow. Members will write on a given topic or thought starter and give and take positive feedback. No registration required.

### Adult Graphic Novel Book Discussion

Monday, August 12, 7 p.m. Conference Room A

Do you like reading graphic novels and True Crime? Join us for a lively discussion of *The Murder Book: A Graphic Memoir of a True Crime Obsession* by Hilary Fitzgerald Campbell. Copies are also available through Hoopla and MeL.org. Registration is required.

## BOOK CLUBS

### Books on Tap

Monday, July 8, 7 p.m. Main Street Billiards, VIP Room

Meet at Main Street Billiards (215 S. Main St) for a casual book club in a relaxed setting. We'll talk about books and enjoy Main Street Billiards' delicious food and drinks. Copies of the book are available at the Adult Reference desk upon registration. Registration is required.

July 8: *Butts: A Backstory* by Heather Radke

## HISTORY, ART & CULTURE

### Smart Towns: D-Day Revisited: 80 Years Later

*Thursday, June 6, 7 p.m. Multipurpose Room*

A comprehensive accounting of the events and decisions leading up to D-Day (June 6, 1944), the aftermath, and the stories of the people who were there. Registration is required.

### Drop-In Genealogy Help

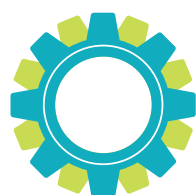
*Saturdays, June 8, July 13, August 10, 2 p.m. Conference Room B or Virtual*

Need a little help jump-starting your family research? Stop by and get tips and tricks from our volunteer genealogist, Heather. Registration is required.

### Civility Project Workshop

*Thursday, June 20, 7 p.m. Multipurpose Room*

The Civility Project—created by celebrated journalists Nolan Finley and Stephen Henderson—seeks to bring people of opposing viewpoints together for healthy disagreement, personal interactions, and constructive conversations. Participants become familiar with the pillars of civility, have a chance to engage in enlightening discussions, and learn why listening is important. Registration is required.



**INNOVATIVE ITEMS  
COLLECTION**  
ROCHESTER HILLS PUBLIC LIBRARY

### Try-It-Out Tuesdays

*Tuesdays, July 2-30, 1-3 p.m. Lobby*

Try out before you check out! Our unique Innovative Items Collection will be available for test drive in the lobby. Try out items like an Otamatone or cordless drill before you take them home. No registration required.

### The American Guide Series

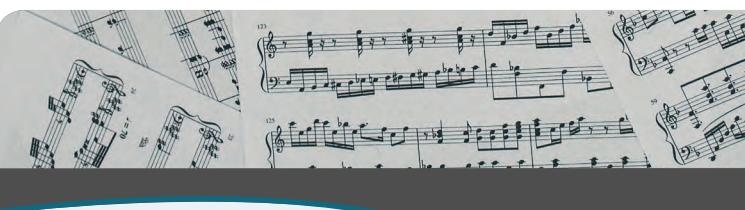
*Tuesday, July 9, 7 p.m. Multipurpose Room*

The WPA's Writer's Project worked to produce a snapshot of American life that remains the most comprehensive look at American society ever produced. Learn the history of the Writer's Project and the work that went into creating the books in 1930s America. Registration is required.

### Midnight: Detroit and the Underground Railroad

*Thursday, July 11, 7 p.m. Multipurpose Room*

Codenamed Midnight, Detroit was a vital station on the Underground Railroad, helping thousands cross the river to freedom in Canada from Detroit. Detroit abolitionists helped freedom seekers from the South evade slave catchers and local law enforcement in the face of severe local opposition. Presented by the Detroit Historical Society. Registration is required.



## CONCERTS

*Registration is required. Bring a lawn chair or a blanket.*

*6:00 p.m. West Lawn*

*(Rain location: Multipurpose Room)*

### The Royal Oak Blues Band

*Tuesday, June 25*

The Royal Oak Blues Band returns to the Rochester Hills Public Library with some cool vintage blues tunes!

### Soundz of Music Band

*Wednesday, July 24*

Listen and dance to a variety of songs including standards, polkas, latin, 50&60 oldies, country, and Broadway tunes.

### Tumbo Bravo - The Rhythms of Cuba

*Tuesday, August 27.*

Winner of 3 Detroit Music Awards, this exciting Latin Jazz combo will perform the authentic rhythms of Cuba (Mambo, Cha Cha, Rumba, and Bolero) with rich, original jazz harmonic compositions.

## POP CULTURE & GAMES

### Know-It-All Trivia Smackdown!

*Mondays, June 10, August 12, 7 p.m. Main Street Billiards, solarium area*

Meet up with us at Main Street Billiards (215 S. Main St) with your team of up to 6 people and see if you have what it takes to be crowned champions! The top team will win a prize. Food and drinks are available for purchase. Registration is required.

*June 10:* Throwback Trivia

*August 12:* Disney Name That Tune

### Speed Friending Event

*Thursday, June 13, 6-8 p.m. Multipurpose Room*

Engage in guided one-on-one conversations followed by opportunities to socialize, make friends, and create crafts. Enrich your social network and forge new friendships! Adults only. Registration is required.

### Nerf at Night

*Friday, June 21, 6:30 p.m. Ages 18 and up.*

What's more fun than a Nerf battle? A Nerf battle in the library after hours! We're taking over the library for an epic Nerf war after the library closes. Register with your RHPL card, which will admit up to two people. Registration is required.

## Royal Park and RHPL Summer Partnership

Enjoy a cocktail at the Royal Park this summer and savor each sip knowing you're giving back! In honor of our 100 Days of Summer, the Royal Park is featuring literary-themed cocktails on their menu.

\$1 from every purchase will be donated to Rochester Hills Public Library to expand and enhance our early literacy storytime sessions.

*Cheers!*

## COMMUNITY ART PROJECT

*May-August. All ages*

Decorate a mini-Stretch or tell us about an important year in your life and we'll add it to our community timeline. Pick up your supplies and drop off your creations at the circulation desk in the lobby. Check in throughout the summer to see significant dates for your neighbors and for the library.



### DID YOU KNOW?

Stretch was originally built in 1972 by West Middle School Students Mark Bozynski, Jeff Hauser, and Mike Neuman.

Since then, Stretch has been rehabilitated twice to make sure he ages with grace.

## CRAFTS

### Pride Crafts for Adults

*Saturday, June 15, 1 p.m. Conference Room A*

If you celebrate LGBTQ+ Pride Month, what better way to commemorate it than with community, conversation, and crafts. We'll have supplies for custom buttons and perler beads, or bring a project of your own. No registration required.

### Open Fiber Crafting

*Wednesdays, July 24, August 28, 6 p.m.*

*Conference Room A*

Bring your fiber craft project to the library and work in a laid-back environment with casual discussion. A small amount of supplies will be available for those with no project. Separate registration is required for each date.





# the Makerspace

at Rochester Hills Public Library



For a complete listing of all of our programs, detailed descriptions, and to register, visit [calendar.rhpl.org](http://calendar.rhpl.org) or scan the QR code. Registration opens one month in advance of the program. Questions? Call 248-650-7130 or email [help@rhpl.org](mailto:help@rhpl.org).

## Graduation Cardstock Crafts

Wednesday, June 12, 6 p.m. Ages 8 and up.

Makerspace

Create customized cards for graduation using our Cricut smart cutter. Registration is required.

## Rainbow Diamond Coasters

Wednesday, June 26, 6 p.m. Ages 8 and up.

Makerspace

Make coasters using a relaxing process called diamond painting. (Think paint by numbers, but with colored rhinestones.) Registration is required.

## Sublimation Towel

Wednesday, July 10, 6 p.m. Ages 8 and up.

Makerspace

Create customized hand towels using sublimation printing. Registration is required.

## Adults Only Paper Stitching String Art

Wednesday, July 17, 6 p.m. Adults only.

Makerspace

Create art using only string and holes in cardstock. Registration is required.



## Paper Airplane Contest

Wednesday, August 7, 6 p.m. Ages 8 and up.

Makerspace

Join us for a paper airplane creation contest. We will watch a brief video on strategy and then put our paper airplanes to the test. Registration is required.

## 100 Stories Project with RHPL's Story Exchange

Help RHPL commemorate its 100th anniversary by adding your thoughts to our Story Exchange. Pick up the phone in our lobby or call 248-650-0400 from home and respond to the prompts listed or share a library story. Your message will be archived and become a part of RHPL history.

Strong and silent type? Check out or place a hold on one of our Centennial Journals to leave your thoughts in writing.

- What would you want to tell someone from 1924 about the library today?
- What do you think the library will look like 100 years from now?
- Tell us about your favorite library memory or interaction.







## TEEN PROGRAMS

For a complete listing of all of our programs, detailed descriptions, and to register, visit [calendar.rhpl.org](http://calendar.rhpl.org) or scan the QR code. Registration opens one month in advance of the program. Questions? Call 248-650-7130 or email [help@rhpl.org](mailto:help@rhpl.org)

### REGULAR TEEN PROGRAMS

Wednesdays, 7-8:30 p.m. Email [teen@rhpl.org](mailto:teen@rhpl.org) for more information. No registration required.

#### Video Game Evening

June 5, July 3, August 7. Multipurpose Room/Conference Room A

#### Teen Advisory Board (TAB)

June 12, July 10, August 14. Conference Room A

#### RHPL Players Guild (RPG)

June 26, July 24, August 28. Conference Room A

### Stage Fighting with Shakespeare in Detroit

Saturday, July 27, 1-3 p.m. Visit [calendar.rhpl.org](http://calendar.rhpl.org) for updates.

Come learn how to stage a fight for your next theatrical performance. Make it look like the real thing! Registration is required.

### Nerf at Nite

Friday, August 16, 6:45-9 p.m. Ages 13 and up.

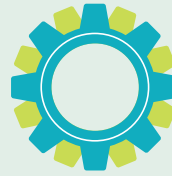
What's more fun than a Nerf battle? A Nerf battle in the library after hours! We're taking over the library for an epic Nerf war after the library closes. Register with your RHPL card, which will admit up to two people. Registration is required.

### Street Art and Art Communities

July 24, August 7, August 21. Ages 13-18.

Makerspace. Visit [calendar.rhpl.org](http://calendar.rhpl.org) for updates.

In this course, students will learn how to ethically engage with art communities of all types! Collect stickers, trade pins, make zines, and gain an appreciation for graffiti culture while learning about what it means to engage with other artists in your community. This program is a collaboration between the Rochester Hills Public Library and Paint Creek Center for the Arts and will be taking place at both facilities. For more information and to register please go to: [pccart.org](http://pccart.org)



**INNOVATIVE ITEMS  
COLLECTION**  
ROCHESTER HILLS PUBLIC LIBRARY

The Innovative Items Collection (IIC) is filled with equipment and electronics from multiple categories (Adaptability, Arts and Crafts, Experiences, Games-Outdoor, Household, Music, Science & Education, Technology, and Tools), all available for free with your RHPL library card. These items are the perfect solution for patrons who want to try new and emerging technology or only need items temporarily and don't wish to invest in tools and equipment for one project or party.

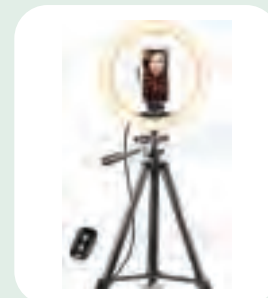
Try some of the items listed below during our Try-It-Out Tuesdays this summer, or check out an item to test it at home.



Fujifilm Instax Mini  
Instant Camera



Adaptive Xbox  
Controller



Youtube Videoing  
Kit



Dungeons &  
Dragons Starter Kit



## YOUTH SERVICES

For a complete listing of all of our programs, detailed descriptions, and to register, visit [calendar.rhpl.org](http://calendar.rhpl.org) or scan the QR code. Registration opens one week in advance of the program. Questions? Call 248-650-7140 or email [help@rhpl.org](mailto:help@rhpl.org).

### Outdoor Explorers

*Tuesdays, June 4-July 30, 10 a.m. Ages 3-6.*

#### Rotary Park

Come learn about nature as we explore the world outside of RHPL! Siblings are welcome, but projects will be limited to registered patrons 3-6 years old. Separate registration is required for each date.



### Father's Day Take & Make

*Wednesday, June 5-Tuesday, June 12, all day.*

#### Ages 4-12. Youth Room

Create the perfect rocket ship for your dad. Pick up your kit at the Youth Services Desk. Registration is required.

### Shake the 'Chute

*Monday, June 10, 6 p.m. All Ages. West Lawn*

Enjoy an evening playing parachute games with RHPL's giant 'chute! In between games we'll read a few fun books. Registration is required.



### Storytime in the Park

*June 10, 18, 26, July 1, 9, 17, 25, 29, August 6, 11 a.m. All ages. Rochester Lions Park*

Join your favorite youth librarians for a fun storytime in the park. Head south from the library on the Rochester River Walk, cross University, and meet us at Rochester Lions Park between the Royal Park Hotel and Sunrise Senior Living, or find parking off of Water and 4th Street. Call 248-650-7140 for assistance with directions. No registration required.

### Styrofoam Printmaking

*Tuesday, June 11, 2 p.m. Ages 8-12.*

#### Multipurpose Room

Join Ms. Kim in learning how to use a Styrofoam plate as a reusable printing plate. Registration is required.

### Throwback Family Film Series

*June 12, 17, 24, July 2, 8, 19, 24,*

*August 7, 2 p.m. All ages.*

#### Multipurpose Room

Take a trip down memory lane and watch family-friendly movies from past decades. Snacks and drinks provided. No registration required.



### PAWS for Reading

*Wednesdays, June 12, 26,*

*July 10, 24, August 14, 28, 6:30 p.m.*

#### Ages 4 and up. Youth Room

Practice your reading with a therapy dog. Registration is required.

### Teddy Bear Picnic

*Thursday, June 13, 12 p.m. Ages 2 and up.*

#### West Lawn

Bring a blanket, food, and your favorite teddy bear or stuffie, and join us for a storytime and picnic on the lawn! Drinks provided. No registration required.

### How to Catch a Mermaid

*Friday, June 14, 11 a.m.*

#### Ages 5-9. Multipurpose Room

Make your own mermaid trap and listen to the story *How to Catch a Mermaid* for some tips. Registration is required.



## Barbie™ Party!

*Saturday, June 15, 11 a.m. Ages 4-12.*

*Multipurpose Room*

Create some Barbie™ crafts and Bring your Barbie™ with you to be part of the Barbie™ Fashion Show. Enjoy a pink treat and meet other fans. Registration is required.



## LEGO™ Club

*Tuesdays, June 18, July 16, August 13, 6:00 p.m.*

*Ages 4-12. Multipurpose Room*



Calling all builders! The Library will provide all the LEGO™ for this free build program. Separate registration is required for each date.

## Picnic & Pages

*Thursdays, June 27, July 25, August 29, 6 p.m.*

*Grades 4-6. West Lawn*

Bring your blanket (we'll bring the pizza). Select a book at the first meeting, discuss the book at the second, and watch a movie based on the book at the third. Registration is required.

## Mom's Walking Club

*Thursdays, July 11-August 8, 10 a.m. Ages 0-3.*

*West Entrance*



A fun and active way to meet other caregivers in the community while learning about your child's development. Walks will be approximately one mile and end with a brief storytime at Rochester Municipal Park. Registration is required.

## Baby Prom

*Saturday, July 13, 10:30 a.m.*

*Ages 0-2. Multipurpose Room*

Get ready to boogie down at our fantastic baby bash! Dressing up is encouraged, but not required. Siblings are welcome, but activities are limited to registered patrons ages 0-2. Registration is required.



# SUMMER FAMILY CONCERT SERIES

*Registration is required. Bring a lawn chair or a blanket. 6:00 p.m. West Lawn (Rain location: Multipurpose Room)*

## Jim Gill

*Thursday, June 27*

Get ready to sing, clap, dance, and spin along during this visit by award-winning musician and author Jim Gill.

## Beverly Meyer, The Music Lady

*Wednesday, July 17*

With her guitar in hand, Beverly charms all with her energy, compelling voice, and quick wit.

## Leonardo Music

*Thursday, August 22*

Bring your dancing shoes and best air guitar moves, it's time to rock 'n' read with Parents' Choice Award-winning family musician Leonardo.



## Summer Camp at the Library

*Monday, July 22, 1:30 p.m. Ages 6-12.*

*West Lawn*

Join us on the lawn for classic summer camp activities, crafts, and s'mores! Registration is required.

## Ocean in a Bottle

*Tuesday, July 23, 5 p.m. Ages 7-12.*

*Multipurpose Room*

It's summertime! Come make your own ocean in a bottle. Registration is required.

## Pop Bottle Rockets!

*Saturday, July 27, 11 a.m. Ages 6-12. West Lawn*

What do you get when you put baking soda and vinegar into an old pop bottle? KABOOM!! All participants must be at least 6 years of age or older, have a guardian attending, and be able to wear safety glasses. Registration is required.

## Fairy Homes

Tuesday, August 6, 5 p.m. Ages 5-12.

### Multipurpose Room

Create a cozy little home for the fairies who like to roam. Registration is required.

## Dog Man Party

Thursday, August 8, 2:30 p.m.

Ages 7-11. Multipurpose Room

Calling all *Dog Man* fans! Join us for crafts and activities and compete in our costume contest. Registration is required.



## Kids' Mario Kart™ Tournament

Monday, August 12, 6 p.m. Ages 6-12.

### Multipurpose Room

Calling all Mario Kart™ 8 Deluxe enthusiasts! Come test your driving prowess in an epic bracket tournament. Switch controllers will be provided but you may also bring your own. Registration is required.

## Parent Tween Craft Night

Monday, August 19, 6 p.m. Grades 4-6.

### Multipurpose Room

Tweens and their parents are invited to join us for a special craft night at the library! Enjoy quality time together while creating some beautiful crafts and memories. Registration is required.

## Throwback Summer Kickoff Party

Saturday, June 8, 12-2 p.m.

Celebrate summer by taking a trip back in time! Enjoy vintage games, treats, entertainment, and surprise giveaways. Visit our non-profit fair to connect with local organizations that can help this summer and all year long.

## 100 Days of Summer

May 3 - August 10

To celebrate RHPL's 100th anniversary, we're giving you 100 days of summer! Starting May 3, sign up from home at [rhpl.beanstack.org](http://rhpl.beanstack.org) to log your reading every week, participate in activities, and enter to win fabulous prizes.

## Summer Sunset Finale Party

Friday, August 9, 6-8 p.m.

### West Parking Lot

Join us for a good old-fashioned RHPL Block Party that will keep you out until the street lights come on.

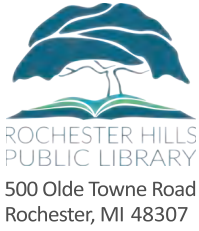
# Pardon Our Dust!

## Youth room updates

The Youth Services Department will look a little different this summer as we bring exciting changes to the storyroom. Toys, computers, and select collections will be temporarily relocated based on frequency of use. While most of what you love will still be easily accessible, some materials from our Parent/Teacher collection may require additional help. Don't see what you need? Ask a friendly librarian for help.

RHPL wishes to thank the City of Rochester Hills for awarding us a generous ARPA Grant. Without these funds, we could not make these improvements to reach more families with crucial early literacy resources and ensure that raising readers remains a top priority in our community.

The City of Rochester Hills awarded a total of \$300,000 in grants to be distributed among 17 local non-profit organizations that focus on food assistance, housing, mental health, and education. Visit the Rochester Hills city website for more about the grant recipients.



Nonprofit Org.  
U.S. Postage  
PAID  
Rochester, MI  
Permit #69

POSTAL PATRON LOCAL

SERVING ROCHESTER, ROCHESTER HILLS, AND OAKLAND TOWNSHIP

## LIBRARY HOURS

Sunday.....Closed  
Monday—Thursday.....9 a.m.-9 p.m.  
Friday—Saturday.....9 a.m.-6 p.m.  
Visit [rhpl.org](http://rhpl.org) for hours & holiday closures.

## SIGN UP FOR EMAIL COMMUNICATIONS

Did you know you can receive *News & Views* directly to your email inbox? Visit [rhpl.org](http://rhpl.org) and sign up with a valid email address. You can also sign up to receive our eNewsletter, *RHPL Monthly Current*.



500 Olde Towne Road  
Rochester, MI 48307  
248-656-2900  
[www.rhpl.org](http://www.rhpl.org)





**Follow up on your comment card**

1 message

Juliane Morian &lt;juliane.morian@rhpl.org&gt;

Fri, Apr 12, 2024 at 1:12 PM

To: [REDACTED]

Dear Julie,

Thank you for taking the time to write a comment card and providing feedback about your recent library visit. I am sorry to hear it was a less than stellar experience due to noise that you attributed to teens in the library.

At Rochester Hills Public Library, we welcome teens to the library. I am pleased that they view the library as a safe and enjoyable space to socialize and study. Regardless of which age group is using the library – children, teens, young adults, teleworking adults, makerspace attendees, computer users, seniors, etc. – if someone is disruptive or too loud to the point it impedes on your use of the shared space, we ask that you notify a staff member so they can address the behavior or the noise level. Normal talking voices is considered an acceptable level of noise in a contemporary library, however, Rochester Hills Public Library does offer a quiet room on the second floor (with computers, soft seating, and study tables) where we do enforce quiet at all times.

Please let me know if there was anything additional about the incident that you think I should be aware.

Regards,

Juliane

---

Juliane Morian  
Library Director, Rochester Hills Public Library  
500 Olde Towne Road  
Rochester, MI 48307-2043  
248-650-7122



500 Olde Towne Road  
Rochester, Michigan 48307-2043

## Comment Card

Date MARCH 30, 2024

The loud and disruptive hangout for teenagers known as the Rochester Public Library!

Is there anything that can or will be done about the take over of the library by teens that have no where else to "hang out"?

Optional: Name Julie [REDACTED]

50

Contact No. [REDACTED]

(May 6, 2024)

We've managed to repair an additional public laptop, bringing the total count to two for patrons to use. Currently, we're assessing new devices that utilize Chrome OS and OnlyOffice. This shift would significantly enhance the patron experience by enabling us to offer more devices at a reduced cost while ensuring they remain secure and provide a safe browsing environment.

I contacted Mike by phone to inform him about the additional device that is available and asked him to keep an eye on his hold notices for when it's ready for pickup.

Derek Brown  
Director of IT



Date: 4-26-24

500 Olde Towne Road  
Rochester, Michigan 48307-2043

## Comment Card



*Hello JULIANE -  
IT'S A GREAT HEALTH BENEFIT FOR SENIORS, SUCH AS I, TO CHECK OUT A LAPTOP  
FOR HOME USE AS OPPOSED TO USING AN OPEN TERMINAL AT THE LIBRARY WHERE  
WE ARE EXPOSED TO MANY "BAD BUGS" THAT MAKE US VERY ILL.  
CURRENTLY THERE ARE 4 LAPTOPS OUT OF CIRCULATION FOR REPAIR, WOULD  
YOU BE ABLE TO COMMISSION AT LEAST ONE OF THESE BACK INTO CIRCULATION?  
THIS WOULD GREATLY IMPROVE THE "HOLD TIME" WAIT.  
THANK YOU VERY MUCH.*

*MIKE [REDACTED]*

(Optional) Name:

Contact #:

Email:

For staff use only:





Date: 4/1/24

500 Olde Towne Road  
Rochester, Michigan 48307-2043

# Comment Card



AT 4:15 pm A woman fell AT The South entrance,  
Her purse, phone, keys went flying - that curb  
needs to be taken down - more to a ramp  
like smooth & transition - Not A STEP -

(Optional) Name: [Redacted]

Contact #: [Redacted]

Email: \_\_\_\_\_

For staff use only:

Called and spoke to patron. She confirmed this was the south entrance where there  
is already a ADA-style ramp. -Juliane



Date: 4/14/24

500 Olde Towne Road  
Rochester, Michigan 48307-2043

4/14 piano  
concert

# Comment Card



Matthew Ball

wow

(Optional) Name: [Redacted]

Contact #: [Redacted]

Email: \_\_\_\_\_

For staff use only:



Date: 4-14-24

500 Olde Towne Road  
Rochester, Michigan 48307-2043

4/14 piano  
concert

# Comment Card



Boogie Woogie Kid - superb! Dplifting, inspiring,  
Matthew Ball was unbelievable. A virtuoso!

(Optional) Name: [Redacted]

Contact #: [Redacted]

Email: [Redacted]

For staff use only:





# Pickling Program

## Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043

Date 4/15/24

Great program. love the booklet and <sup>taste!</sup> test!  
Thank you! Looking forward to more 😊

Optional: Name

Contact No.



# Pickling Program

## Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043

Date 4/15/24

Loved it!  
Thank you for putting it together!  
- Ana D.

Optional: Name

Contact No.



# Bridgerton Tea Program

## Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043

Date 4/20/24  
*Tea*

Very nice. We would have been  
willing to pay for such a nice  
event - Great that it was free.  
Thank you!

Optional: Name Debra

Contact No.



# Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043

Date 4/20/24

Thank you for the lovely afternoon!  
Tea was wonderful, and I appreciate  
the bookmark.

Optional: Name A. [Redacted]

Contact No.



Date: 4/20/24

# Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043



Connie upstairs was so knowledgeable  
and helpful, about all my questions  
thank you!

(Optional) Name: Stephanie

Contact #: [Redacted] Email: [Redacted]

For staff use only:



Date: \_\_\_\_\_

# Comment Card

500 Olde Towne Road  
Rochester, Michigan 48307-2043




This was my first time back to RHPL in over a  
decade. Anna was so helpful in setting me up with a  
new library card and Anita was very knowledgeable in  
helping me with the computer system upstairs. Thank you  
both so much!

(Optional) Name:

Contact #: [Redacted] Email: [Redacted]

For staff use only:

Sent thank you note to patron

 **Alise Haddad**  
Local Guide · 18 reviews


★★★★★ 16 hours ago **NEW**

Great place and amazing atmosphere

 Like



**Response from the owner** just now  
Thank you for your five-star review, Alise! We're glad you enjoy coming to the library, and hope to see you back soon!

Google review, 4.4.24

 **Dennis Bruinekool**  
Local Guide · 32 reviews · 2 photos

★★★★★ 16 hours ago **NEW**

Haven't been to a library in years... Found great new books, and there are lots of other activities going on there as well.

 Reply  Like

**Response from the owner** just now  
Thank you for your 5-star review, Dennis! We're glad the library made a lasting impression. We hope to see you back soon!

Google review, 4.15.24



## **Oakland County community calendar April 7 and beyond**

• “What You Need to Know About Harmful Teen Behavior”, is at 7 p.m. April 11, at Rochester Hills Public Library, 500 Olde Towne Road, Rochester, open to the public. Registration is required at [calendar.rhpl.org](https://calendar.rhpl.org) or call 248-656-2900. A RAYA Family Education Speaker Series program, with Rochester Community Schools Liaison Officer Amy Drehmer.

• Rochester Hills Public Library presents “What You Want to Know About Your Retirement”, 7 p.m. April 16, at Rochester Hills Public Library, 500 Olde Towne Road, Rochester, open to the public. Registration is required at [calendar.rhpl.org](https://calendar.rhpl.org) or call 248-656-2900.

Oakland Press, April 7, 2024

## **Things to do in metro Detroit, April 12 and beyond**

• Matthew Ball-The Boogie Woogie Kid: 2-3 p.m. April 14, Rochester Hills Public Library, 500 Olde Towne Road, Rochester, 248-656-2900, <https://rhpl.org>.

Oakland Press, April 11, 2024

## **Oakland County community calendar April 14 and beyond**

• Rochester Hills Public Library presents “What You Want to Know About Your Retirement”, 7 p.m. April 16, at Rochester Hills Public Library, 500 Olde Towne Road, Rochester, open to the public. Registration is required at [calendar.rhpl.org](https://calendar.rhpl.org) or call 248-656-2900.

Oakland Press, April 14, 2024



Kelly Starling Lyons shares her journey to become an author with students during last year's Authors in April. Photo provided by Authors in April

## Acclaimed authors to visit Rochester for Authors in April

By: Mary Beth Almond | Rochester Post | Published April 17, 2024

ROCHESTER — Four authors and illustrators will come to town this month for the Authors in April program.

The public is invited to kick off this year's program by participating in a free community scavenger hunt April 20-27 in downtown Rochester. The scavenger hunt sheets — which are available at [www.authorsinapril.org](http://www.authorsinapril.org) or by scanning the QR codes at participating businesses — will lead people to various businesses downtown, where they will find an Author's In April book. Families will then "collect" letters highlighted on the books and unscramble them to decode a secret message that will lead to the final stop. Organizers said clues don't have to be collected in any particular order, or even on the same day. Upon completion of the hunt, kids will be given a prize.

"We have 30 businesses participating, and all the clues will be Authors In April books from the past 41 years," Authors in April board President Jenny DeCuir said. "It's going to be a lot of fun."

The Authors in April Board selects the authors to participate in the program each year.

This year's authors will come to town April 29-May 3 to visit schools, give presentations to students and sign books. Author Mika Song will visit kindergarten and first grade students. Kevin Sherry will meet with second and third grade students. Jessica Khoury will visit fourth and fifth grade students, and Steve Sheinkin will meet with middle school students in Rochester, Rochester Hills and Oakland Township. This year, local high school students have the opportunity to meet Khoury and Sheinkin during a "Career Cafe" at their schools.

"We really love to see when an author connects with a student — whether it's an illustration, a book or what they say about their career," DeCuir said.

To help subsidize program costs, there is an online auction April 23-29 and a banquet April 29 at The Palazzo Grande in Shelby Township, which the authors will attend. Adults and students in ninth grade and above can purchase tickets to the banquet in three levels — \$55 for general admission, \$75 with their name in the program, or \$100 with their name in the program and seating at an author table. For more ticket information, visit [www.authorsinapril.org](http://www.authorsinapril.org).

"It's a great opportunity for people in the community to come and hear the authors," said Jamie Rawcliffe, an Authors in April board member. "Coming to the banquet or participating in the auction helps us to continue this program and supports us continuing to bring kids and authors and illustrators together."

There will be an Authors in April Autograph Party 4-6 p.m. May 1 at the Rochester Hills Public Library for the public to meet the authors, purchase books on-site and have books autographed. The autograph party is free, and registration is not needed.

Founded in 1984 by a small group of local community leaders, Authors in April Inc. coordinates the Rochester-area Authors in April program — which is now a yearlong effort on the part of Rochester Community Schools, private school parents and educators, and the Rochester Hills Public Library to bring highly regarded children's authors to the community's elementary and middle school students.

In the early years, three authors were invited to visit elementary school students over a period of three days. The program has since expanded to include middle schools, the authors' stay was lengthened to five days, and just last year, the authors were also invited to connect with local high school students.

"It is a fabulous opportunity for students to get to meet the people behind the books," said Rawcliffe. "They read books all the time, they listen to books in class, but to see that these are the people who created these things and learn how they got involved (is special). So often they share stories about how they started writing stories when they were kids, and they realized this was something they could do as a career."

Organizers say the Rochester-based Authors in April program is now the only one of its size and scope in the country.

"This is a unique program to Rochester. I don't think a lot of people realize that we're a local group and we're only doing this here. ... We're bringing these people in to spend a whole week here meeting with our students," Rawcliffe said.

The goal, according to DeCuir, is to promote literacy by encouraging students to become lifelong readers, improve their own creative writing ability, and develop greater appreciation, understanding and discernment for quality literature and art.

"It's our way to give back to the community," she said.

To learn more about Authors in April, visit [www.authorsinapril.org](http://www.authorsinapril.org).

**C&G News, April 17, 2024**



## Things to do in metro Detroit, April 19 and beyond

Rochester Poet Society program: 7 p.m. April 23, Rochester Hills Public Library, 500 Olde Towne Road, Rochester, registration required at [calendar.rhpl.org](http://calendar.rhpl.org) or 248-656-2900.

Macomb Daily, April 18, 2024

## Rochester Hills Public Library uses Vega Promote to modernize patron communication

Innovative, part of Clarivate, is pleased to share that the Rochester Hills Public Library in Michigan has adopted the Vega Promote email automation tool.

Rochester Hills Public Library (RHPL) empowers people to explore and create with resources that enlighten, educate, entertain, and inform. Serving the communities of Rochester, Rochester Hills and Oakland Township since 1924, RHPL provides lifelong learning opportunities, instills a love of reading, and offers equal access to information to over 110,000 patrons. The library serves as a community center where visitors enjoy innovative ways to learn and socialize through a variety of programs, including an annual summer reading challenge, parent-child workshops, concerts, and weekly lectures. Its expansive and user-friendly collections allow cardholders to use physical materials, eBooks, tools and technology, database subscriptions, movie and music downloads, language and genealogy services, business and investment reports, and national news sources at no cost.

"Vega Promote is the tool we needed to revolutionize our patron engagement. Using Promote, we can keep in touch with patrons via multi-faceted messaging, and its analytics help us adjust course to maximize our connection—and Promote lets us do all this with an easy-to-navigate interface," says Derek Brown, Information Technology Director for RHPL.

Michele Dimond, Creative Marketing Coordinator for RHPL, gave a presentation at the Innovative Users Group (IUG) 2024 annual conference entitled, "Revolutionizing Patron Engagement: Exploring Vega Promote at the Rochester Hills Public Library." The presentation materials are available to Innovative Users Group members through the IUG website.

Vega Promote is the marketing automation module of the Vega Library Experience (LX) suite, a cloud-based platform, that allows library staff to easily communicate and manage a full range of materials, programs, and services. Vega Promote keeps community members and patrons informed through targeted and relevant communications, keeping promotion tied tightly to other library solutions and thus eliminating the need for libraries to use a patchwork approach to digital marketing and communications—empowering libraries to communicate what they want, when they want, to whom they want.

Library Technology Guides, April 29, 2024

# Library Director's Report



ROCHESTER HILLS  
PUBLIC LIBRARY



# Director's Report

May 14, 2024

## 1. Millage Information Rollout

The summer issue of News & Views has information announcing the ballot question of a possible new millage for Rochester Hills. Additionally, there is an article that will appear in the *Hills Herald* that shares news about the millage. I have been in contact with both contract communities to inform them about that contracts may be renewed with updated annual fees commensurate with changes in Rochester Hills, if approved. I am scheduled to attend the Rochester City Council meeting on May 13<sup>th</sup> where I will provide a library update and overview of the millage proposal. I am also scheduled to attend the City of Rochester Hills council meeting on May 20<sup>th</sup> to provide an update to City Council and Mayor Barnett as well. It is my understanding that the Rochester Hills Public Library will be recognized as a centennial library during the May 20<sup>th</sup> Rochester Hills City Council meeting. Finally, there will be an information campaign rolling by the last week of May that summarizes the millage question as an information-only brochure, a web page devoted to FAQs, and bookmarks.

## 2. MLA Advocacy Day

More than 150 library workers convened in Lansing on April 16<sup>th</sup> to attend the Michigan Library Association Advocacy Day. Furthermore, around a dozen libraries sent their bookmobile vehicles to participate in a "parade" of bookmobiles near the front steps of the capitol building. It was a powerful day of education and advocacy. I was able to meet with Senator Webber and convey how important state aid or construction grant funding was to the success of libraries like the Rochester Hills Public Library. Senator Webber and his office was very receptive to the message. Representative Mark Tisdell was unable to meet in person, however, it is worth noting that he was back in his district the night before because he held office hours with constituents at RHPL, so he can be considered a supporter of libraries as well.

## 3. Volunteer Luncheon

RHPL hosted a volunteer luncheon on April 26, 2024 welcomed approximately 50 volunteers for an appreciation lunch (18 board members, staff, and musicians also attended). RHPL has over 250 volunteers who assist in library operations on an annual basis. Those who volunteered more than 35 hours were invited to the luncheon. The majority of luncheon attendees are part of the five mini-branch libraries at RHPL maintains. In honor of the 100-year centennial for the library, guests were given commemorative mugs and enamel pins.

## 4. Wine, Wit, and Wisdom Summary

On April 27<sup>th</sup>, the Friends of RHPL hosted Wine, Wit, and Wisdom as an annual benefit for the library. This year, the celebrations were elevated by a theme of "The Roaring 20s" to revel in the library's establishment in 1924. Approximately 200 people were in attendance. The evening was comprise of six mini-programs that guest could choose to attend with topics ranging from the history of the Betty Crocker, the formation of Pewabic pottery in Detroit, or the history of

jazz through the decades, for example. In addition to the catered food and wine that attendees enjoyed, there was a silent auction and 50/50 raffle. The revenue from this benefit evening are projected to be around \$20,000 and net profits around \$13,500.

**5. 100 Days of Summer**

The summer reading kicked off earlier than usual in 2024 in order to celebrate 100 days of summer. Presently RHPL has 317 people signed up for the program. Registrants are eligible to win prizes all summer long as an incentive to keep reading. A prize patrol of staff will visit homes that are participating in order to award 50 prizes this summer. The prize patrol will dole out two prizes to each winner – a large and small prize – with the instruction to pass the small prize on as a way to share library love. One type of prize that RHPL wishes to give out as part of the smaller prize pack is a “golden ticket” for library-related perks. Examples include: private tour of the library, librarian for a day, feed the fish/name a fish, jump to the top of the holds queue, waive up to \$5.00 in fines (one-time), and receive a free 3D print. The last three prizes should be approved by the board because they require a provisional break in policy.

**6. Personnel Updates**

RHPL has posted an opening for a new bookmobile driver and will be hiring more seasonal shelvers to help with the large volume of books circulated in the summer. Betsy Raczkowski, Head of Communications and Engagement is on leave from July – October 2024 for qualified medical reasons.

**7. Out of Office**

I will be out of the office on May 22-24, 2024 attending a conference on Mackinac Island as part of the Michigan Library Association conference, Think Space. While I am away, Derek Brown will be in charge.

I plan to take a short vacation July 3<sup>rd</sup> – 5<sup>th</sup> and a long vacation from August 12<sup>th</sup> – 23<sup>rd</sup>. Details will be forth-coming on staff members in charge.

**8. Upcoming Events**

May 25-28, 2024	Library closed in observance of Memorial Day
May 28, 2024	Friends of RHPL Board Meeting, 7pm
June 11, 2024	RHPL Board of Trustees Meeting, 7pm
June 25, 2024	Friends of RHPL Board Meeting, 7pm
July 4, 2024	Library closed in observance of Independence Day
July 9, 2024	RHPL Board of Trustees Meeting, 7pm



## Statistical Report - Usage for the month of March 2024

<i>Circulation</i>	LY Month	Month	MTM	Last YTD	YTD	YTY
Checkouts	48,341	47,472	-1.8%	134,013	134,492	0.4%
Renewals	54,547	51,730	-5.2%	151,145	145,933	-3.4%
e-Materials	21,010	30,028	42.9%	62,722	91,046	45.2%
Bookmobile	3,292	4,009	21.8%	9,643	11,697	21.3%
Mini-Branch	1,597	1,377	-13.8%	4,559	4,423	-3.0%
OTBS Circ	6,504	5,378	-17.3%	18,815	16,267	-13.5%
MeLCat Borrowed	1,437	1,358	-5.5%	4,460	4,286	-3.9%
MeLCat Loaned	2,266	1,349	-40.5%	6,931	4,299	-38.0%
<b>Total Circulation</b>	<b>138,994</b>	<b>142,701</b>	<b>2.7%</b>	<b>392,506</b>	<b>412,561</b>	<b>5.1%</b>

<i>Other Statistics</i>	LY Month	Month	MTM	Last YTD	YTD	YTY
In-Person Visits	38,142	40,807	7.0%	105,876	121,363	14.6%
Room Reservations	874	993	13.6%	2,497	2,970	18.9%
Adult Programs	22	41	86.4%	58	115	98.3%
--Attendance	423	674	59.3%	1,251	2,451	95.9%
Teen Programs	4	4	0.0%	13	13	0.0%
--Attendance	19	16	-15.8%	63	73	15.9%
Youth Programs	25	15	-40.0%	80	89	11.3%
--Attendance	2,028	1,800	-11.2%	4,103	3,428	-16.5%
Outreach Attendance	0	151	∞	0	417	∞
Makerspace Use	0	337	∞	0	1160	∞
Computer Use	1,934	1,727	-10.7%	5,124	5,004	-2.3%
Wireless Use	5,631	6,515	15.7%	16,720	18,054	8.0%
Database Use	5,942	6,063	2.0%	17,223	18,746	8.8%
Volunteer Hours	328	329	0.3%	1,052	904	-14.1%

### Number of Library Card Holders

<i>Municipality</i>	LY Month	Month	% Total
Rochester Hills	48,947	45,059	59.3%
Rochester	10,626	10,151	13.4%
Oakland	10,422	9,227	12.1%
Non-residents	4,815	4,330	5.7%
Virtual Students	0	7,257	9.5%
<b>Total Card</b>	<b>74,810</b>	<b>76,024</b>	<b>100%</b>

### Number of Items

<i>Type</i>	LY Month	Month
Print	253,016	271,808
Audio	18,701	19,383
Video	45,718	47,670
Other	429	440
E-Material	24,759	27,062
<b>Total</b>	<b>342,623</b>	<b>366,363</b>

# Rochester Hills Public Library

## 2024 Community Survey

### Executive Summary

From March 20, 2024– April 4, 2024, the Rochester Hills Public Library (RHPL) conducted a community survey of its customers. It focused primarily on measuring customer satisfaction with existing services. Over ninety-seven percent (97%) of respondents stated they are satisfied with both the library experience and the customer service they receive at the library; this is a minor increase from 2022 (when it was 96%). It is remarkable to note that RHPL enjoys a loyal customer base: forty-one percent (41%) anticipate using the library *more* in the next five years and fifty-six percent (56%) said they would use the library the same amount, which is an increase of six percentage points compared to the last time this question was asked. Ninety-three percent (93%) agree that they get a good value for the property taxes they pay at the library, which is a two-percent increase from 2022. Ninety-five percent (95%) agree that they trust RHPL, which is unchanged from 2022. Since trust and satisfaction can be in short supply with public service, and these numbers are a positive sign.

### Methodology

The survey was sent electronically to 43,701 cardholders aged 13 and up with valid email address and excluded those who specified they did not want to receive general communication from the library (see Appendix A for a copy of the email invitation). The survey was also available in print format, including large print, inside the library. New in 2024, the library shared a link to take the survey over social media and on QR codes in the library. A survey reminder was sent to any person that had not replied 7 days after the initial invitation to participate was sent out. The library's emailed newsletter, the RHPL Monthly Current reminded patrons of the survey and request for feedback.

The survey was comprised of 36 questions that addressed various aspects of the library experience (see Appendix B for a copy of the survey details). The survey was designed with input from Oakland University's business management faculty.

RHPL received 3,659 responses back (an 8% response rate, which was down from a 10% response rate in 2022). Ninety-six percent (96%) of the respondents were the result of the email invitation and only 136 responses were returned via QR link or by completing the print-version of the survey. One respondent was awarded a \$75 Visa gift card via a raffle drawing, and one respondent received two tickets to the Friends of RHPL's Wine, Wit, and Wisdom fundraiser.

In the free text comments portion of the survey, customers were prompted to provide specific details that managers read and individually responded to (if the customer asked a question or requested feedback).

## Summary of Major Findings

- Overall satisfaction with the Rochester Hills Public Library is at a very high level with many patrons relaying their love of libraries in general and the values libraries stand for: being welcoming, safe, large collections and programs for lifelong learning, and enjoyable spaces for studying, meeting groups, or socializing.
- Experts have suggested that a net promoter score (NPS) is a more accurate way to gauge performance. Promoters are defined as loyal enthusiasts who give ratings of nine or ten when asked if they would recommend something to others. Eighty-five percent (85%) of patrons said they would recommend the library, slightly up from eight-three percent (83%) in 2022.
- The RHPL Monthly Current (eNewsletter) was the most popular means by which to receive library information (73% response rate) which was an increase from 2022 when seventy percent (70%) of patrons reported eNewsletter as their primary way of finding out news about the library.
- When asked about eliminating daily fines in 2024, forty-six percent (46%) said it was favorable and twenty-six percent (26%) said unfavorable, while twenty-eight percent (28%) expressed no opinion. These answers show small movement in favor of eliminating fines but not a majority. For historical context, in 2022, forty-four percent (44%) respondents said it was favorable and thirty-percent (30%) said unfavorable, while twenty-six percent (26%) expressed no opinion. New in 2024, the survey provided free-text responses as to why it was unfavorable and most patrons responded that they thought fines taught responsibility or they were concerned the lack of time would not keep items circulating efficiently (especially when items fill holds for other people waiting).
- Sixty-four percent (64%) of respondents stated that they “always” have sufficient items to checkout and an additional twenty-eight percent (28%) said this occurred most of the time. However when asked about specific collections, sixty-six percent (66%) stated that frequently or sometimes all of the adult fiction titles were checked out and forty-six percent (46%) reported the same for digital titles.
- Seventy-three percent (73%) of patrons placing a hold requests stated that “always” or “most of the time” requests were filled in a timely manner, which is down three percent (from 76%) in 2022.
- Seventy-three percent (73%) stream movies and television shows, which is up from sixty-eight percent (68%) in 2022. Cable TV use is down from fifty-eight percent (58%) in 2022 to forty-eight percent (48%) in 2024, and most notably only twenty-one percent (21%) report using a DVD player to watch movies (down from 26% in 2022). Fewer individuals watching movies and television shows with a DVD player will have a direct impact on RHPL circulating physical media in 2025 and beyond. While the library will not discontinue offering physical media, collections may be reduced if there are space needs competing for shelf space and budget allocations will shift from physical media to electronic content for this type of media.

- Twenty-four percent (24%) of the respondents reported attending a program, which is up dramatically from sixteen-percent (16%) response rate in 2022 when low attendance was most likely a consequence of the pandemic. The rebound in attendance is much closer to the 2020 response rate of twenty-nine percent (29%) who reported attending programs.
- History & Culture, followed by crafts & hobbies, and health and wellness programs are the most popular types of programs offered by the library across all age groups. Concerts were the most popular among patrons who are aged 60+. Technology programs were the third most popular type of programs requested in 2022, but that fell to the fifth spot with topics on aging & wellness and book discussions ranking higher than general technology programs.
- Seventy percent (70%) of patrons think that RHPL does an excellent job of managing its budget and finances, which is slightly up from 69% in 2022 when the same question was asked. Twenty-nine percent (29%) responded with no opinion.
- The five top priorities for what respondents felt a library “should definitely do” were to inspire readers and lifelong learners, collaborate with schools to provide resources to students, provide free WiFi access, serve as an archive for the history of the community, and engage senior citizens by connecting them to the community through library services. These answers were consistent from the 2022 and 2020 survey.
- Giving people the opportunity to have a staff member follow up on an issue was a great way to proactively address concerns, comments and questions generated from the survey.

## Analysis of Specific Questions

A majority of patrons expressed preference for accessing materials in a more traditional manner, in other words either online or by visiting the library in person and *not opt* for alternate ways to access materials; this has been a consistent line of feedback for the past three surveys. Knowing that RHPL outreach services are only used by a small segment of the community, it is imperative to make sure an investment in outreach will yield good results.

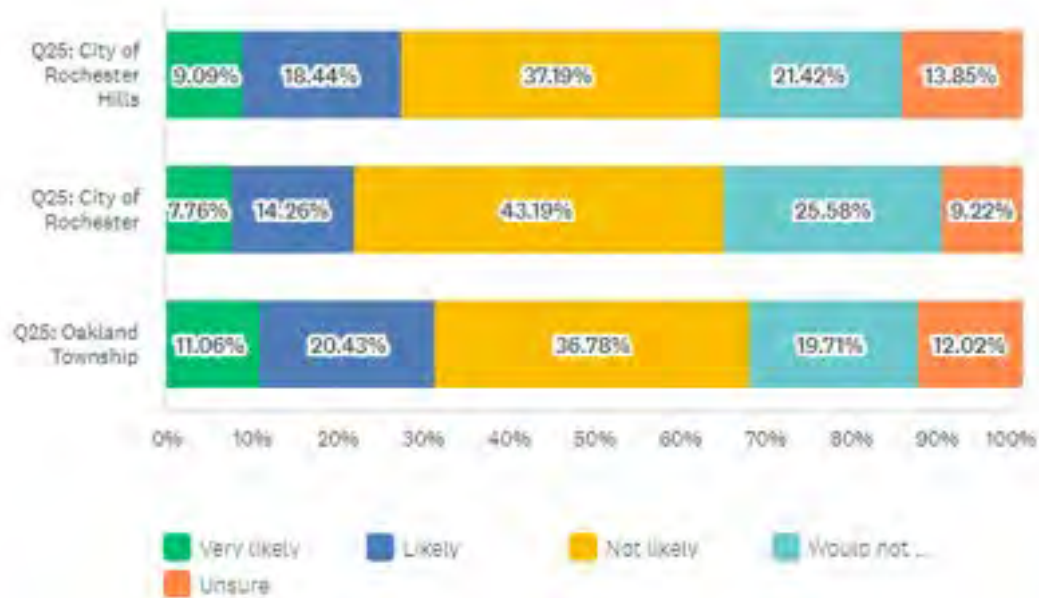
The following charts provide illustration of how each community reacted to various forms of outreach that the library could provide. The general sentiment seems to be that of all the outreach options, the three most popular methods are bookmobile stops, a stationary locker, or trusted delivery system to their homes. Books by mail was not a popular option, but it could be because there is unfamiliarity with this type of service versus the other ones suggested.

## Question 9

When thinking about convenient access to library materials (such as books, DVDs, and audiobooks), which of the following would you likely use?

Answered: 3,299 Skipped: 6

Bookmobile stops in convenient locations where you can browse a substantial collection...



A stationary locker where you can have specific physical titles sent for pickup 24/7.





A trustworthy online delivery app to have someone else deliver physical materials to ...



Receiving and returning physical materials by mail (with prepaid postage).

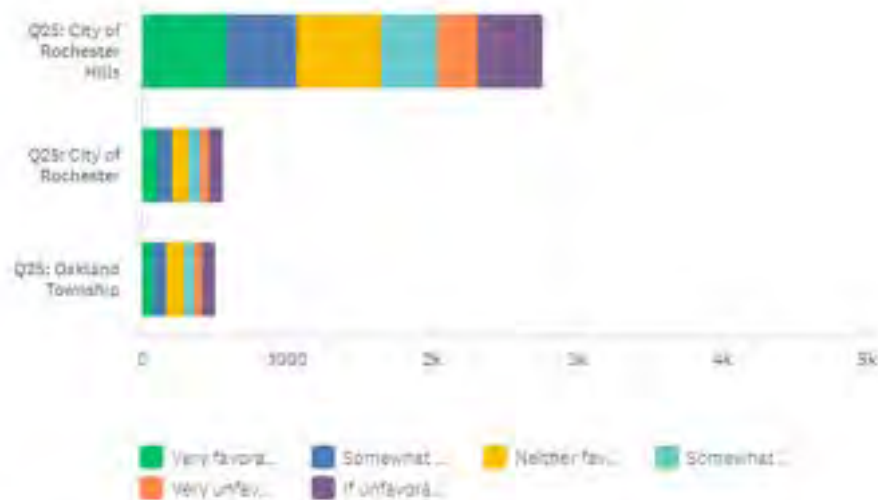




## Question 12

Fine revenue is approximately 1% of the library's annual budget and the library board has considered eliminating daily fines (but still charging for lost or long-overdue material). Please complete the statement, "I would view removing library fines as:"

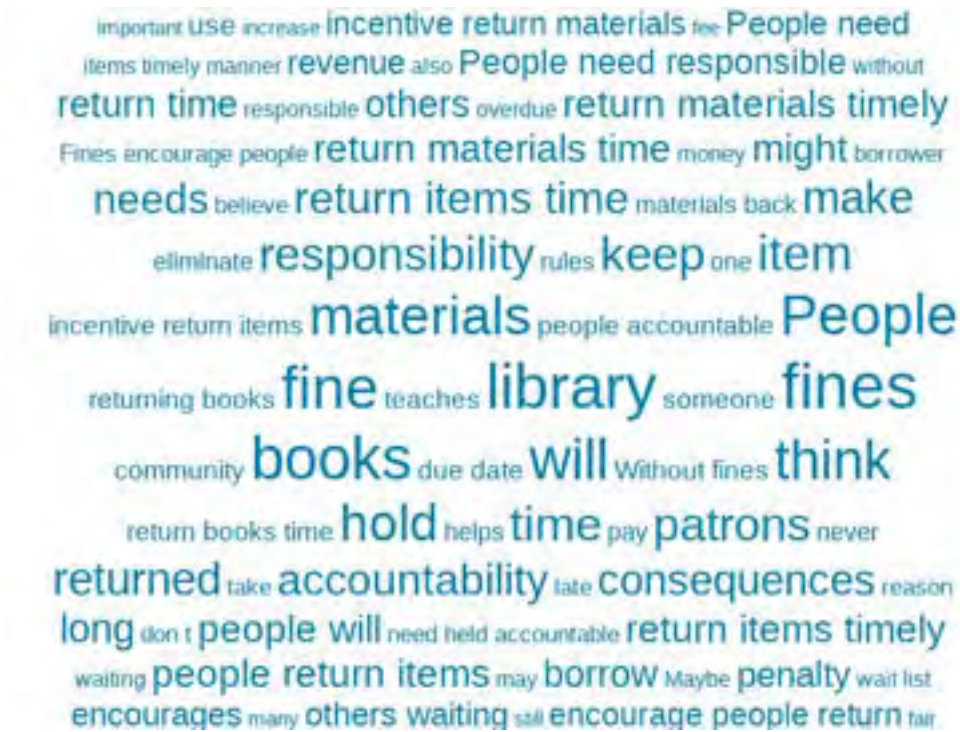
Answered: 3,282 Skipped: 23



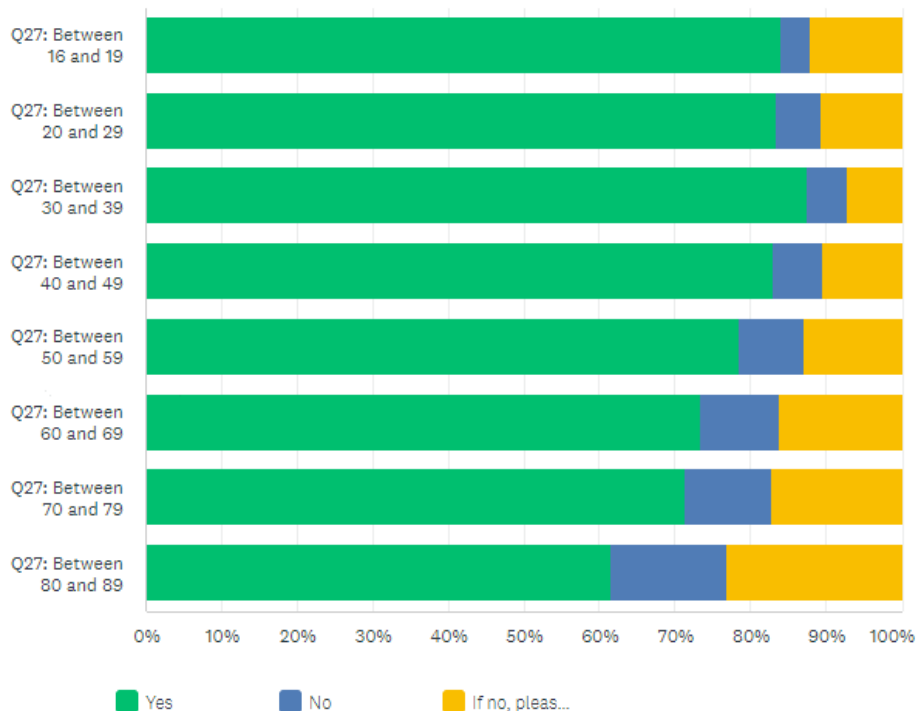
	VERY FAVORABLE	SOMEWHAT FAVORABLE	NEITHER FAVORABLE OR UNFAVORABLE	SOMEWHAT UNFAVORABLE	VERY UNFAVORABLE	IF UNFAVORABLE, PLEASE TELL US WHY:	TOTAL
Q25: City of Rochester Hills	24.81% 588	20.83% 487	24.68% 585	16.08% 381	11.77% 278	19.20% 455 <a href="#">Responses</a>	34,511 2,711
Q25: City of Rochester	24.43% 177	20.04% 96	24.43% 177	16.08% 77	12.73% 61	19.83% 95 <a href="#">Responses</a>	17,111 511
Q25: Oakland Township	19.40% 84	20.09% 87	29.10% 128	16.40% 71	12.93% 56	19.86% 86 <a href="#">Responses</a>	15,541 811
Total Respondents	769	670	828	529	396	636 <a href="#">Responses</a>	3,282

This question did not yield clear direction among the community (nor when filtered by home location). There are some who are very favorable and some that are very unfavorable of this idea. When asked why it was unfavorable, there was concern that since fines create an incentive to return items on time, that the idea of eliminating that incentive would lead to longer wait times.

Question 12 free text responses word cloud on why fine-free is unfavorable:



Question 19 – If the library offered an app you would download and use for library services, would you use it?



## Recommendations & Insights

- Although customer satisfaction was extremely high, staff training and emphasis on strong customer service should be continued.
- Going fine-free should still be explored, and researched based on what other libraries have experienced in terms of return-rate for items that no longer carry daily fines.
- Sixty-four percent (64%) always find items they are looking for on the shelf but this number provides some perspective for new goals. RHPL should focus on enhancing collection development strategies or allocating more resources towards the material budget in areas of projected growth. As physical media declines in use and demand, more monies should be directed to electronic materials.
- Publicity through monthly email newsletters is the dominant way to reach the community since the majority of patrons report it as their primary way for finding out information about the library (71%). This is followed by the quarterly print newsletter (69%).
- Overall, the majority of respondents agreed that the library's facilities were clean, comfortable and safe, yet the library did not receive high marks for sufficient places to study (within the library) for the third year in a row. The Adult Services floor would benefit from a space refresh in order to provide more kinds of furniture that patrons want.
- The final question of the survey yielded numerous heartwarming responses about the library, the facility, the staff and the collections. Some will be shared as testimonials in future marketing endeavors. Further suggestions about various aspects of the library will be shared with the staff and incorporated into the strategic plan as appropriate.

## Appendix A – Email Invitation sent to RHPL Customers

### RHPL Community Survey

Subject: Rochester Hills Public Library 2024 Community Survey

Every other year, the Rochester Hills Public Library (RHPL) surveys residents to better understand their current satisfaction with library services, and to learn how RHPL may best serve residents in the future.

To thank you for completing the survey, you will have the option to enter a drawing for a \$75 VISA gift card or two tickets to the Friends of RHPL's Wine, Wit, and Wisdom fundraiser on April 27, 2024. The survey will take less than 10 minutes to complete.

**The survey will be available through April 5th. To participate click on the "Begin Survey" button below.**

Thank you for your time and interest in RHPL.

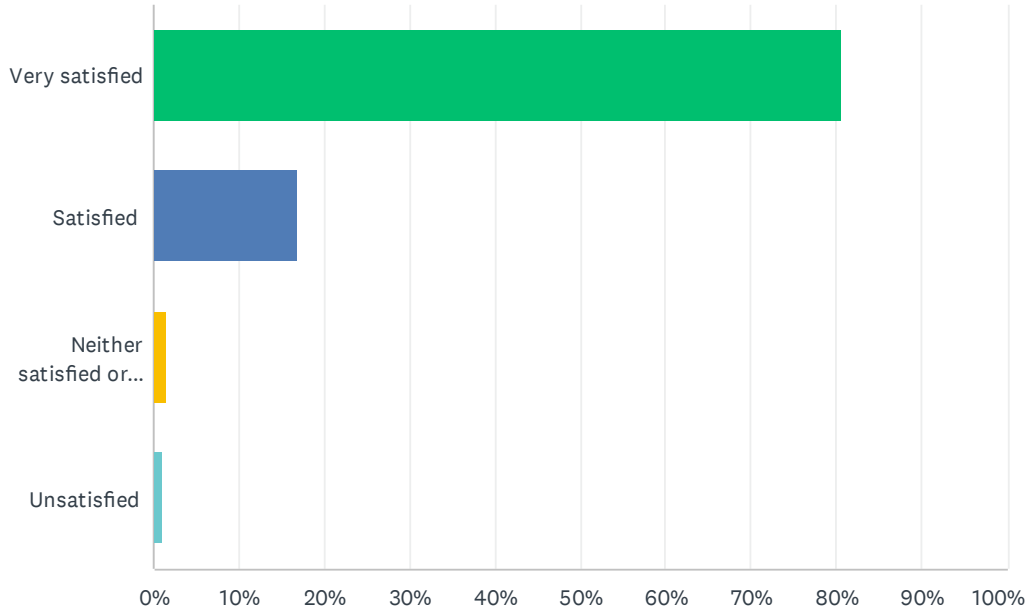
Sincerely,

Juliane Morian  
Library Director

## Appendix B – Survey Results

### Q1 How would you rate your overall satisfaction with Rochester Hills Public Library?

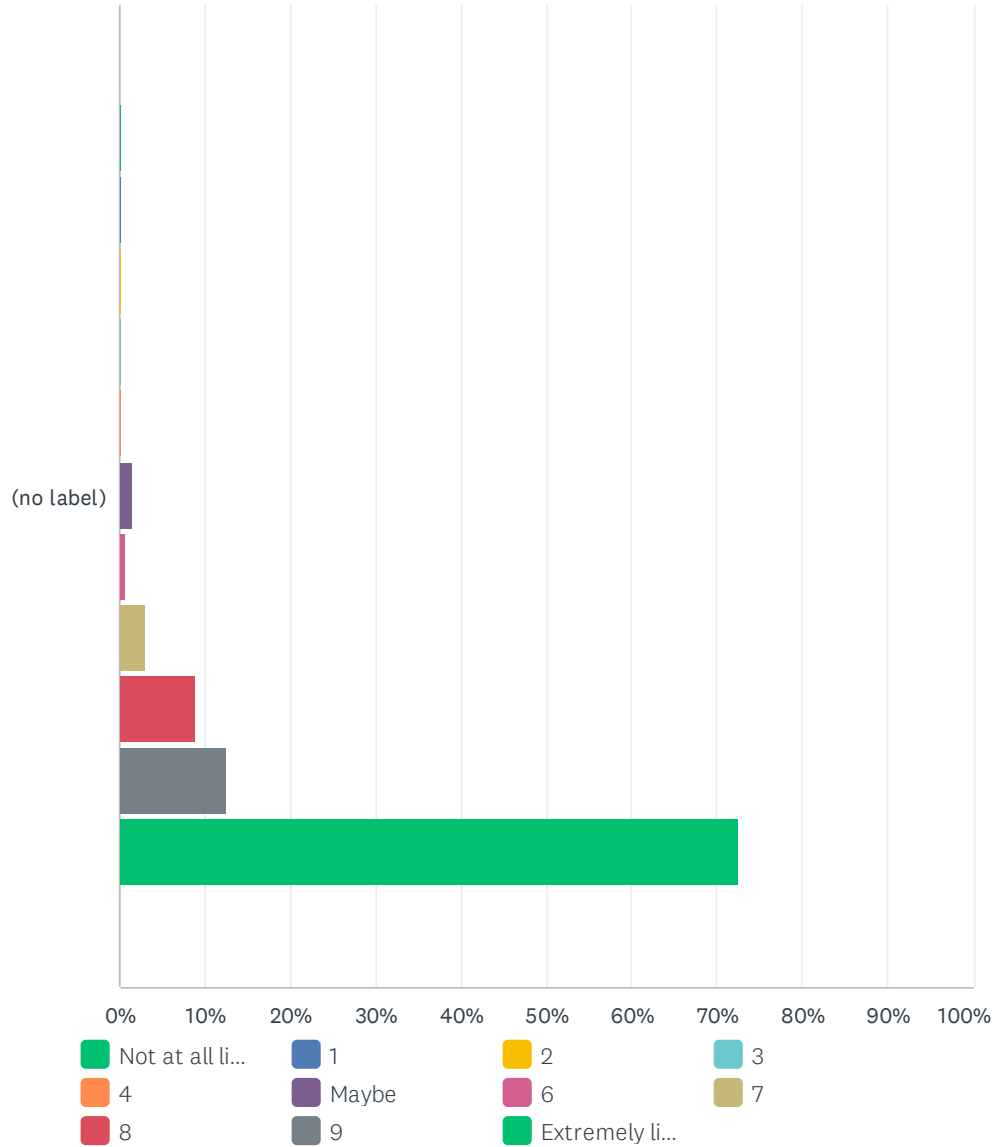
Answered: 3,495 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very satisfied	80.54%	2,815
Satisfied	16.94%	592
Neither satisfied or unsatisfied	1.52%	53
Unsatisfied	1.00%	35
<b>TOTAL</b>		<b>3,495</b>

## Q2 How likely are you to recommend the services of Rochester Hills Public Library to others?

Answered: 3,493 Skipped: 13

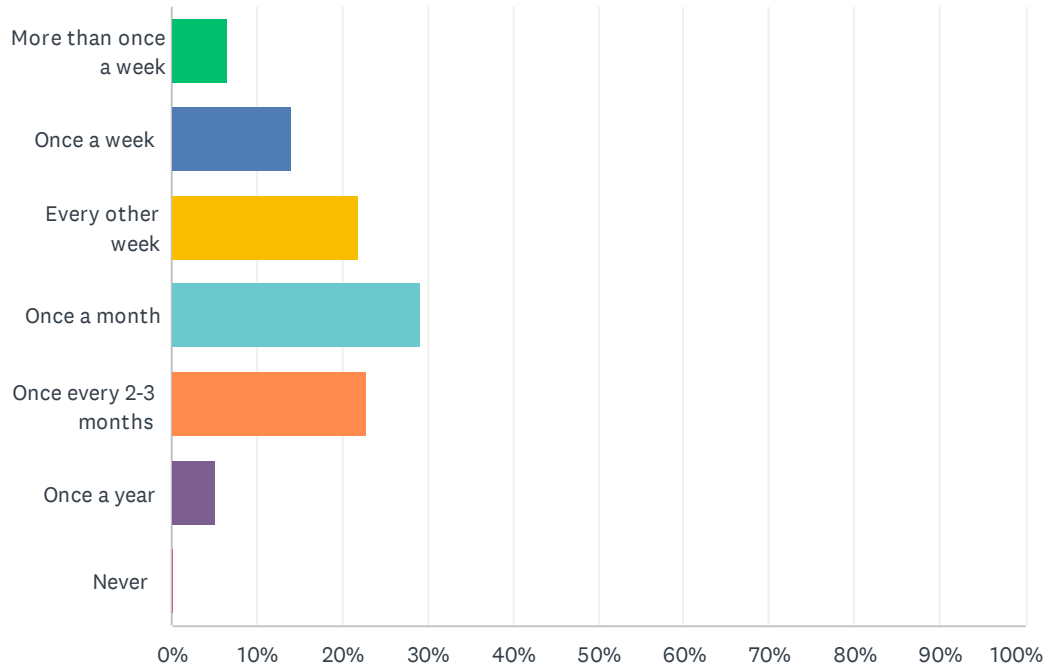


	NOT AT ALL LIKELY	1	2	3	4	MAYBE	6	7	8	9	EXTREMELY LIKELY	TOTAL
(no label)	0.29%	0.17%	0.29%	0.20%	0.11%	1.40%	0.72%	3.03%	8.87%	12.51%	72.40%	3,493
	10	6	10	7	4	49	25	106	310	437	2,529	



### Q3 Please indicate the frequency with which you normally use the library (do not include visits to return materials only):

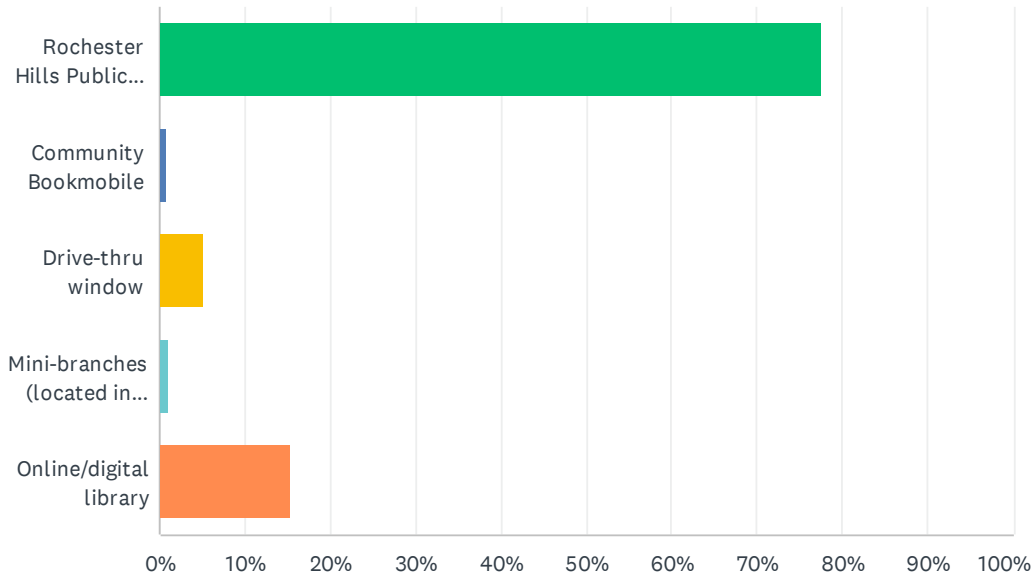
Answered: 3,493 Skipped: 13



ANSWER CHOICES	RESPONSES	
More than once a week	6.58%	230
Once a week	13.97%	488
Every other week	22.02%	769
Once a month	29.12%	1,017
Once every 2-3 months	22.82%	797
Once a year	5.21%	182
Never	0.29%	10
<b>TOTAL</b>		<b>3,493</b>

## Q4 Which library outlet do you use most frequently?

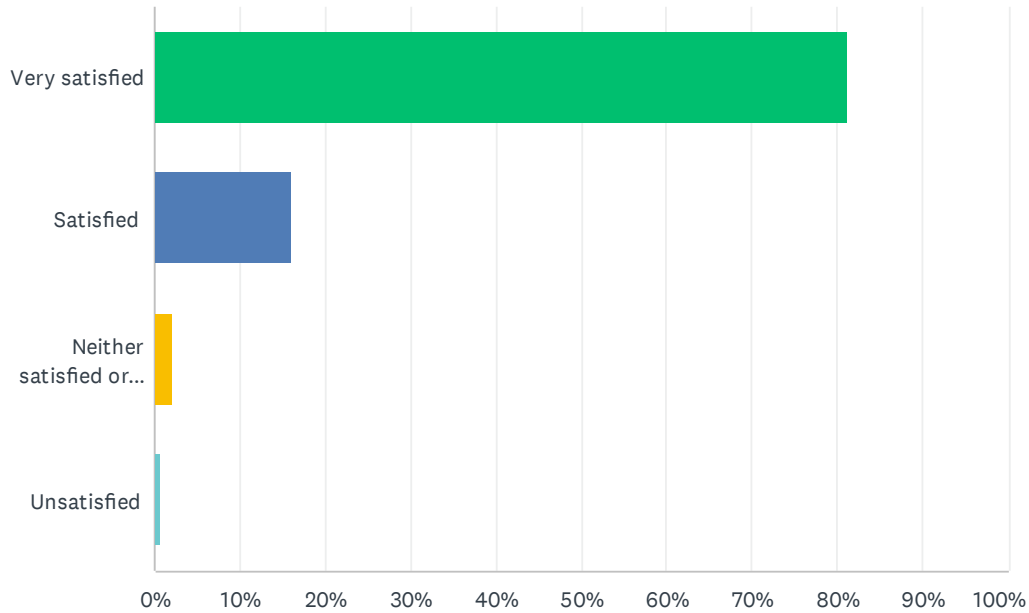
Answered: 3,490 Skipped: 16



ANSWER CHOICES	RESPONSES	
Rochester Hills Public Library building	77.65%	2,710
Community Bookmobile	0.77%	27
Drive-thru window	5.10%	178
Mini-branches (located in various senior residences and community centers)	1.06%	37
Online/digital library	15.42%	538
<b>TOTAL</b>		<b>3,490</b>

## Q5 How would you rate your overall satisfaction with the RHPL staff and the customer service you receive?

Answered: 3,491 Skipped: 15

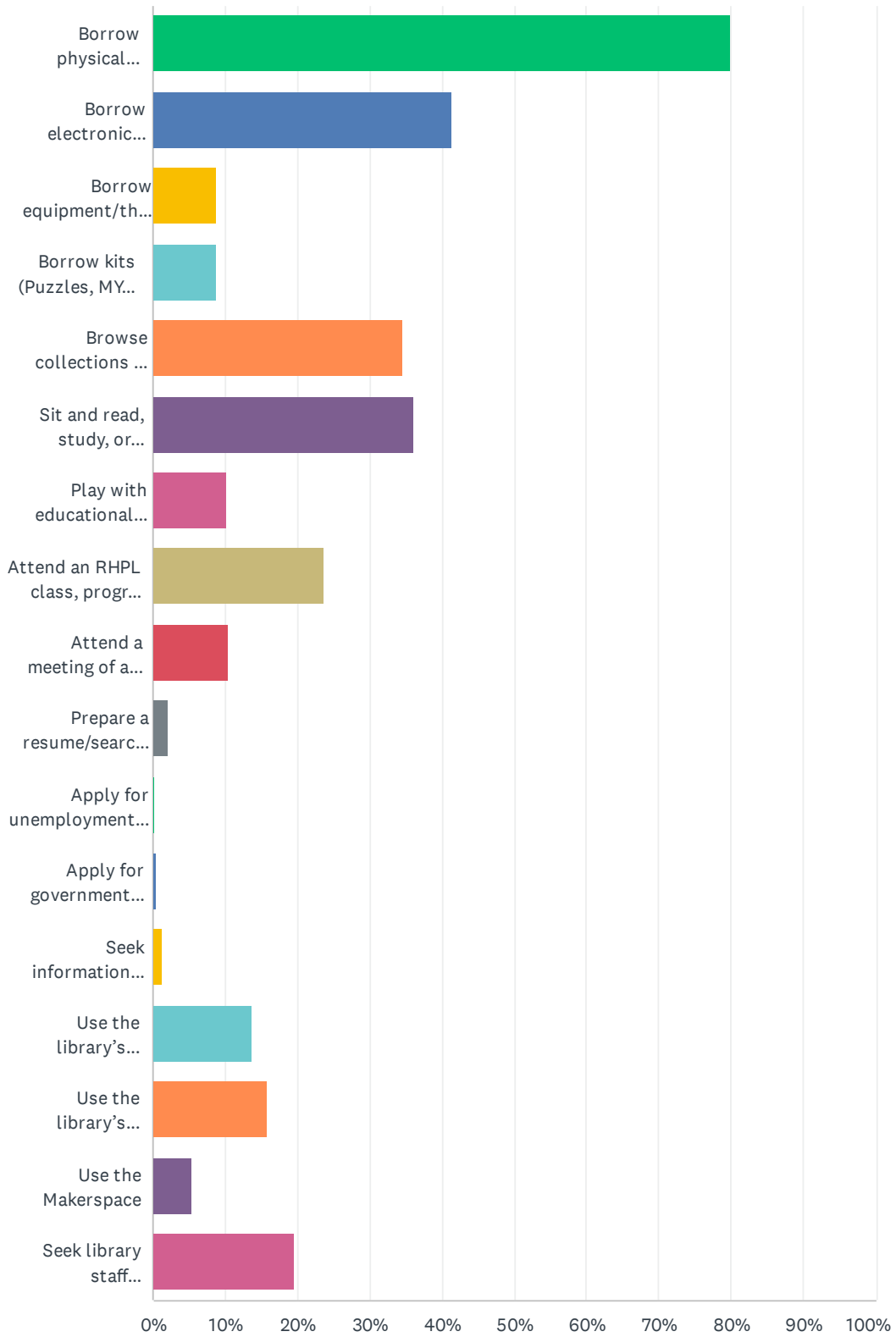


ANSWER CHOICES	RESPONSES	
Very satisfied	81.32%	2,839
Satisfied	16.04%	560
Neither satisfied or unsatisfied	2.03%	71
Unsatisfied	0.60%	21
<b>TOTAL</b>		<b>3,491</b>

Q6 Have you used the library over the past year for any of the following reasons? (check all that apply)

Answered: 3,400 Skipped: 106

# RHPL Community Survey (2024)



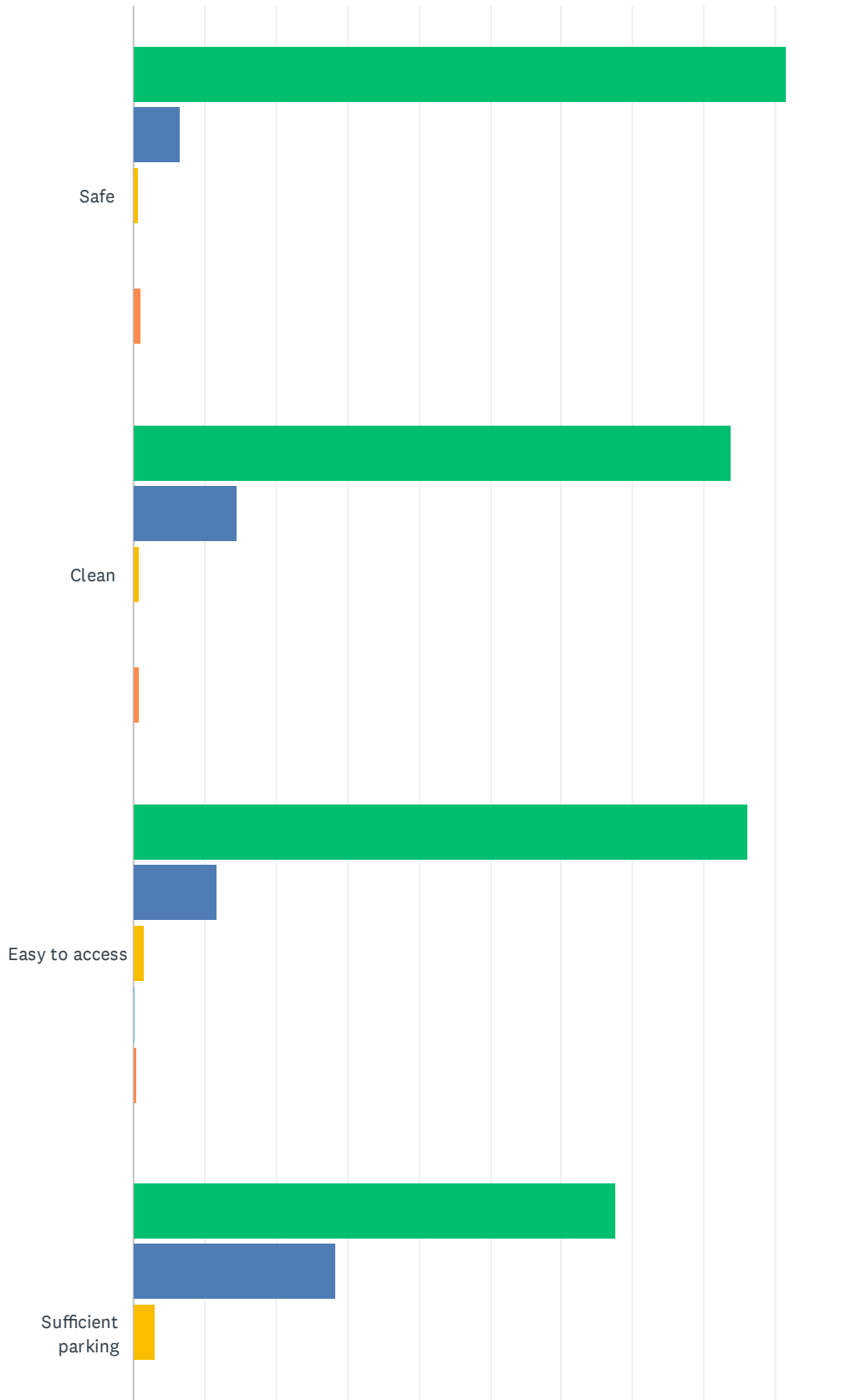
## RHPL Community Survey (2024)

ANSWER CHOICES	RESPONSES	
Borrow physical materials (e.g. books, DVDs, magazines, or audiobooks)	80.06%	2,722
Borrow electronic materials (eBooks, eAudiobooks, magazines, media)	41.41%	1,408
Borrow equipment/things such as innovative items (productivity tools, instruments, hobby equipment)	8.68%	295
Borrow kits (Puzzles, MYLE Kits, Toddler Play Kits, etc.)	8.68%	295
Browse collections and displays to discover a new library title	34.44%	1,171
Sit and read, study, or watch/listen to media	35.97%	1,223
Play with educational toys and visit the Explorer Zone	10.24%	348
Attend an RHPL class, program or lecture	23.68%	805
Attend a meeting of a community group you belong to	10.44%	355
Prepare a resume/search for a job	2.09%	71
Apply for unemployment benefits	0.26%	9
Apply for government assistance (Medicaid, Bridge Card, WIC, etc.)	0.53%	18
Seek information about starting a new business	1.24%	42
Use the library's computers	13.56%	461
Use the library's digital resources (such as online research databases or online articles)	15.68%	533
Use the Makerspace	5.41%	184
Seek library staff assistance for recommendations or research	19.68%	669
Total Respondents: 3,400		

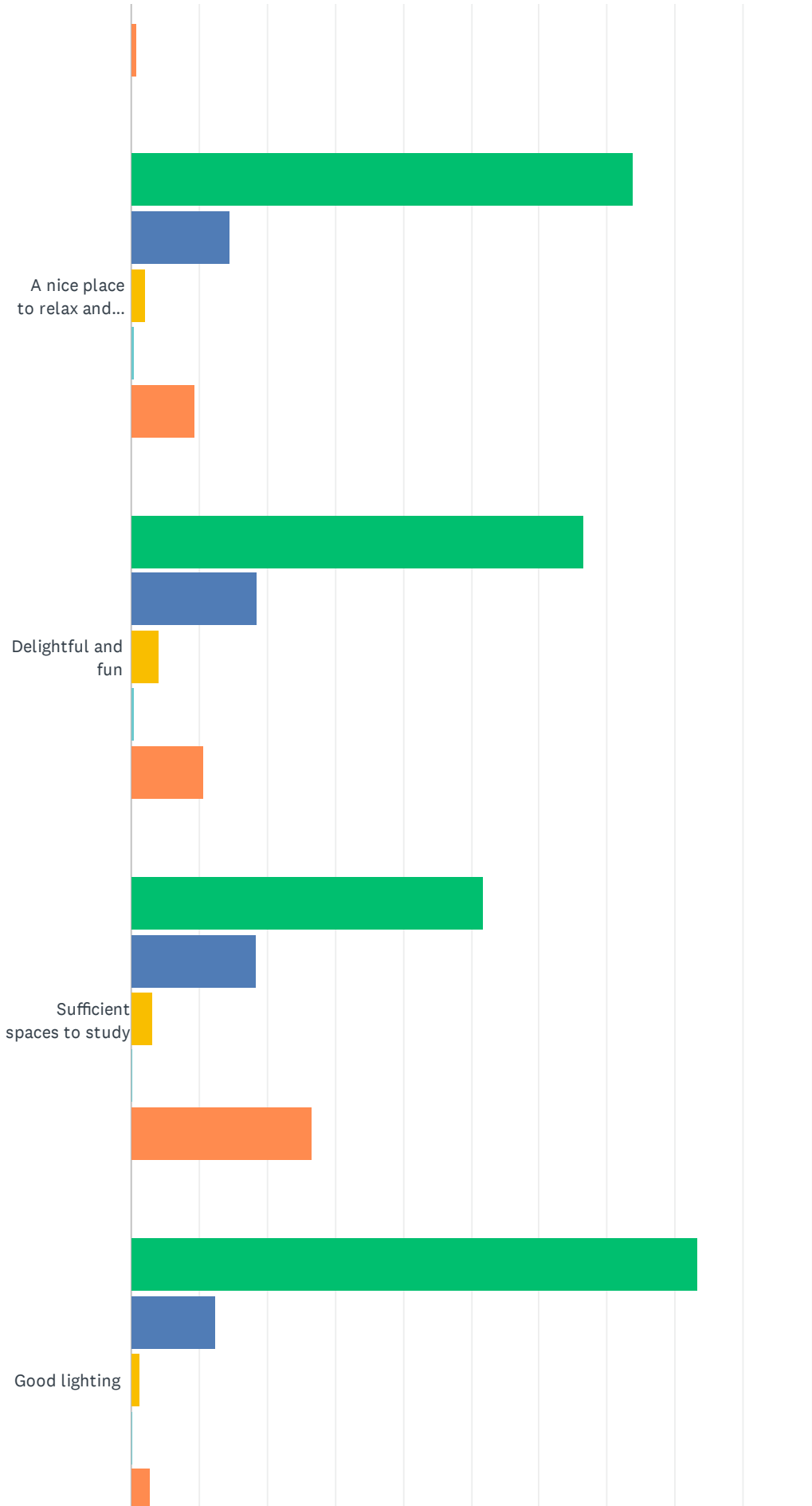


## Q7 How well do these attributes apply to the library?

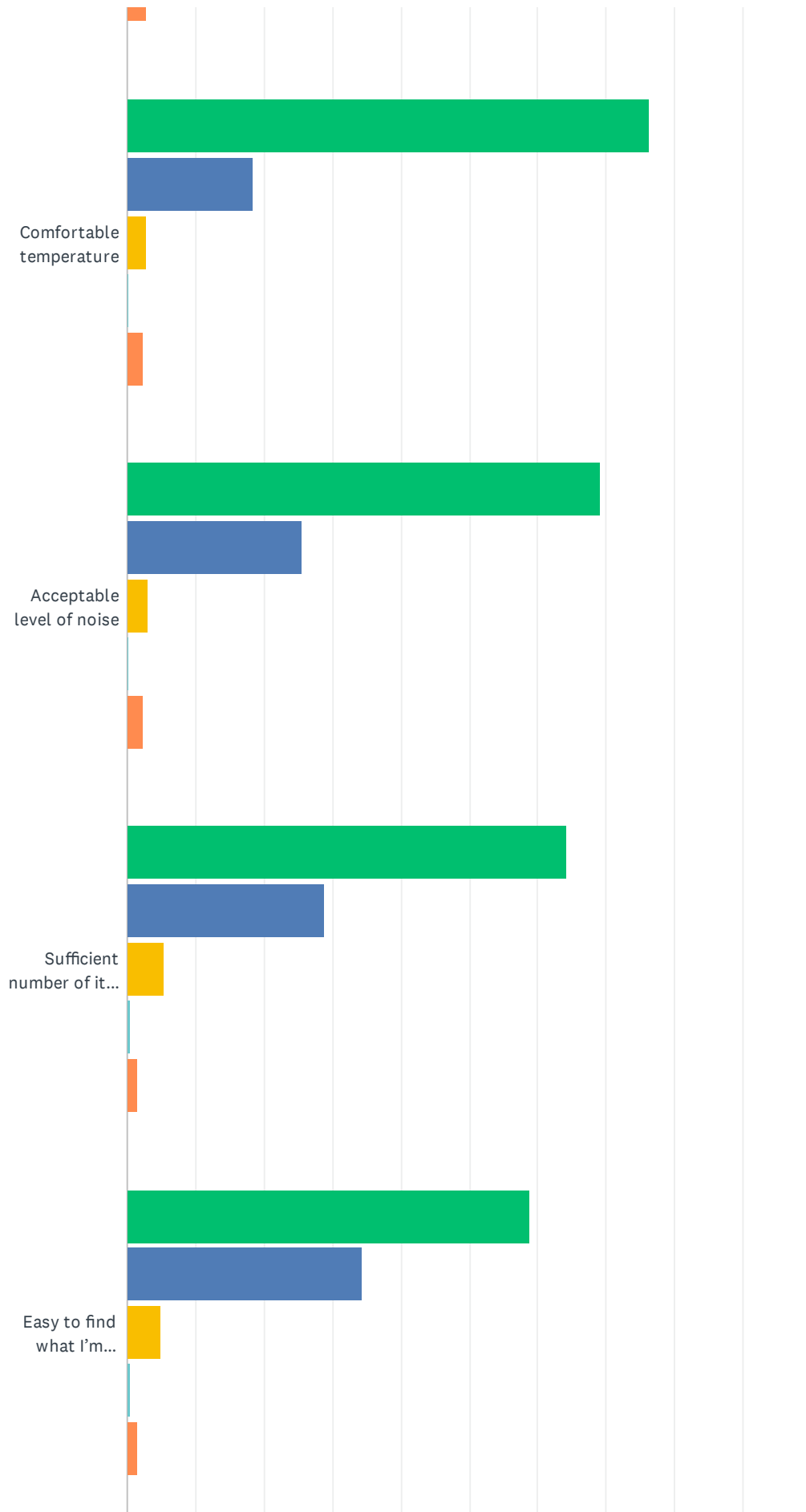
Answered: 3,494 Skipped: 12



# RHPL Community Survey (2024)



# RHPL Community Survey (2024)



## RHPL Community Survey (2024)

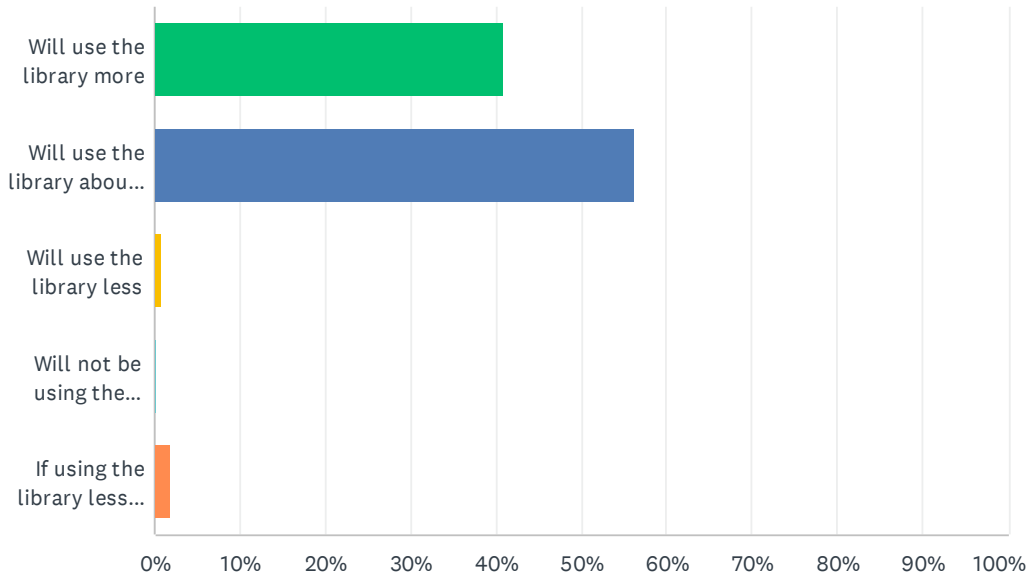
0%    10%    20%    30%    40%    50%    60%    70%    80%    90%    100%

■ Always      
 ■ Most of the...      
 ■ Sometimes      
 ■ Never  
■ N/A

	ALWAYS	MOST OF THE TIME	SOMETIMES	NEVER	N/A	TOTAL	WEIGHTED AVERAGE
Safe	91.41% 3,182	6.69% 233	0.72% 25	0.06% 2	1.12% 39	3,481	1.13
Clean	83.83% 2,914	14.59% 507	0.78% 27	0.06% 2	0.75% 26	3,476	1.19
Easy to access	86.16% 2,988	11.68% 405	1.53% 53	0.12% 4	0.52% 18	3,468	1.17
Sufficient parking	67.63% 2,348	28.43% 987	3.00% 104	0.06% 2	0.89% 31	3,472	1.38
A nice place to relax and read	73.69% 2,555	14.48% 502	2.08% 72	0.35% 12	9.40% 326	3,467	1.57
Delightful and fun	66.43% 2,278	18.49% 634	4.11% 141	0.41% 14	10.56% 362	3,429	1.70
Sufficient spaces to study	51.71% 1,783	18.30% 631	3.19% 110	0.23% 8	26.57% 916	3,448	2.32
Good lighting	83.27% 2,886	12.44% 431	1.36% 47	0.12% 4	2.83% 98	3,466	1.27
Comfortable temperature	76.31% 2,651	18.36% 638	2.71% 94	0.17% 6	2.45% 85	3,474	1.34
Acceptable level of noise	68.99% 2,398	25.58% 889	2.91% 101	0.26% 9	2.27% 79	3,476	1.41
Sufficient number of items to choose from	64.16% 2,227	28.69% 996	5.27% 183	0.37% 13	1.50% 52	3,471	1.46
Easy to find what I'm looking for	58.88% 2,045	34.24% 1,189	4.95% 172	0.43% 15	1.50% 52	3,473	1.51

## Q8 How do you expect your use of the library to change over the next five years?

Answered: 3,492 Skipped: 14

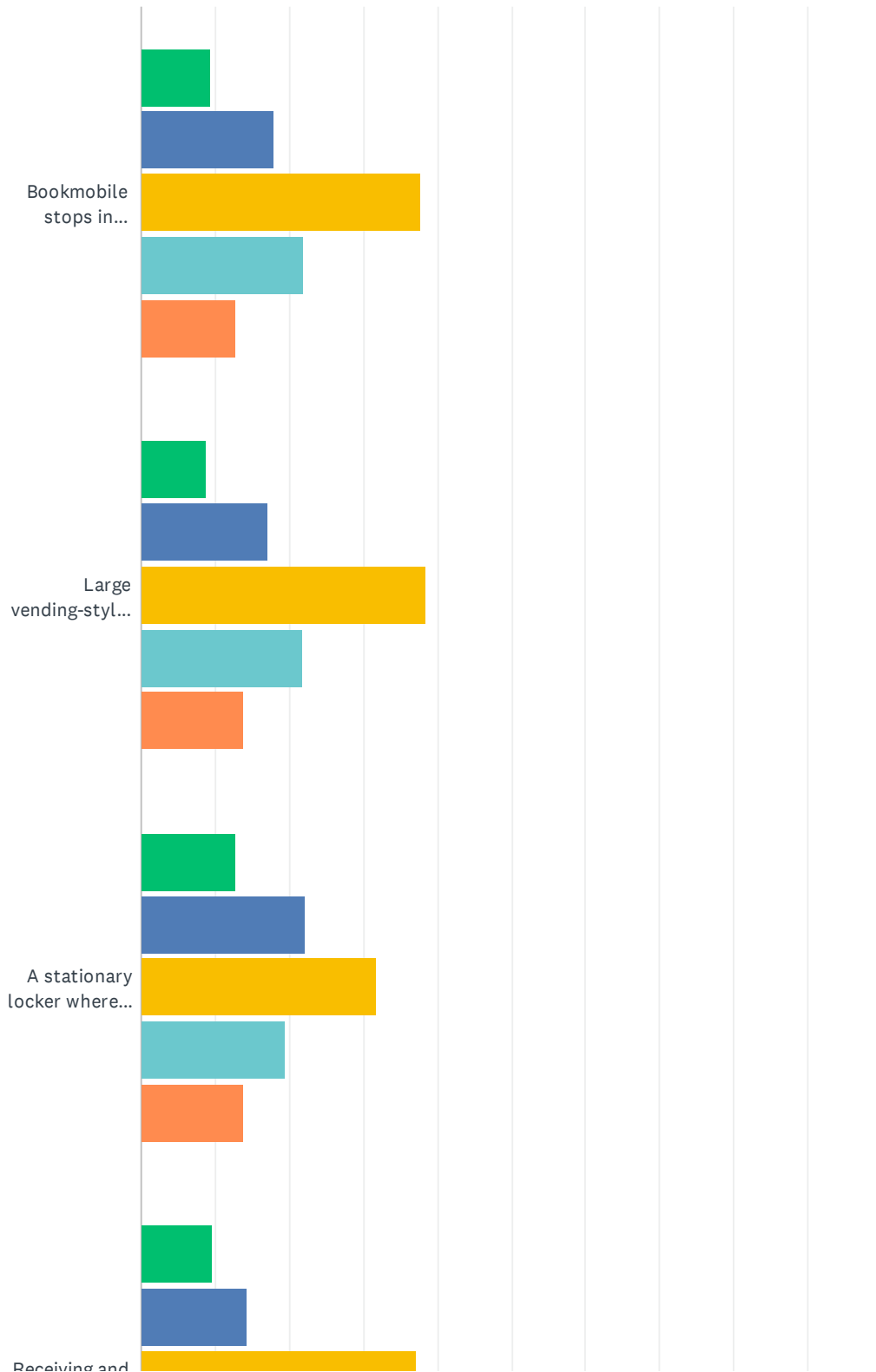


ANSWER CHOICES	RESPONSES
Will use the library more	40.84% 1,426
Will use the library about the same	56.19% 1,962
Will use the library less	0.83% 29
Will not be using the library at all	0.17% 6
If using the library less, or not at all, please tell us why:	1.98% 69
<b>TOTAL</b>	<b>3,492</b>

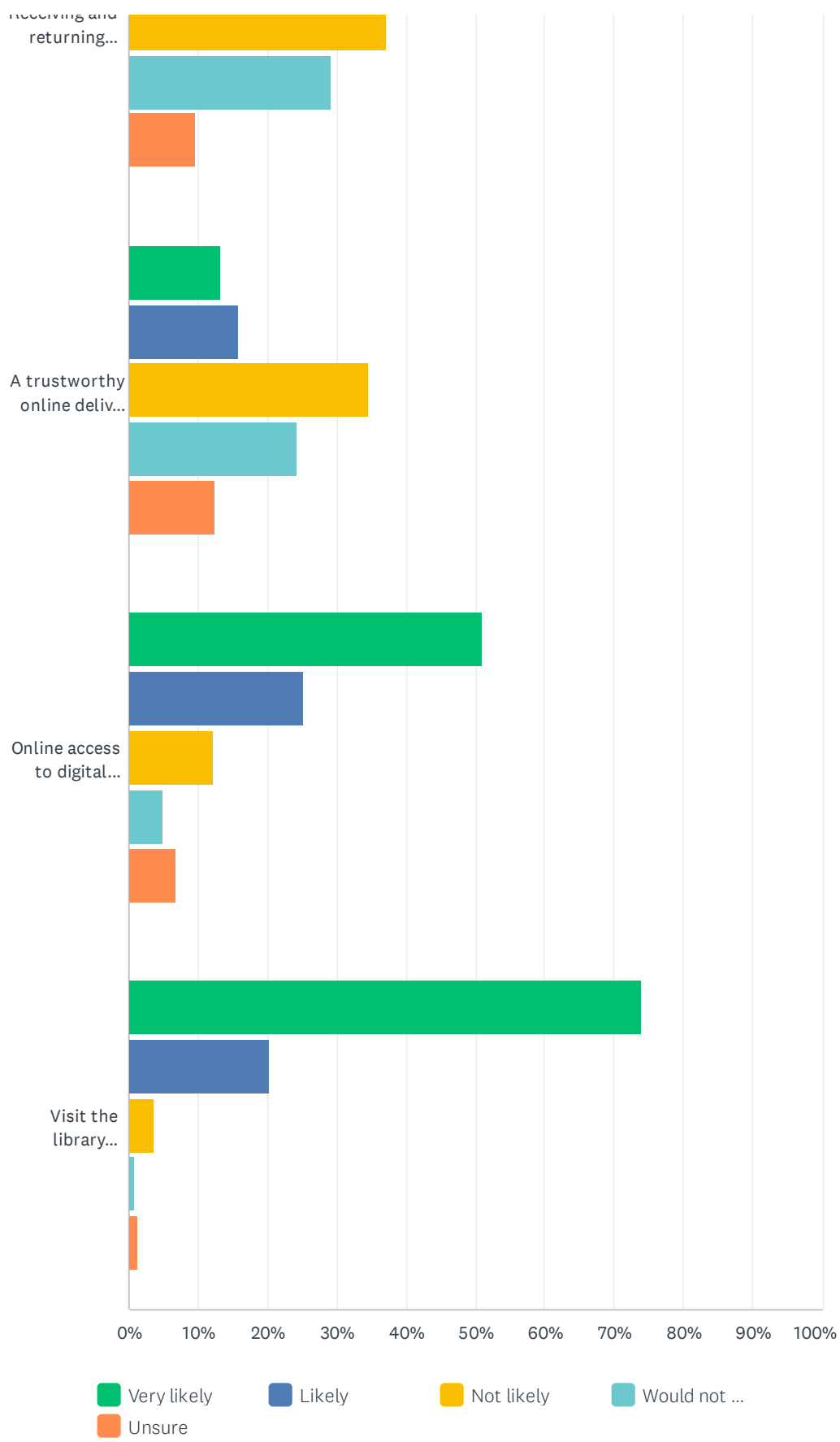


### Q9 When thinking about convenient access to library materials (such as books, DVDs, and audiobooks), which of the following would you likely use?

Answered: 3,490 Skipped: 16



# RHPL Community Survey (2024)

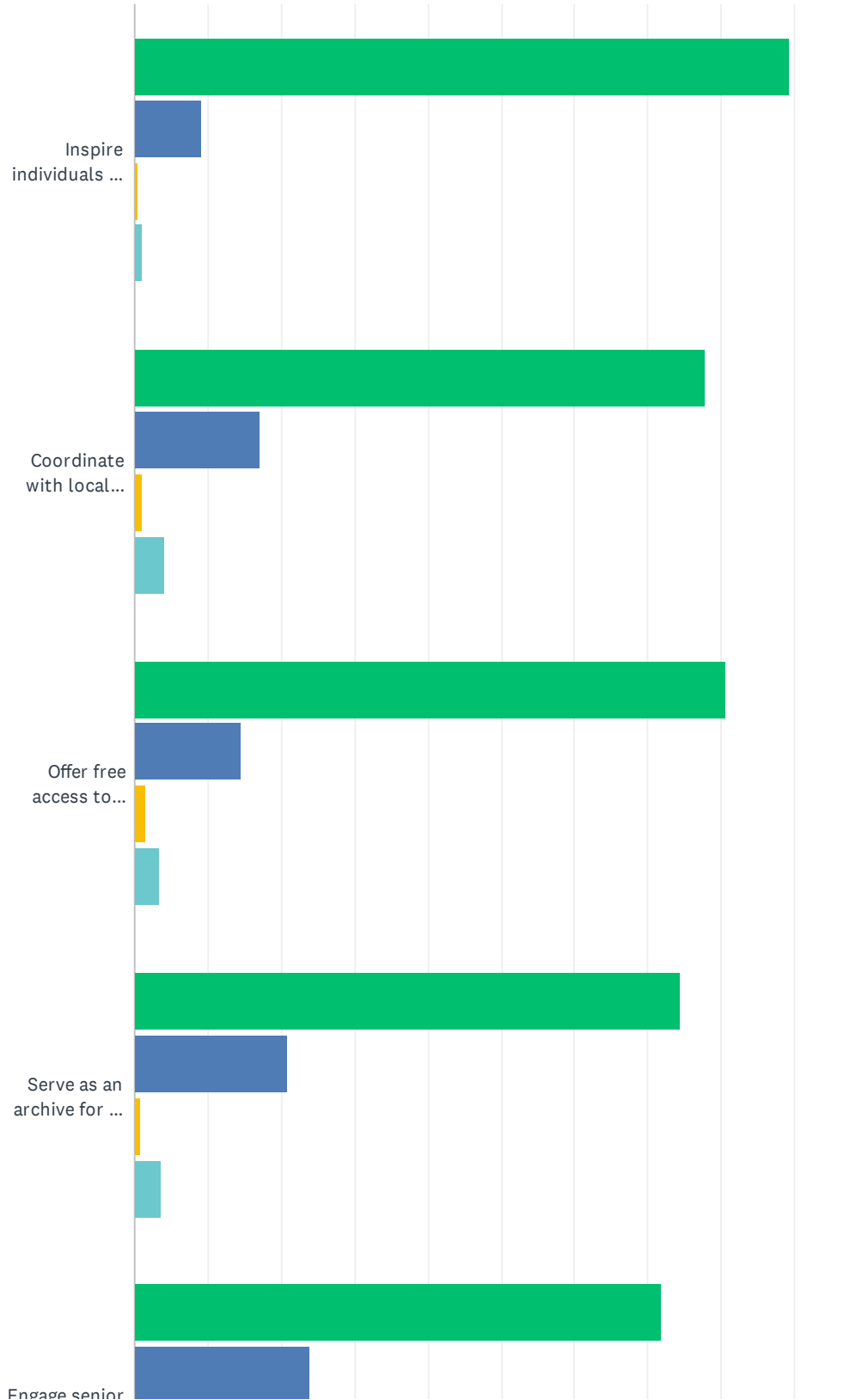


## RHPL Community Survey (2024)

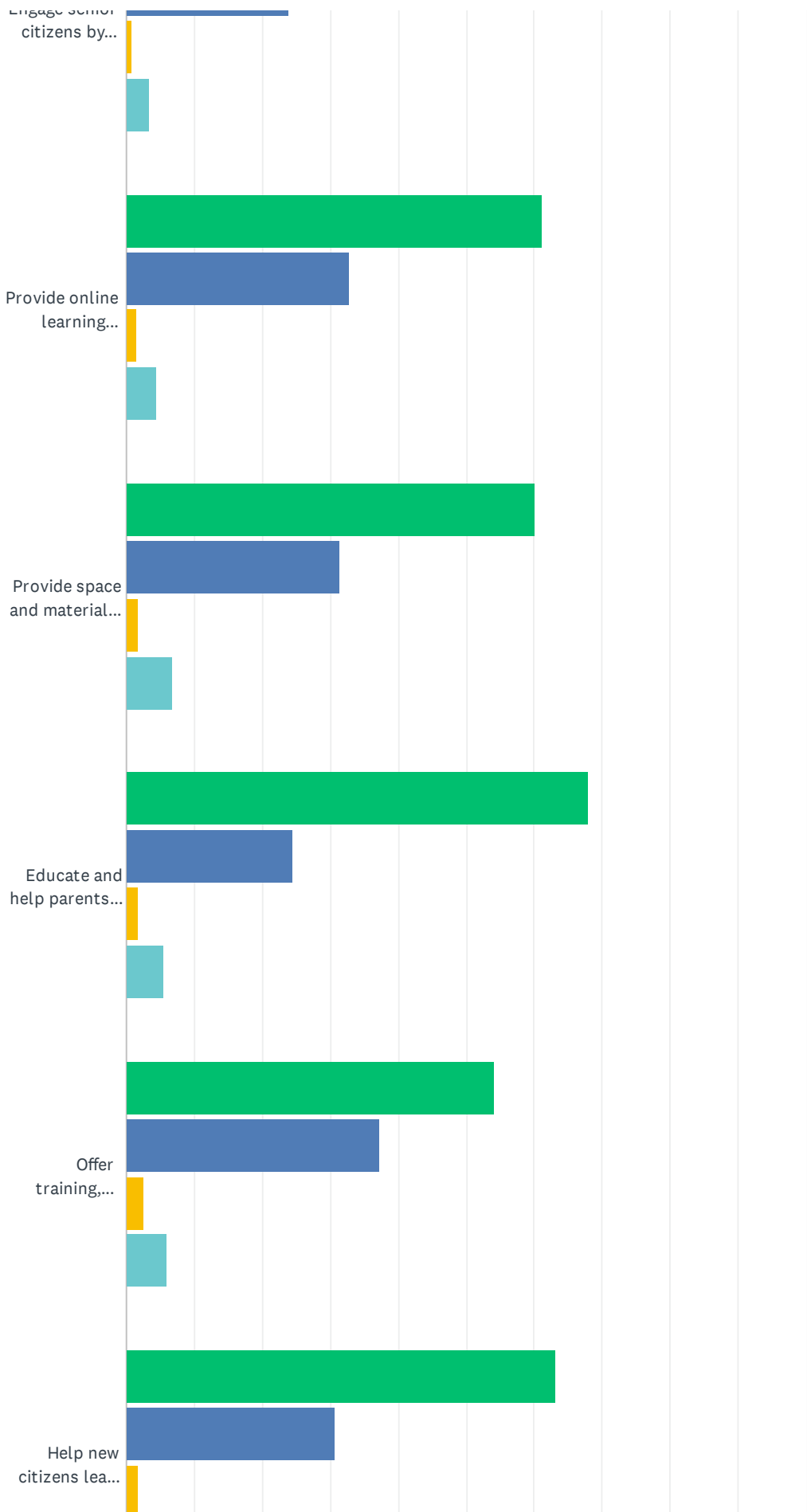
	VERY LIKELY	LIKELY	NOT LIKELY	WOULD NOT USE	UNSURE	TOTAL	WEIGHTED AVERAGE
Bookmobile stops in convenient locations where you can browse a substantial collection of physical materials and pick up requested holds.	9.47% 318	17.99% 604	37.70% 1,266	21.95% 737	12.89% 433	3,358	3.11
Large vending-style kiosks at a location in the community with a small collection of physical materials to browse and checkout.	8.84% 297	17.11% 575	38.33% 1,288	21.85% 734	13.87% 466	3,360	3.15
A stationary locker where you can have specific physical titles sent for pickup 24/7.	12.86% 432	22.19% 745	31.72% 1,065	19.33% 649	13.91% 467	3,358	2.99
Receiving and returning physical materials by mail (with prepaid postage).	9.63% 324	14.36% 483	37.14% 1,249	29.20% 982	9.66% 325	3,363	3.15
A trustworthy online delivery app to have someone else deliver physical materials to you.	13.29% 446	15.68% 526	34.55% 1,159	24.20% 812	12.28% 412	3,355	3.06
Online access to digital titles.	51.03% 1,739	25.15% 857	12.12% 413	4.96% 169	6.75% 230	3,408	1.91
Visit the library in-person to check out materials.	73.95% 2,561	20.30% 703	3.64% 126	0.84% 29	1.27% 44	3,463	1.35

# Q10 Please indicate whether each of the following is something the library should do.

Answered: 3,469 Skipped: 37

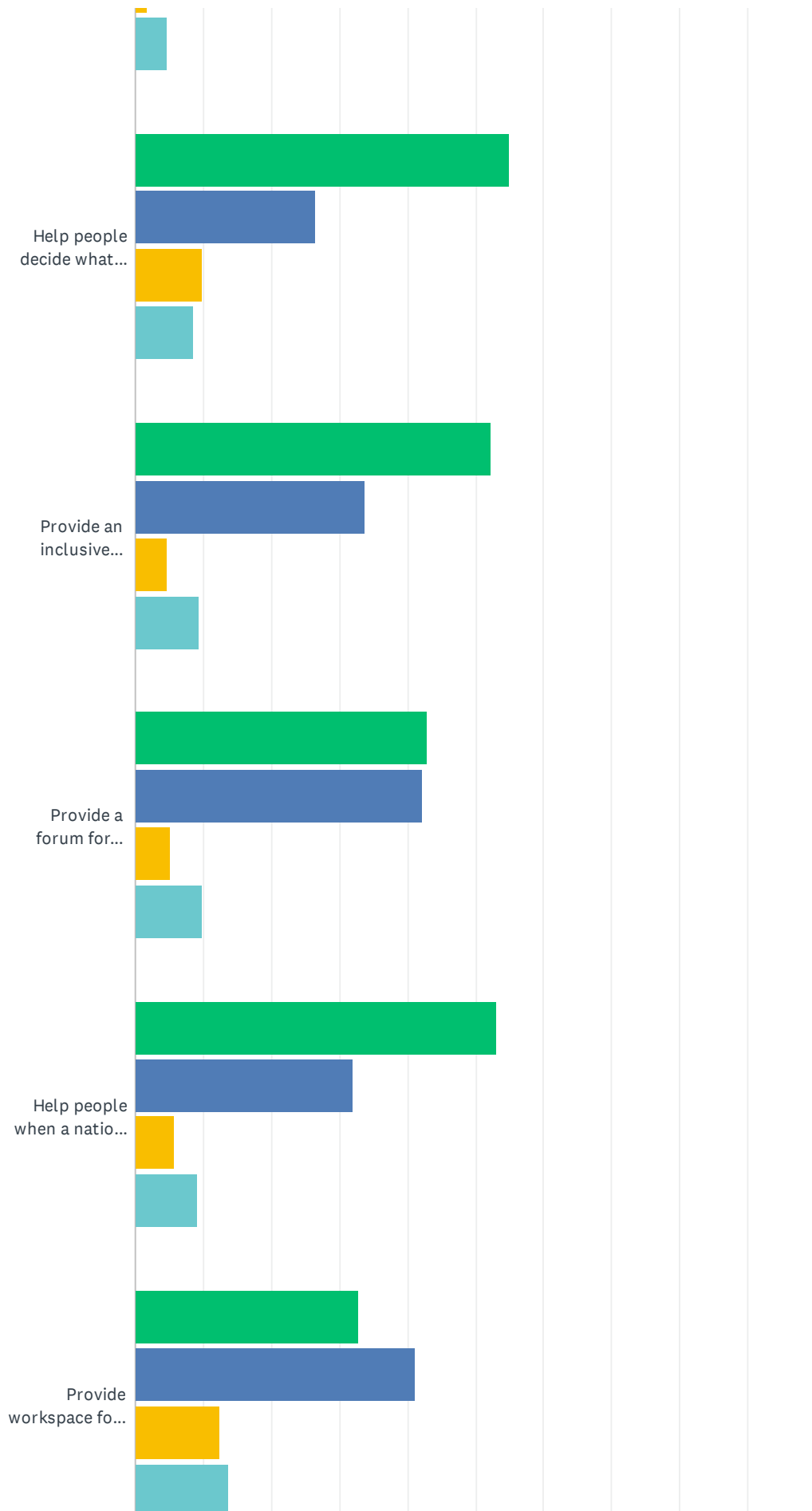


# RHPL Community Survey (2024)

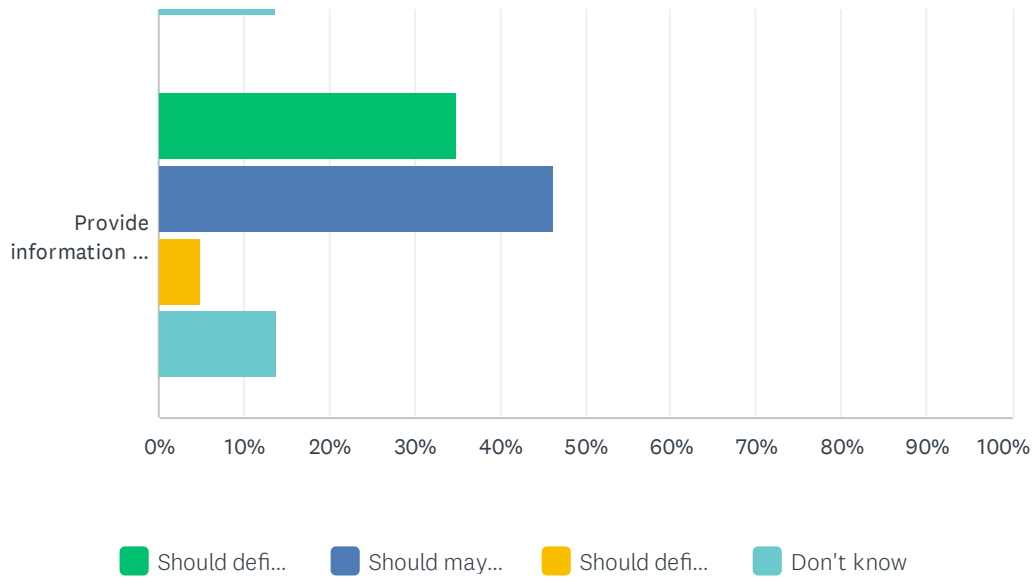




# RHPL Community Survey (2024)



# RHPL Community Survey (2024)

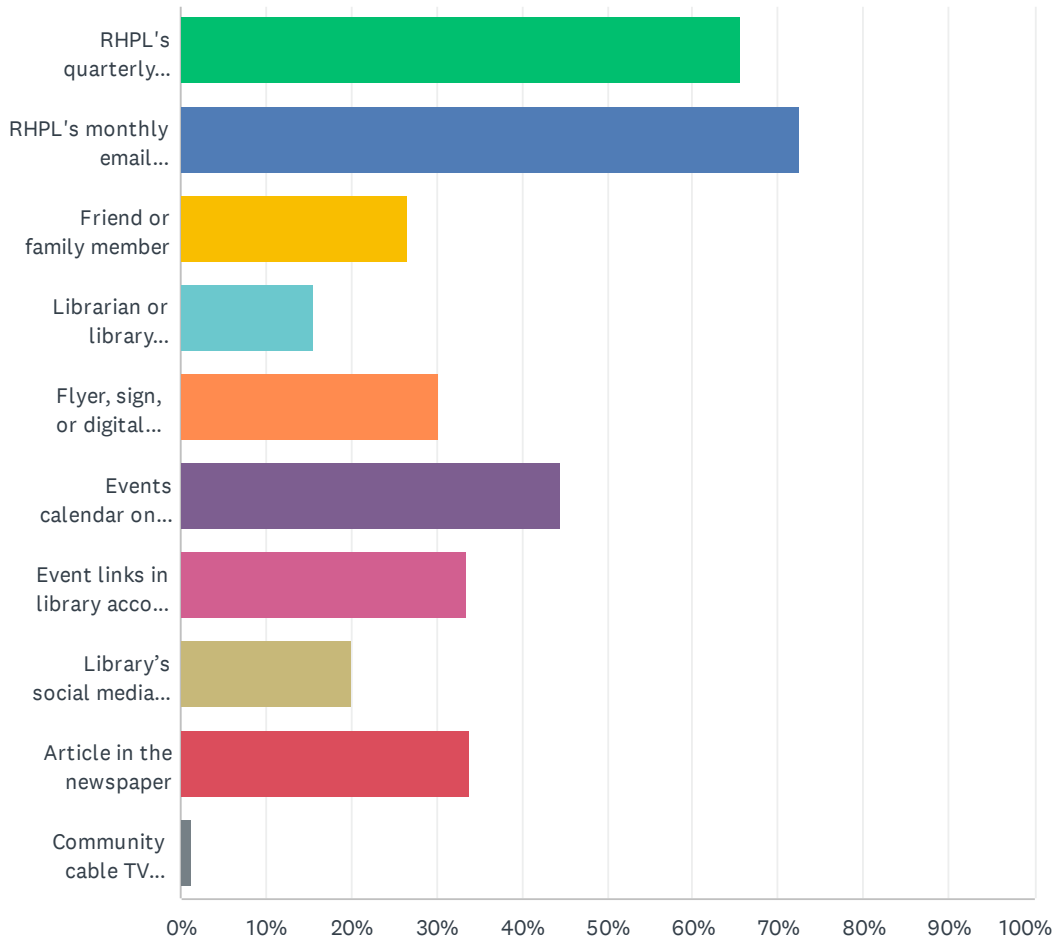


## RHPL Community Survey (2024)

	SHOULD DEFINITELY DO	SHOULD MAYBE DO	SHOULD DEFINITELY NOT DO	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Inspire individuals of all ages to become lifelong readers.	89.44% 3,074	9.08% 312	0.35% 12	1.13% 39	3,437	1.14
Coordinate with local schools to provide resources to students.	77.80% 2,671	17.13% 588	1.08% 37	3.99% 137	3,433	1.35
Offer free access to high-speed broadband and Wi-Fi.	80.67% 2,767	14.52% 498	1.40% 48	3.41% 117	3,430	1.31
Serve as an archive for the local history of the community.	74.50% 2,550	20.95% 717	0.93% 32	3.62% 124	3,423	1.37
Engage senior citizens by connecting them to the community through library services.	71.86% 2,475	23.87% 822	0.84% 29	3.43% 118	3,444	1.39
Provide online learning experiences.	61.12% 2,091	32.91% 1,126	1.49% 51	4.47% 153	3,421	1.54
Provide space and materials for individuals to create, learn, and share.	60.17% 2,062	31.34% 1,074	1.63% 56	6.86% 235	3,427	1.62
Educate and help parents prepare their children to enter kindergarten ready to become readers and writers.	68.07% 2,341	24.51% 843	1.77% 61	5.64% 194	3,439	1.51
Offer training, technology, and resources to help jobseekers.	54.26% 1,859	37.27% 1,277	2.60% 89	5.87% 201	3,426	1.66
Help new citizens learn about the community.	63.03% 2,165	30.71% 1,055	1.63% 56	4.63% 159	3,435	1.52
Help people decide what information they can trust.	55.05% 1,886	26.47% 907	9.87% 338	8.61% 295	3,426	1.81
Provide an inclusive community space that encourages people to meet others.	52.16% 1,788	33.75% 1,157	4.61% 158	9.48% 325	3,428	1.81
Provide a forum for convening public discussions.	42.77% 1,465	42.19% 1,445	5.14% 176	9.90% 339	3,425	1.92
Help people when a national disaster or major problem strikes the community.	53.11% 1,821	31.96% 1,096	5.77% 198	9.16% 314	3,429	1.80
Provide workspace for mobile workers and entrepreneurs.	32.87% 1,123	41.10% 1,404	12.47% 426	13.55% 463	3,416	2.20
Provide information on how to start a business.	34.98% 1,189	46.34% 1,575	4.85% 165	13.83% 470	3,399	2.11

### Q11 What are the ways you learn about programs at the library? (check all that apply)

Answered: 3,446 Skipped: 60

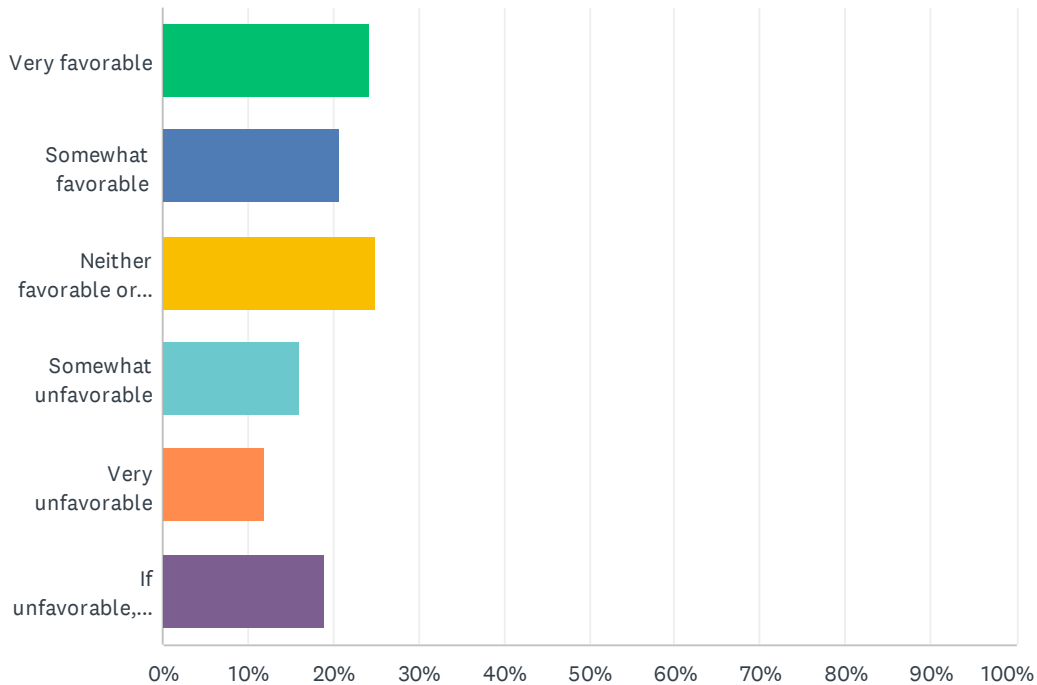


## RHPL Community Survey (2024)

ANSWER CHOICES	RESPONSES	
RHPL's quarterly printed newsletter (News & Views)	65.64%	2,262
RHPL's monthly email newsletter (RHPL Monthly Current)	72.58%	2,501
Friend or family member	26.76%	922
Librarian or library volunteer	15.53%	535
Flyer, sign, or digital screen in the library	30.21%	1,041
Events calendar on library's website	44.66%	1,539
Event links in library account email notices	33.58%	1,157
Library's social media channels (Facebook, Twitter, Instagram, or YouTube)	20.02%	690
Article in the newspaper	33.92%	1,169
Community cable TV channel	1.25%	43
<b>Total Respondents: 3,446</b>		

Q12 Fine revenue is approximately 1% of the library’s annual budget and the library board has considered eliminating daily fines (but still charging for lost or long-overdue material). Please complete the statement, "I would view removing library fines as:"

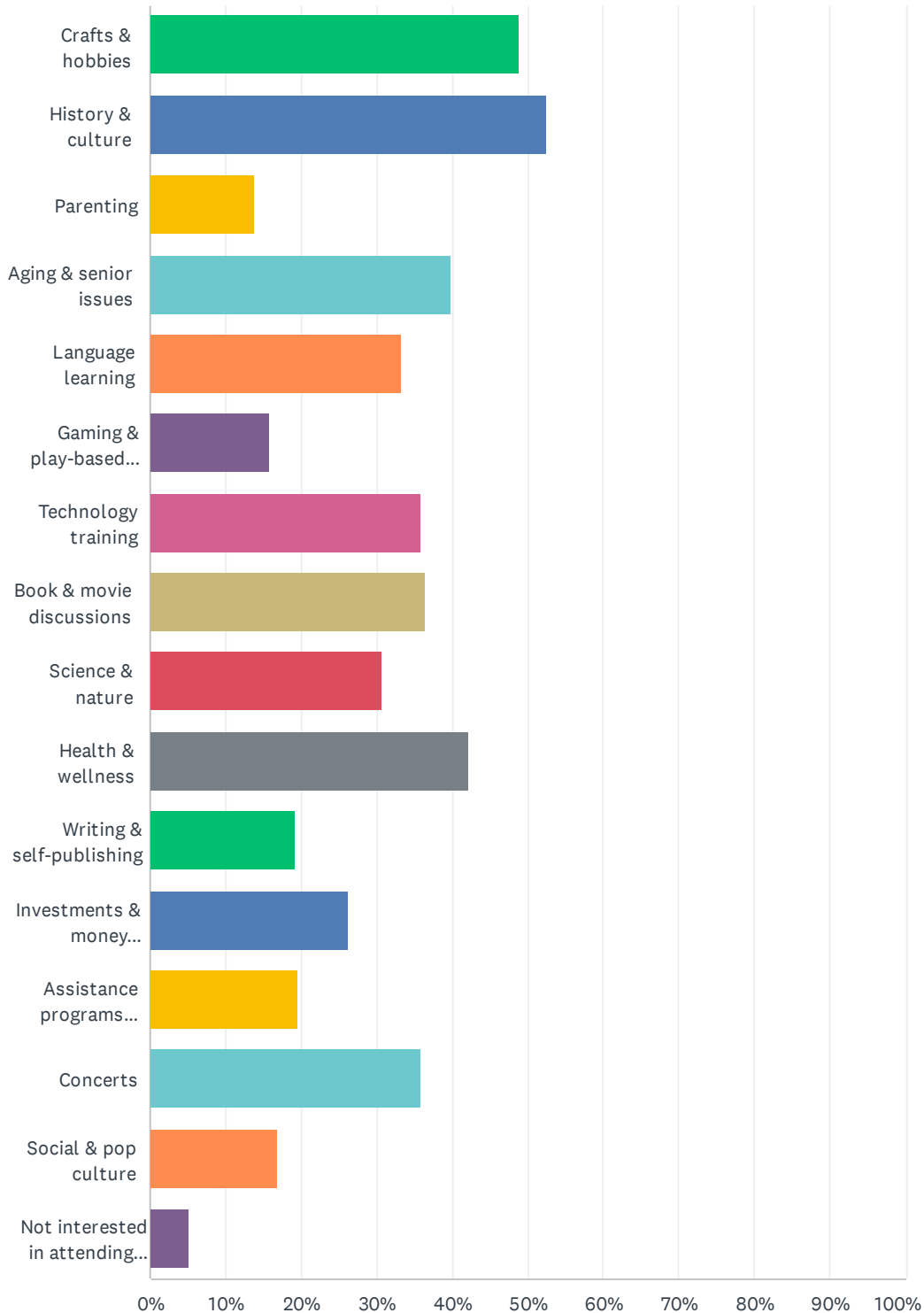
Answered: 3,459 Skipped: 47



ANSWER CHOICES	RESPONSES	
Very favorable	24.40%	844
Somewhat favorable	20.67%	715
Neither favorable or unfavorable	24.98%	864
Somewhat unfavorable	15.93%	551
Very unfavorable	11.94%	413
If unfavorable, please tell us why:	19.02%	658
Total Respondents: 3,459		

### Q13 What types of programs would be of interest to you if offered by the library? (check all that apply)

Answered: 3,416 Skipped: 90



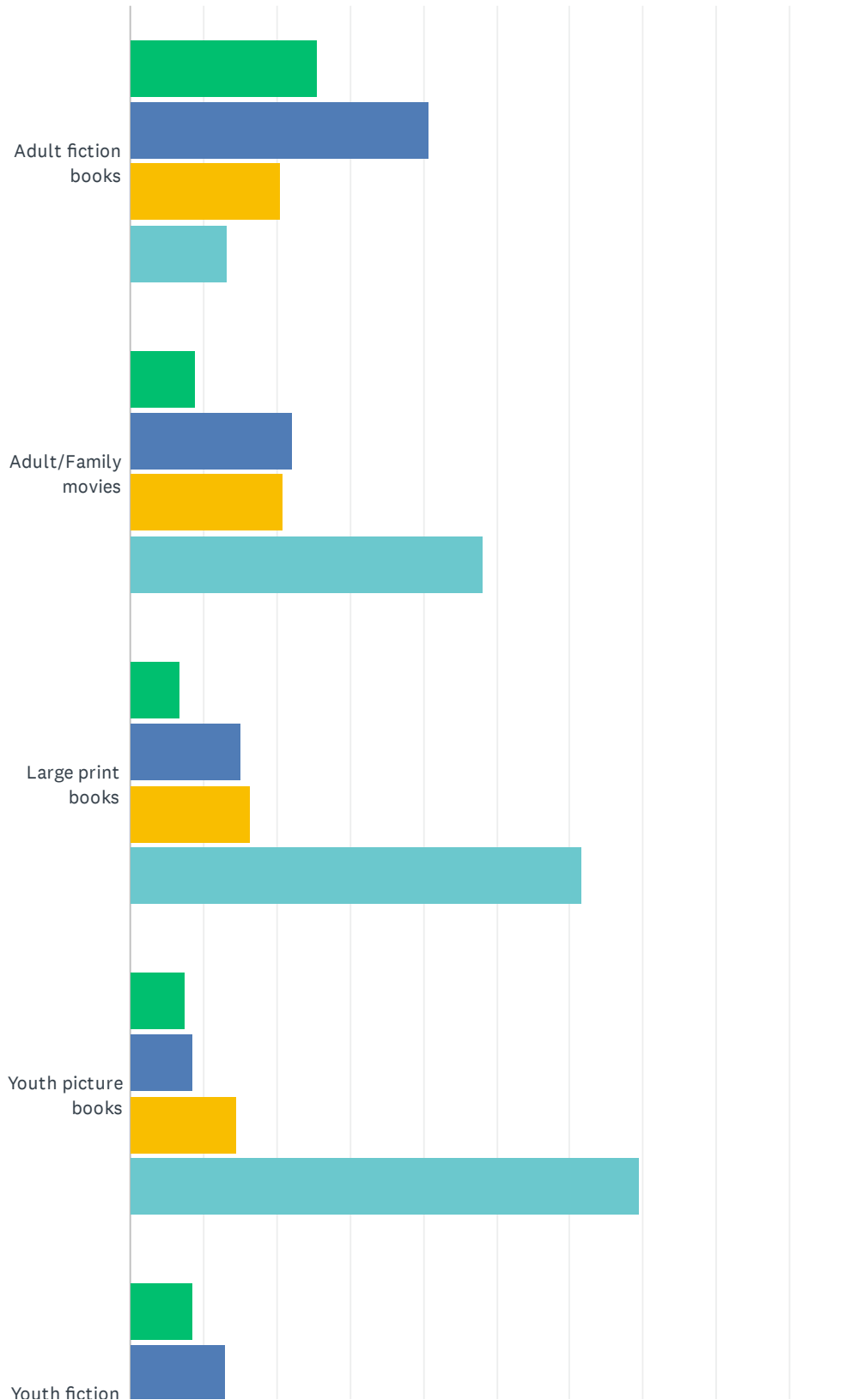


## RHPL Community Survey (2024)

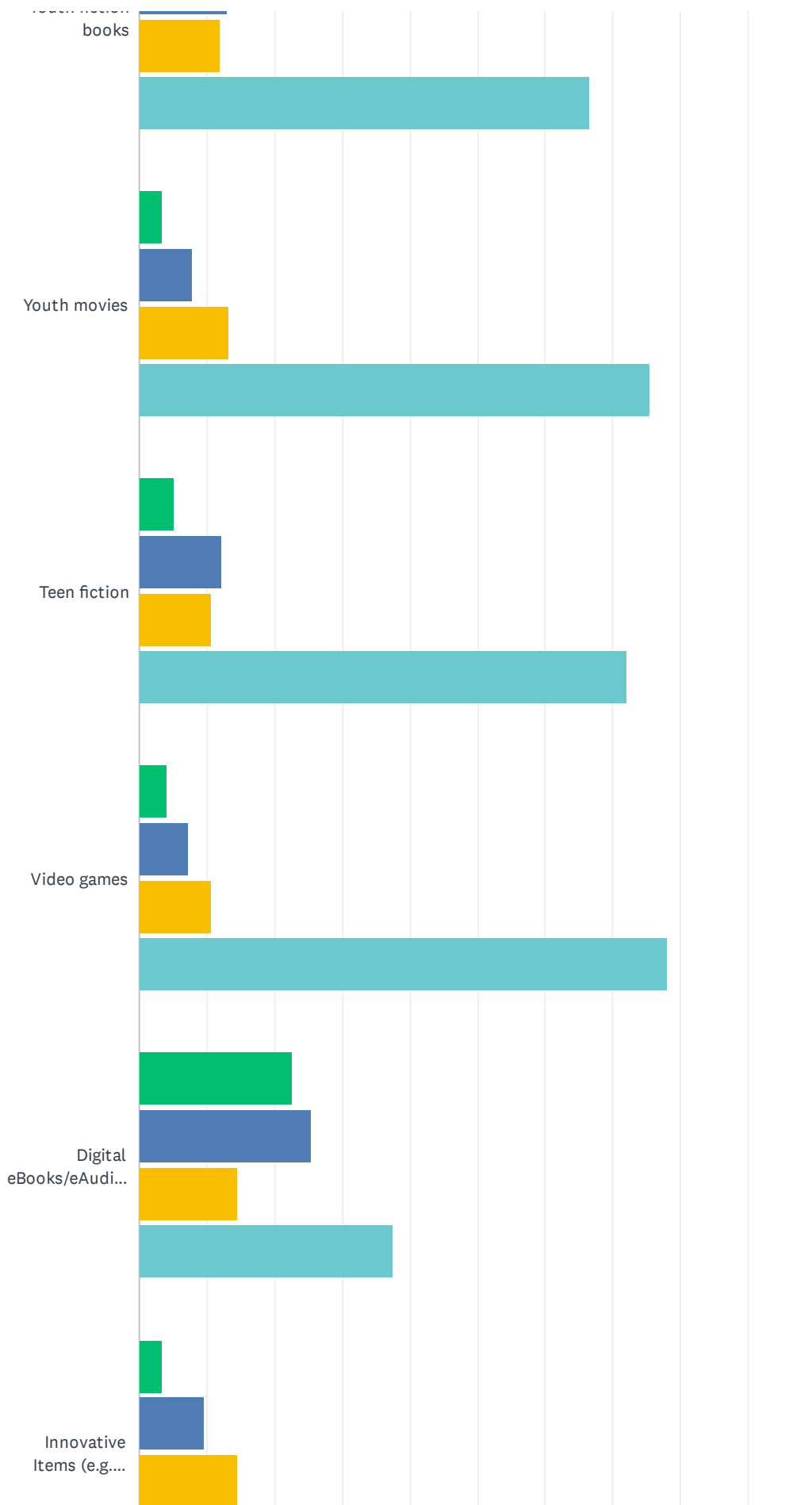
ANSWER CHOICES	RESPONSES	
Crafts & hobbies	48.86%	1,669
History & culture	52.43%	1,791
Parenting	13.93%	476
Aging & senior issues	39.87%	1,362
Language learning	33.17%	1,133
Gaming & play-based social opportunities	15.87%	542
Technology training	35.83%	1,224
Book & movie discussions	36.50%	1,247
Science & nature	30.74%	1,050
Health & wellness	42.13%	1,439
Writing & self-publishing	19.23%	657
Investments & money management	26.14%	893
Assistance programs (social security, Medicare, etc.)	19.53%	667
Concerts	35.77%	1,222
Social & pop culture	16.83%	575
Not interested in attending library programs	5.15%	176
Total Respondents: 3,416		

# Q14 How often are ALL of the copies of something you or your family members want checked out?

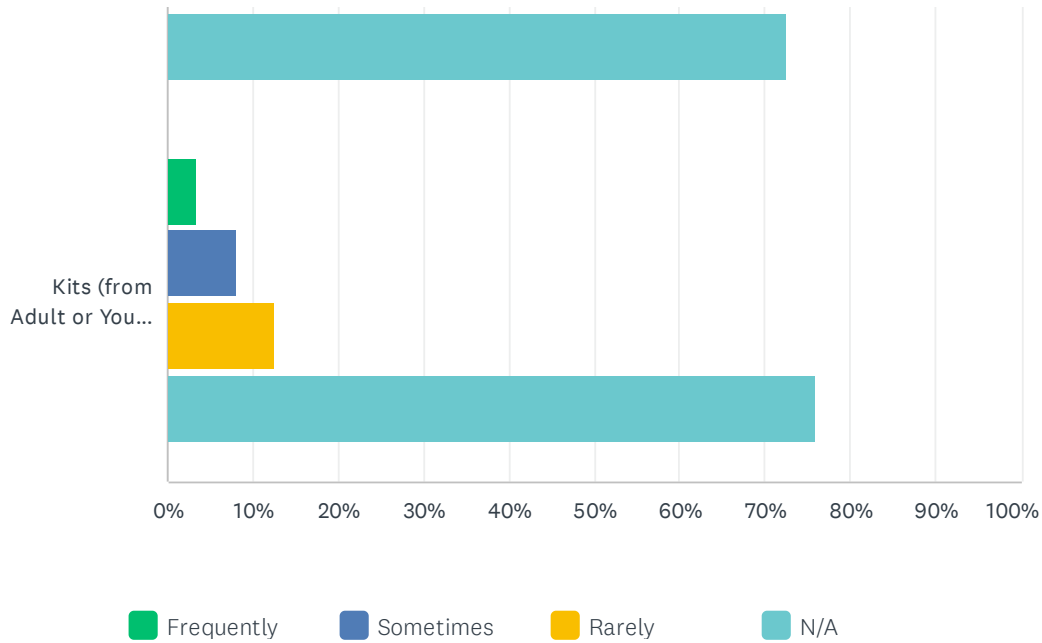
Answered: 3,416 Skipped: 90



# RHPL Community Survey (2024)



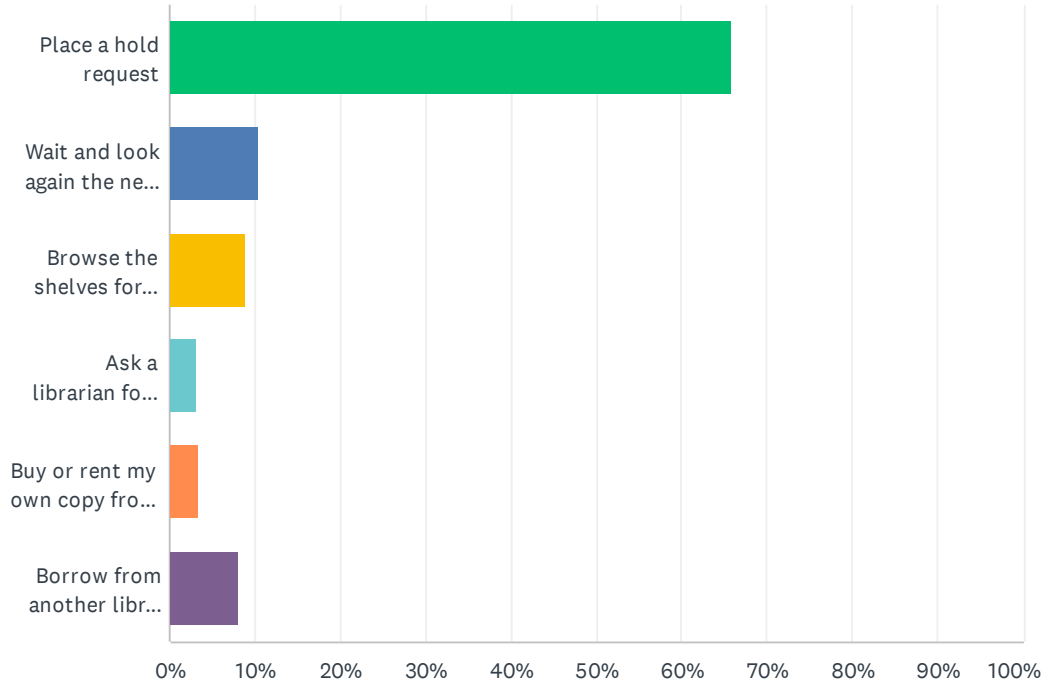
## RHPL Community Survey (2024)



	FREQUENTLY	SOMETIMES	RARELY	N/A	TOTAL
Adult fiction books	25.58% 853	40.63% 1,355	20.54% 685	13.25% 442	3,335
Adult/Family movies	8.91% 279	22.09% 692	20.81% 652	48.20% 1,510	3,133
Large print books	6.89% 216	15.05% 472	16.42% 515	61.64% 1,933	3,136
Youth picture books	7.50% 231	8.58% 264	14.46% 445	69.46% 2,138	3,078
Youth fiction books	8.45% 260	13.06% 402	11.96% 368	66.54% 2,048	3,078
Youth movies	3.47% 106	7.92% 242	13.13% 401	75.47% 2,305	3,054
Teen fiction	5.15% 158	12.17% 373	10.60% 325	72.08% 2,210	3,066
Video games	4.05% 123	7.21% 219	10.70% 325	78.03% 2,369	3,036
Digital eBooks/eAudiobooks	22.56% 720	25.38% 810	14.60% 466	37.45% 1,195	3,191
Innovative Items (e.g. equipment for loan)	3.46% 106	9.55% 293	14.50% 445	72.49% 2,224	3,068
Kits (from Adult or Youth Collections)	3.32% 101	8.12% 247	12.62% 384	75.94% 2,311	3,043

## Q15 What do you typically do if all copies of what you want are checked out?

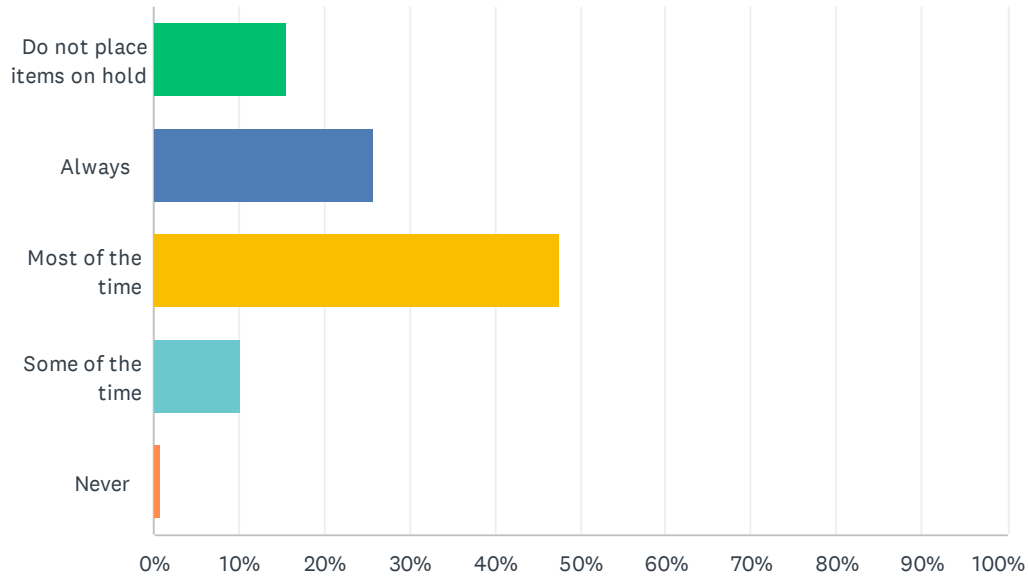
Answered: 3,415 Skipped: 91



ANSWER CHOICES	RESPONSES	
Place a hold request	65.92%	2,251
Wait and look again the next time I come to the library	10.40%	355
Browse the shelves for other items	9.05%	309
Ask a librarian for assistance	3.16%	108
Buy or rent my own copy from somewhere else	3.40%	116
Borrow from another library (using MeLCat or searching other libraries in Libby)	8.08%	276
<b>TOTAL</b>		<b>3,415</b>

## Q16 When you place items on hold, do you receive them in a timely manner?

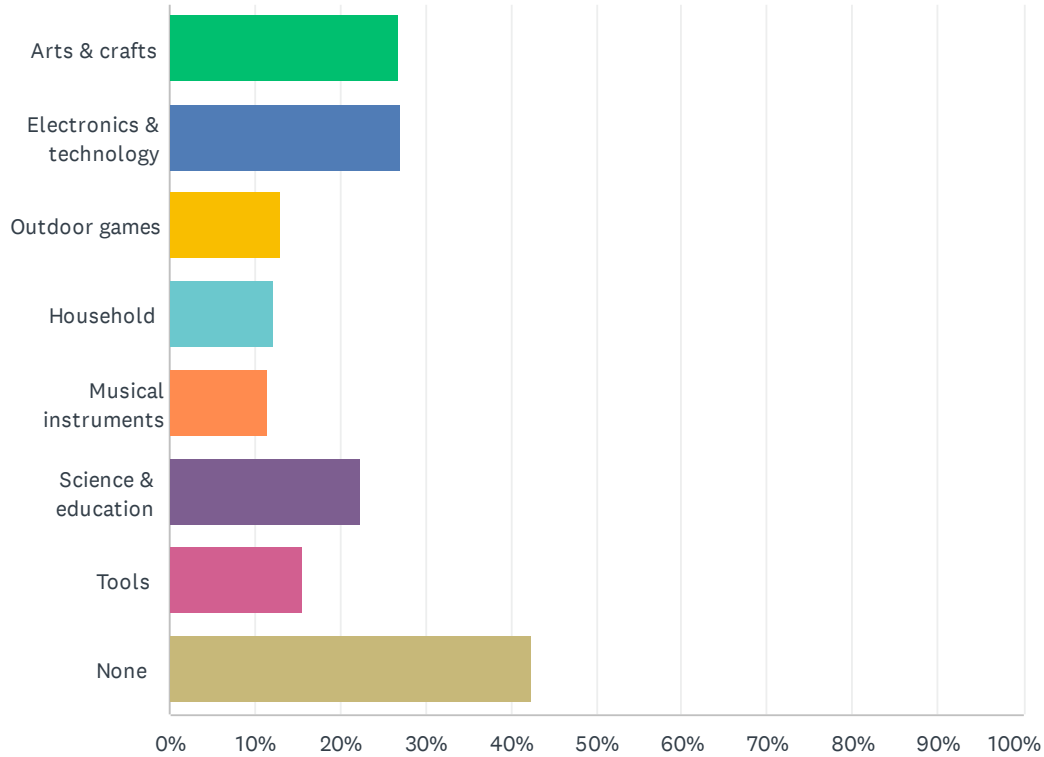
Answered: 3,382 Skipped: 124



ANSWER CHOICES	RESPONSES	
Do not place items on hold	15.58%	527
Always	25.81%	873
Most of the time	47.49%	1,606
Some of the time	10.29%	348
Never	0.83%	28
<b>TOTAL</b>		<b>3,382</b>

## Q17 In which categories would you prefer the library add more innovative items and equipment available for checkout?

Answered: 3,103 Skipped: 403

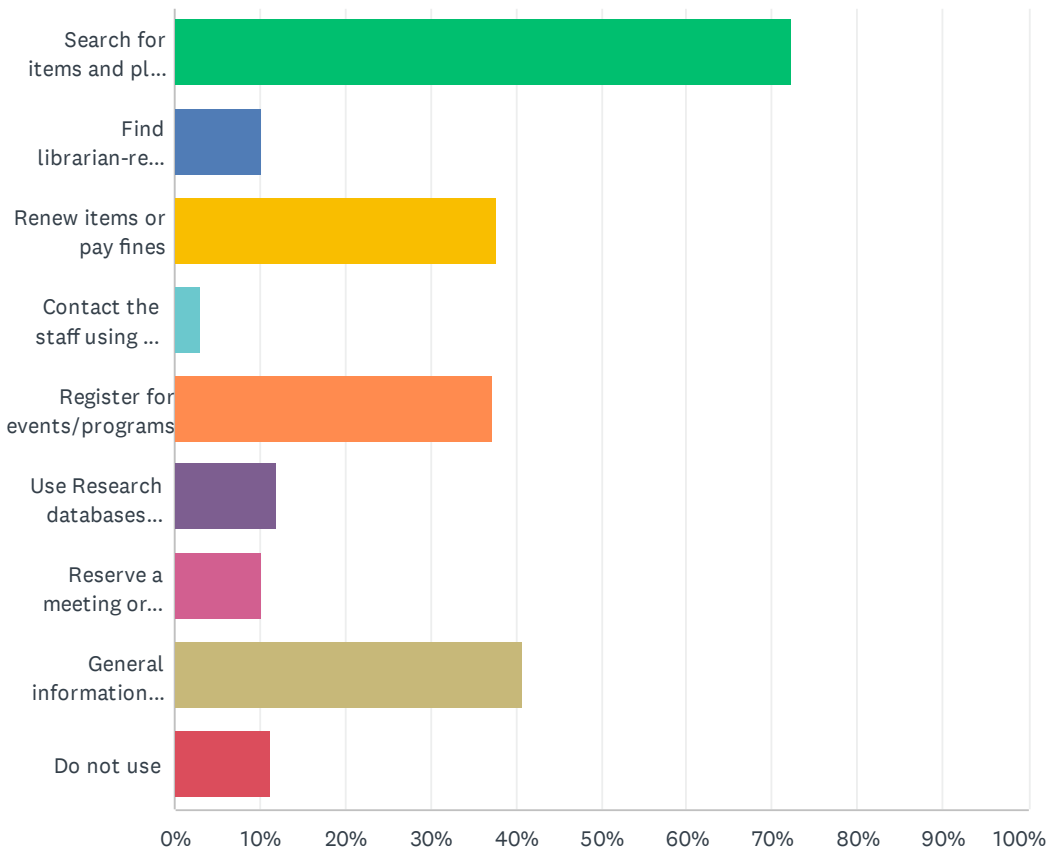


ANSWER CHOICES	RESPONSES	
Arts & crafts	26.88%	834
Electronics & technology	27.17%	843
Outdoor games	12.99%	403
Household	12.05%	374
Musical instruments	11.57%	359
Science & education	22.49%	698
Tools	15.47%	480
None	42.38%	1,315
Total Respondents: 3,103		



## Q18 How do you use the library’s website (www.rhpl.org)? (check all that apply)

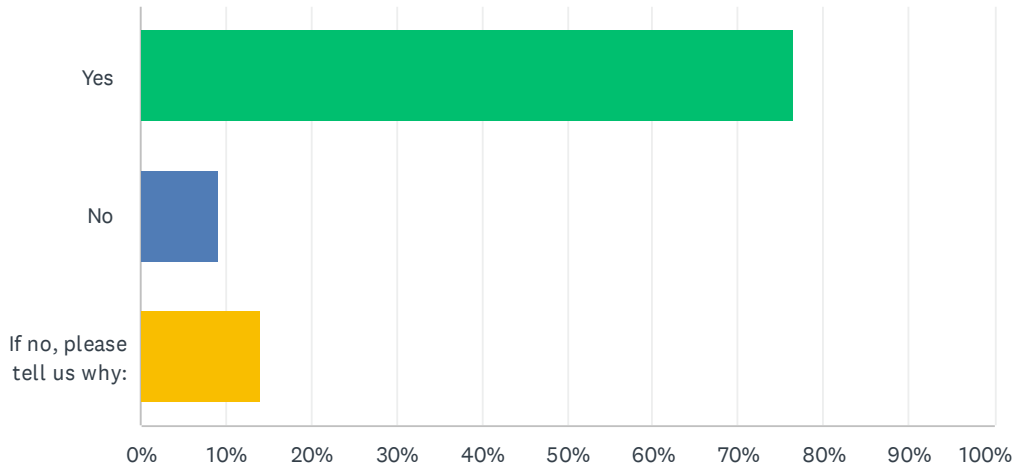
Answered: 3,423 Skipped: 83



ANSWER CHOICES	RESPONSES	
Search for items and place hold requests	72.28%	2,474
Find librarian-recommended titles	10.20%	349
Renew items or pay fines	37.66%	1,289
Contact the staff using the chat feature	2.92%	100
Register for events/programs	37.34%	1,278
Use Research databases (ValueLine, Consumer Reports, WorldBook, etc.)	11.92%	408
Reserve a meeting or study room	10.25%	351
General information about library services, hours, phone numbers, etc.	40.72%	1,394
Do not use	11.39%	390
Total Respondents: 3,423		

## Q19 If the library offered an app you could download and use for library services, would you use it?

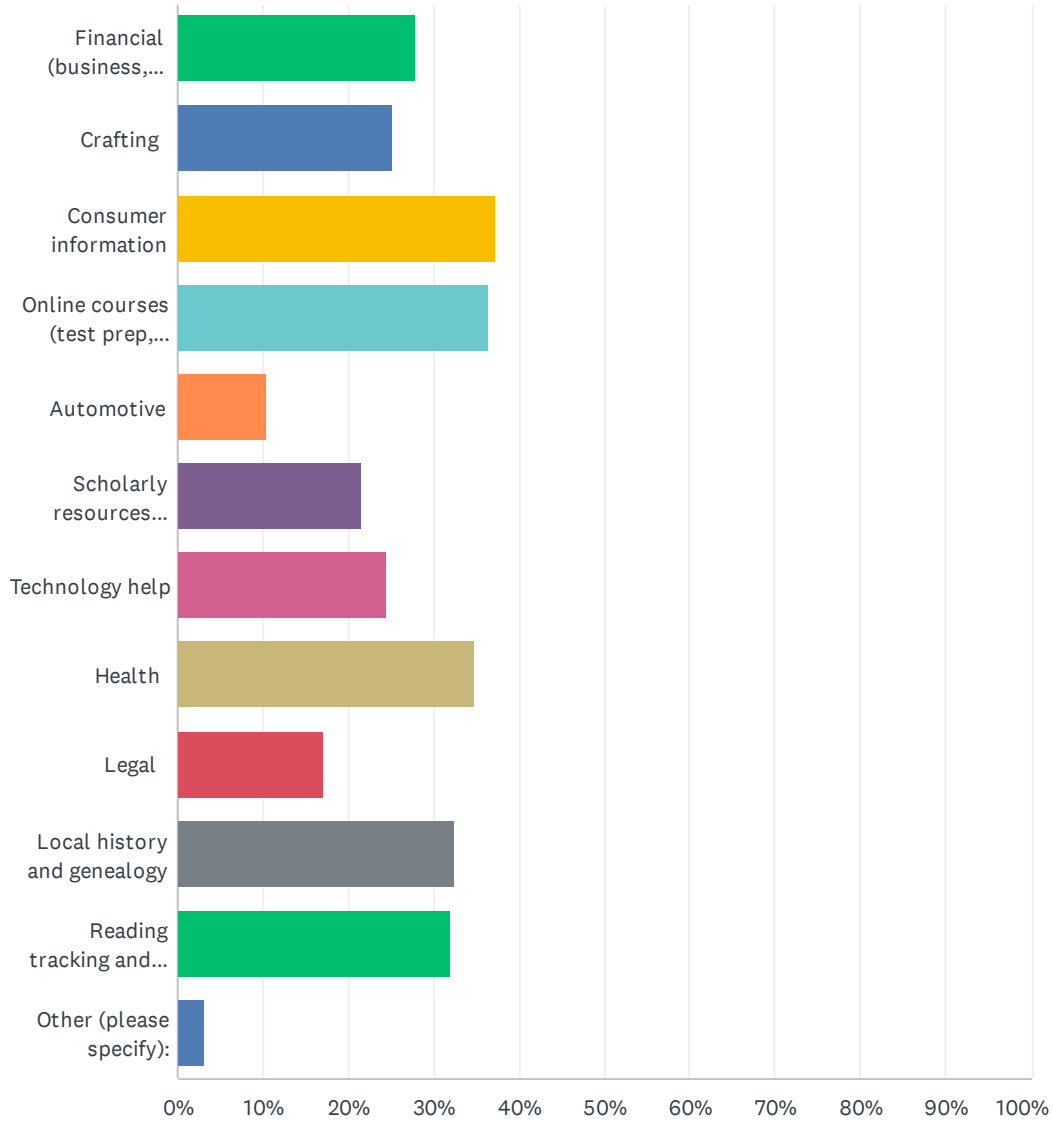
Answered: 3,403 Skipped: 103



ANSWER CHOICES	RESPONSES	
Yes	76.64%	2,608
No	9.26%	315
If no, please tell us why:	14.11%	480
<b>TOTAL</b>		<b>3,403</b>

## Q20 What kind of online resources are you interested in using through the library?

Answered: 2,938 Skipped: 568

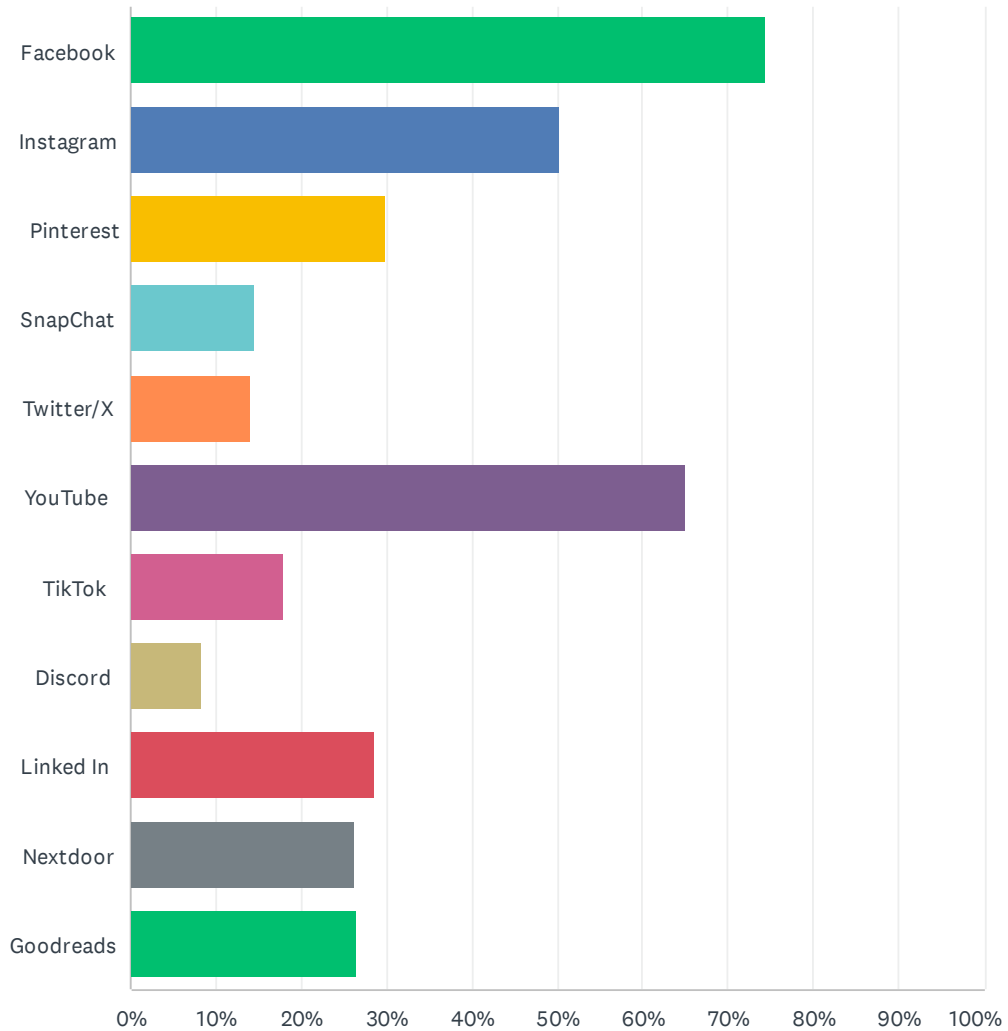


## RHPL Community Survey (2024)

ANSWER CHOICES	RESPONSES	
Financial (business, investments)	28.01%	823
Crafting	25.26%	742
Consumer information	37.24%	1,094
Online courses (test prep, language learning)	36.52%	1,073
Automotive	10.35%	304
Scholarly resources (report help, study guides, academic research)	21.55%	633
Technology help	24.51%	720
Health	34.79%	1,022
Legal	17.12%	503
Local history and genealogy	32.33%	950
Reading tracking and/or book review websites and apps	31.93%	938
Other (please specify):	3.13%	92
Total Respondents: 2,938		

### Q21 Which of the following websites, if any, do you or anyone in your household use on a regular basis? (check all that apply)

Answered: 3,186 Skipped: 320

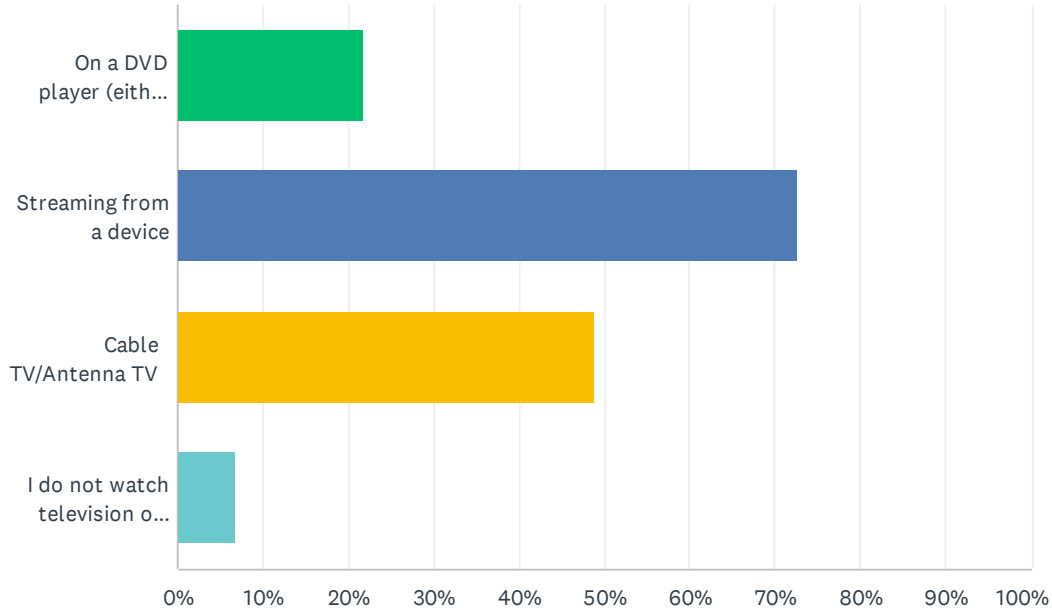


## RHPL Community Survey (2024)

ANSWER CHOICES	RESPONSES	
Facebook	74.36%	2,369
Instagram	50.25%	1,601
Pinterest	29.82%	950
SnapChat	14.53%	463
Twitter/X	14.03%	447
YouTube	65.13%	2,075
TikTok	17.83%	568
Discord	8.25%	263
Linked In	28.66%	913
Nextdoor	26.15%	833
Goodreads	26.52%	845
Total Respondents: 3,186		

## Q22 Do you or anyone in your household watch television shows or movies on a regular basis? If so, how do you watch? (check all that apply)

Answered: 3,419 Skipped: 87

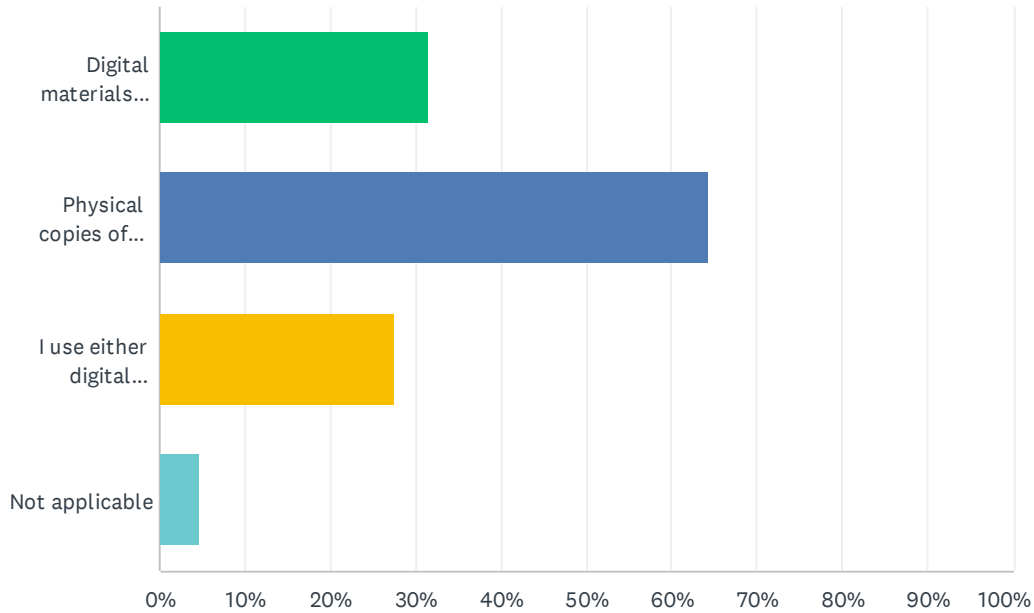


ANSWER CHOICES	RESPONSES	
On a DVD player (either a standard or BluRay player)	21.67%	741
Streaming from a device	72.74%	2,487
Cable TV/Antenna TV	48.79%	1,668
I do not watch television or movies on a regular basis.	6.79%	232
Total Respondents: 3,419		



Q23 The library collects and maintains a range of materials for patrons to borrow. Please tell us which type of library materials you prefer to borrow:

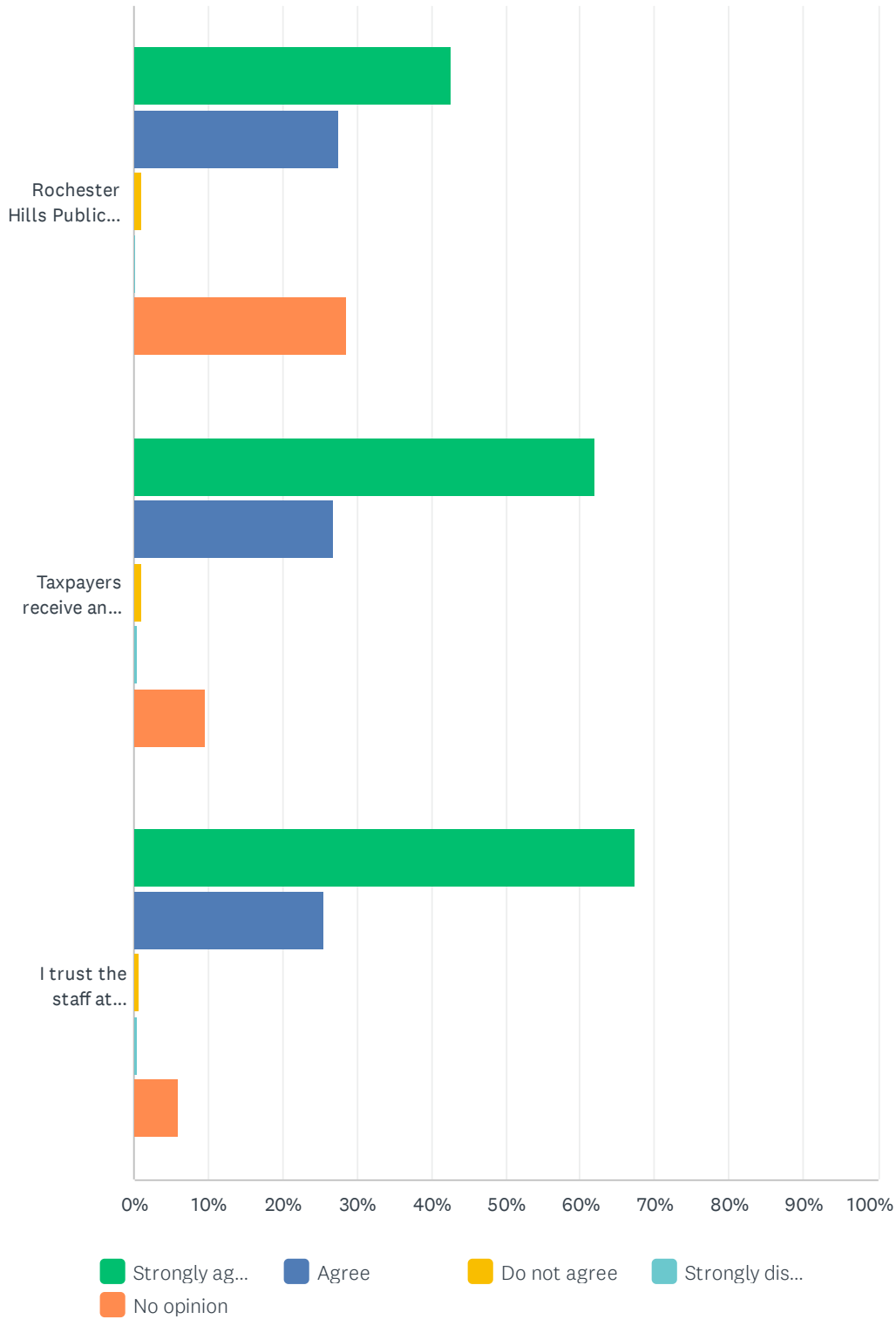
Answered: 3,405 Skipped: 101



ANSWER CHOICES	RESPONSES	
Digital materials (eBooks/eAudiobooks/streaming music & movies).	31.66%	1,078
Physical copies of library materials.	64.35%	2,191
I use either digital materials or physical copies of a title (whichever format I can get first)	27.61%	940
Not applicable	4.70%	160
Total Respondents: 3,405		

## Q24 How much do you agree with the following statements?

Answered: 3,441 Skipped: 65

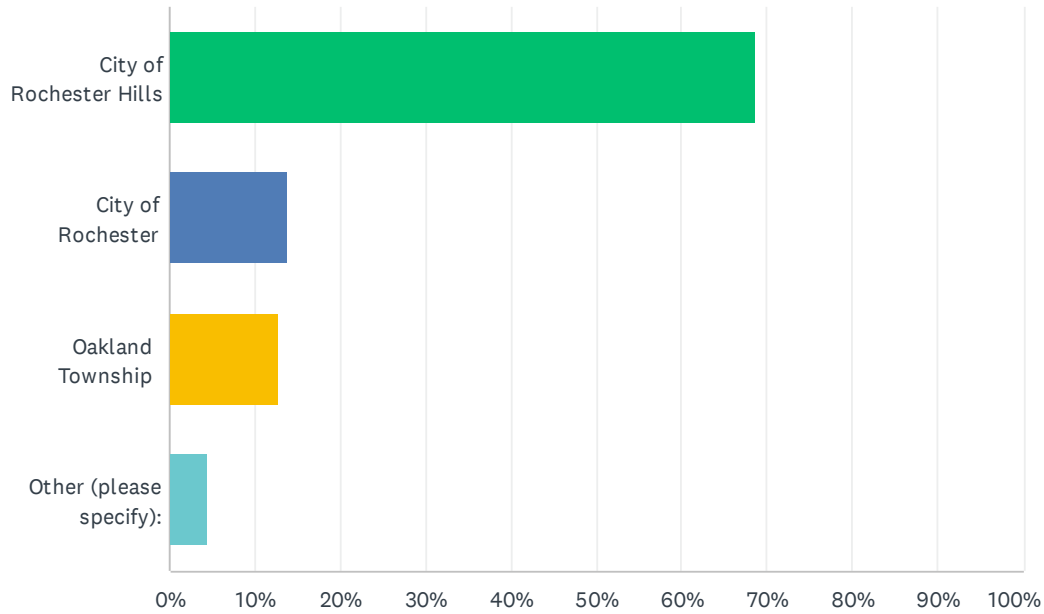


## RHPL Community Survey (2024)

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>DO NOT AGREE</b>	<b>STRONGLY DISAGREE</b>	<b>NO OPINION</b>	<b>TOTAL</b>
Rochester Hills Public Library does an excellent job managing its budget and finances.	42.59% 1,460	27.51% 943	0.99% 34	0.23% 8	28.68% 983	3,428
Taxpayers receive an excellent value for the property taxes paid to the library.	62.09% 2,131	26.86% 922	1.05% 36	0.32% 11	9.67% 332	3,432
I trust the staff at Rochester Hills Public Library.	67.34% 2,311	25.67% 881	0.58% 20	0.35% 12	6.06% 208	3,432

## Q25 Please indicate where you live:

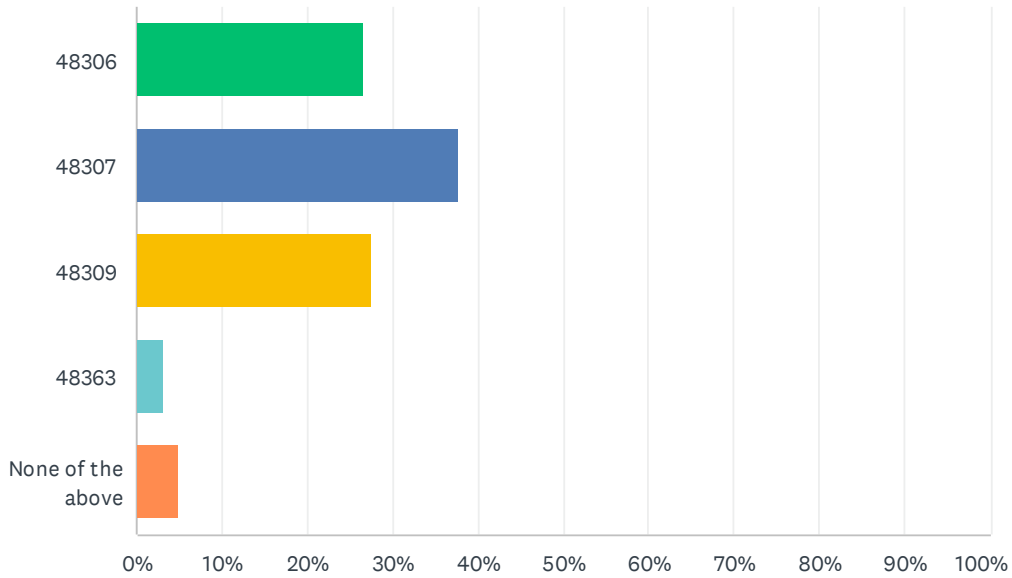
Answered: 3,447 Skipped: 59



ANSWER CHOICES	RESPONSES	
City of Rochester Hills	68.73%	2,369
City of Rochester	13.95%	481
Oakland Township	12.74%	439
Other (please specify):	4.58%	158
<b>TOTAL</b>		<b>3,447</b>

## Q26 Please indicate the ZIP code where you live:

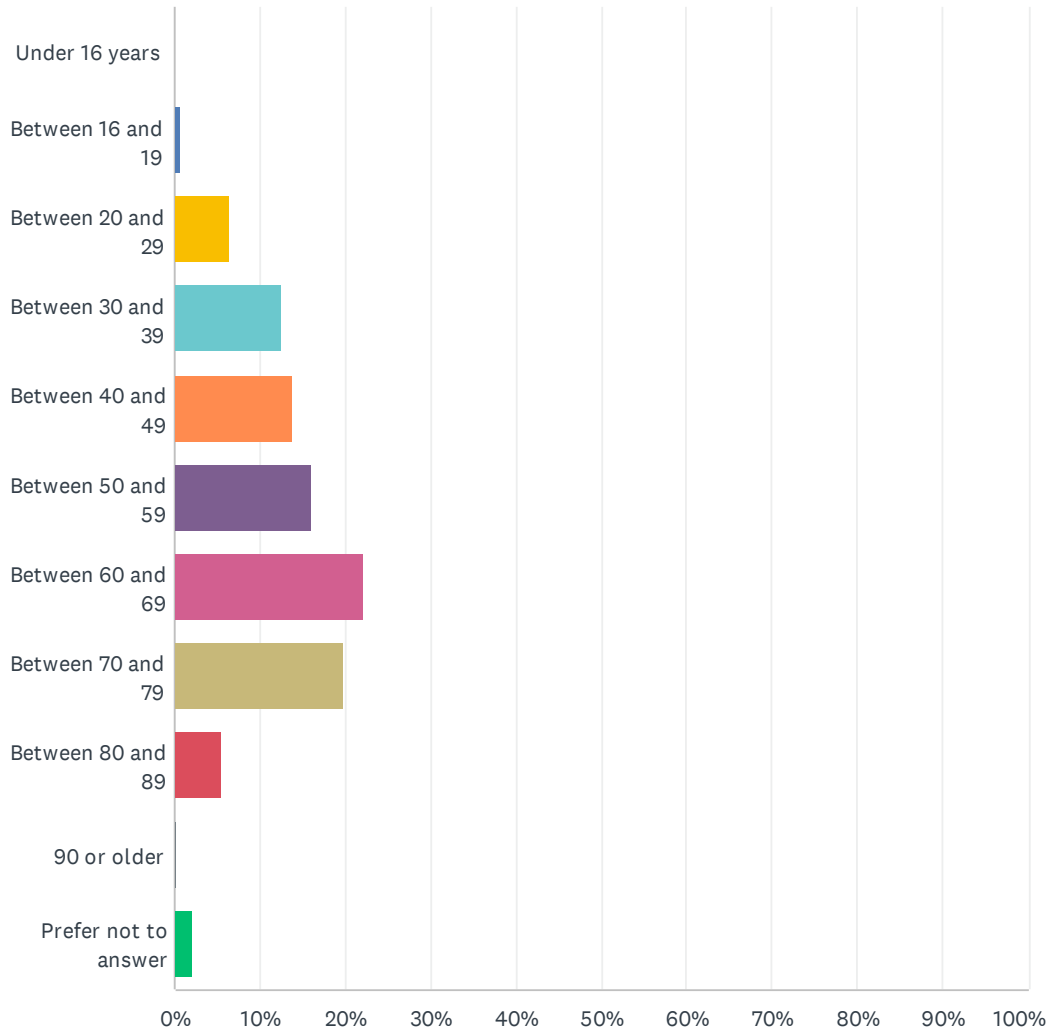
Answered: 3,450 Skipped: 56



ANSWER CHOICES	RESPONSES	
48306	26.72%	922
48307	37.68%	1,300
48309	27.57%	951
48363	3.16%	109
None of the above	4.87%	168
<b>TOTAL</b>		<b>3,450</b>

## Q27 What is your age?

Answered: 3,453 Skipped: 53

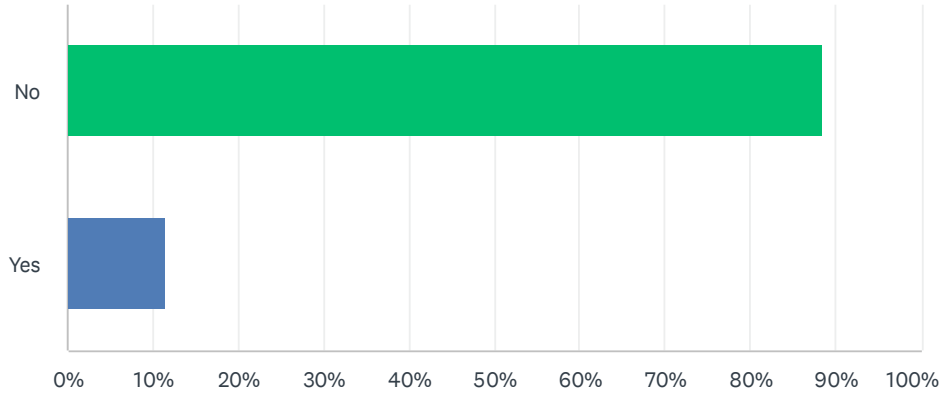


## RHPL Community Survey (2024)

ANSWER CHOICES	RESPONSES	
Under 16 years	0.09%	3
Between 16 and 19	0.72%	25
Between 20 and 29	6.37%	220
Between 30 and 39	12.60%	435
Between 40 and 49	13.96%	482
Between 50 and 59	16.02%	553
Between 60 and 69	22.27%	769
Between 70 and 79	19.92%	688
Between 80 and 89	5.50%	190
90 or older	0.32%	11
Prefer not to answer	2.23%	77
<b>TOTAL</b>		<b>3,453</b>

Q28 As always, the library welcomes your feedback. Would you like to share any comments with us or have a staff member contact you about a specific issue or question?

Answered: 3,439 Skipped: 67



ANSWER CHOICES	RESPONSES	
No	88.40%	3,040
Yes	11.60%	399
TOTAL		3,439



**Q29 Please leave a compliment below. (optional: include your full name so we may quote you in library publicity)**

Answered: 885 Skipped: 2,621

**Q30 Please leave us your suggestion or concern. (optional: include your full name and phone number or email address if you wish to be contacted)**

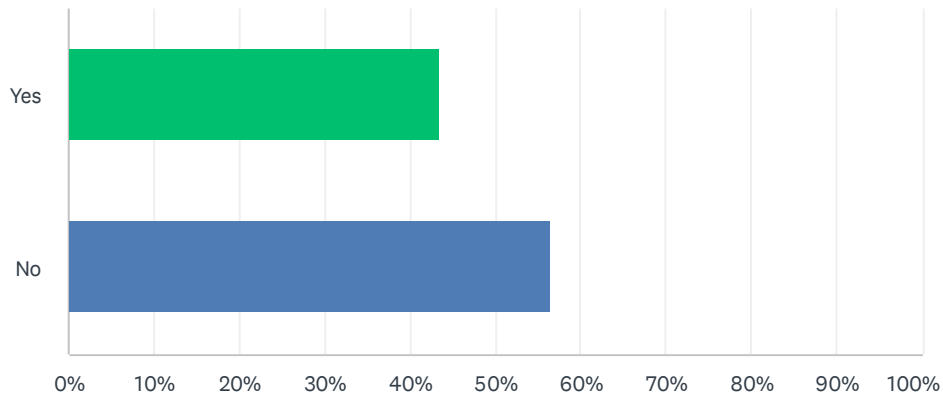
Answered: 509 Skipped: 2,997

**Q31 Do you have a question or other issue you would like to be contacted about? (required: include your full name and phone number or email address)**

Answered: 237 Skipped: 3,269

Q32 We are seeking residents of all ages and backgrounds who would be willing to periodically help the library develop and test new services, as well as participate in surveys more than once every other year. The library will not share your personal information or your email address. You may opt-out at any time. Would you be willing to participate?

Answered: 2,936 Skipped: 570



ANSWER CHOICES	RESPONSES	
Yes	43.49%	1,277
No	56.51%	1,659
TOTAL		2,936

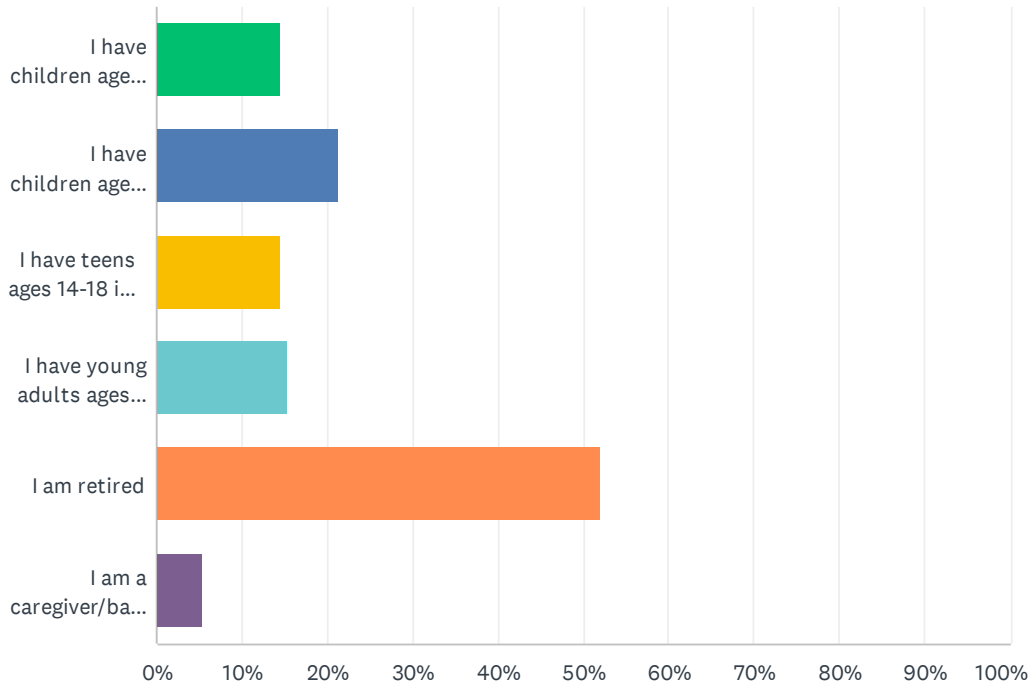
## Q33 Contact information:

Answered: 1,388 Skipped: 2,118

ANSWER CHOICES	RESPONSES	
Full Name	99.71%	1,384
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	99.42%	1,380
Phone Number	94.38%	1,310

### Q34 Extra information:

Answered: 1,123 Skipped: 2,383



ANSWER CHOICES	RESPONSES	
I have children ages 0-5 in my household	14.51%	163
I have children ages 6-13 in my household	21.28%	239
I have teens ages 14-18 in my household	14.60%	164
I have young adults ages 19-25 in my household	15.41%	173
I am retired	52.09%	585
I am a caregiver/babysitter of young children in my household	5.25%	59
Total Respondents: 1,123		

# 2024 PLA Annual Conference Summary

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Prepared by Juliane Morian, Mary Davis, Jackie Hay, Wendy Lehman, Betsy Raczkowski, Allison Sartwell

## Opening Keynote with Shola Richards

- Civility begins with kindness (not necessarily niceness)
- Guiding principles for service or how to act fundamental come down to answering three questions: is it kind, is it true, is it necessary?

Takeaway for RHPL: As the library hones its values and social contract with the community at large, it is important to understand the merits of a culture of inclusiveness. The day-to-day work of libraries may be hard (at times) but what can make it easier is a shared commitment to being kind.

## Library as Studio: Why Original Content is Important for Libraries

- Viewing updates via video is the way of the future and important for promotion, internal communication, instruction, job support/training.
- YouTube should be intentionally curated with playlists and wrappers for video production.
- With a small investment, videos can be improved from scrappy to professional looking.

Takeaway for RHPL: Develop marketing standards for what lives on the RHPL YouTube page (and what is archived because it is out of date). Add playlists to YouTube to orient patrons to the site. Consider a quarterly overview of the newsletter at HD video quality so that it can be shared to Rochester Hills TV (RHPL has reached out to RH TV, but they have been slow to respond and revive the RHPL video series).

## Choosing the best dementia programs and resources

- The panel discussed memory cafes and the Tales and Travels programs often offered at libraries. They stressed the activities, books, and song choices should not be childish. Books will likely include youth non-fiction, specifically those with fewer words and lots of photographs. Also coffee table books with vibrant photos and travel brochures and maps as opposed to something like a Fodor's travel guide. Jokes, music with lyrics, and poetry are also great for stimulation.

Takeaway for RHPL: Resources should be shared with staff so they can begin to expand what is done at the memory cafe and/or look into offering other programs from patrons who are living with dementia.

## Anti-Racist Reader Services: Beyond the Basics

- The session discussed the importance of having everything in writing, such as: a Personal Diversity Mission Statement and Display Guidelines and approaching any complaints with respect, both to the person filing the complaint and respect towards the community as a whole
- To meet the community's needs and intentionally bring diverse titles to light with displays, purchasing and having recommended book lists.

Takeaway for RHPL: To look into having a Personal Mission Statement (Diversity Statement), creating displays with intentional diversity that meet the Display Guidelines and meeting the community needs.

## Serving the Stonewall Generation: LGBTIQ+ Older Adults

- Public libraries often have displays and programming for young adults, but not enough visibility (of collections and programs) for adults/older adults within the LGBT community.
- Consider options like book groups, film screenings/documentary screenings, virtual tours of the Stonewall National Museum and Archives (located in Florida).
- Public libraries that are doing good work in this area that can provide inspiration are Denver Public Library and Hollywood Library in CA.

Takeaway for RHPL: RHPL offered a program on the history of Stonewall riots in 2021. It would be good to pull statistics on attendance and either continue to program for adults intentionally in June OR choosing a different month as well. LGBT events should not be isolated to the month of June but “marbled” into any display.

## We see you: Programming for adults with intellectual and developmental disabilities

- Allen County (Indiana) Public Library partners with various organizations to offer book clubs for adults with intellectual and developmental disabilities (IDD).
- Remember that those with IDD are not a monolith. It’s vital to plan for various levels of ability. In choosing books and songs, although the books will likely come from the youth collection, titles should not be childish. Providing lots of types of activities is helpful.
- Noise levels may increase and some visitors may randomly “scream” or talk to themselves.

Takeaway for RHPL: Although we have the MYLE kits and some puzzles, creating some in-house, non-circulating bins with different manipulatives (fidgets, puzzles, games, etc.) would provide activities for groups who visit the library fairly frequently, instead of them simply sitting at tables.

## Seniors digital literacy community librarians at Toronto Public Library

- The presenter discussed Toronto Public Library’s six week digital course offered to seniors. The course starts at a very basic level (how to use a mouse) and works towards searching the worldwide web and composing emails (with attachments!). the presenter stressed some sessions may take more than a week. Patience is vital!
- Participants are provided internet connectivity kits (a laptop and hotspot) to keep during the course. They could use these to practice when they were at home.
- TPL is a huge system, with 100 branches and multiple staff dedicated to this service/program.

Takeaway for RHPL: Although RHPL could not do the in-depth training TPL does, offering a series similar to their six week course could be feasible. Budgeting for or seeking a grant for the internet connectivity kits would a wonderful service to enhance patron’s learning experience.

## Changing Subject Headings for a More Inclusive Library:

- Some subject headings are biased and have discriminatory language from the LCSH.
- Setting goals to meet the changing of subject headings and considering the needs of the patrons.
- By changing the subject headings both libraries found that it created more inclusivity, sensitivity and exposure to terms.



- Examples:
  - "homosexuality" to "LGBTQ people"
  - "Poverty" to "Economic Status"
  - "Blacks in popular culture" to "Black people in Popular Culture"
- Added terms: BIPOC
- Start with a spreadsheet or map of terms to start changing.
- Used ILS: Sierra and Backstage to change terms.

Takeaway for RHPL: We can look through and see what terms we would like to change to be more inclusive and see if we can change terms manually instead of going through another product.

## Challenging Times: Unite against Book Bans & ALA's Policy Corp

- The session discussed the importance of having a strong Collection Development Policy and having more steps involved within book challenges.
- Discussed having a flow chart for staff when a patron wants to challenge a book and the process of how to handle the interaction.
- Recommended looking into "Book Resumes" when a book is challenged or one that is frequently challenged throughout the country.

Takeaway for RHPL: Consider looking through Book Resumes for frequently challenged book titles and to create a flowchart for staff training for a book challenge interaction.

## Activating AI Education and Algorithmic Literacy at Toronto Public Library

- TPL offers staff-led programs relating to AI including "What is a smart city" (what technologies are being used), "Digital privacy series" (how to stay safe online), and "Eye on A.I." (ask important questions about AI).
- They collaborate with many other organizations and agencies to provide large programs. One example was being part of a local music festival where as a band played, AI scenes were displayed on a screen to match the feel of the music.
- Digital citizenship day was a collaboration with [MediaSmarts](#) where there were panel discussions with topics such as challenges faced within digital spaces, ethical considerations with AI, and how to spot mis/disinformation.

Takeaways for RHPL: This sparked some thought on potential programs RHPL could offer about digital spaces and AI, including specific topics they discussed (challenges, ethics, mis/disinformation). They also shared specific AI generators that could be used, if we're not already using them.

## African American isn't a genre: collecting and promoting Black books

- Staff from the Memphis Public Library shared some hard truths and discussed how libraries can move forward. They take the concept of the Reader's Advisory Interview and call it a

conversation. The conversation involves a give and take, creating trust, in order to get as much information from a patron to help them find the right book.

- Cross Race Interpersonal Efficacy (feeling most comfortable with those like you) VS Culturally Responsive Caring (making an effort to understand the social and emotional context of interactions with patrons). In order to do responsive caring, libraries and librarians must learn to recognize their biases.

Takeaways for RHPL: I think RHPL has done a good job of diversifying collections, now we must diversify the reader's advisor conversation. Based on the give and take, we must be willing to recommend books by authors and about people who may be different from the reader's "norm". As in many sessions, this could be as simple as starting to display authors and books of lesser known names. (not displaying high demand authors/titles, as they'll be found anyway).

## Beyond the Numbers: Building a Culture of Data-Informed Decision-Making

- Columbus Metropolitan Library staff shared how they've worked to build data into their long term strategic plan through emphasizing core values of learning and curiosity, and highlighting both quantitative and qualitative data.
- Some projects they've done: electronic resource review, instant digital card, shelf allocation analysis, targeted emails to inactive cardholders, targeted emails inviting physical magazine users to explore digital magazine offerings, PC rightsizing

Takeaways for RHPL: Sharing more stats and data visualizations with staff can help them see what's going on and where we want to go – we try to set ambitious goals and I think it would be nice to share more visual progress reports with staff.

## How to Say the Hard Things: Lessons Learned in Years of Crisis

- The Kenosha public library has experienced several years of crisis following the pandemic including civil unrest, negative national attention, and book challenges. The presenter, Assistant Director Brandi Cummings, has a background in communications.
- In addition to defining the basics of communications, Brandi spoke about the "Why" behind responding in moments of crisis, noting that a library's duty is always to the truth, not righteousness (meaning, it is not our job to convince anyone of anything.)

Takeaways for RHPL: Brandi spoke a lot about staff training. While RHPL does have a communications department, I think it would be very helpful for all staff to have some form of media training, if only to make them more confident in tense moments. She shared results from a survey of staff regarding their understanding of communication (the concept, not the study) that was instrumental in designing training.

## Access Denied: The Journey to Making Your Library More Accessible.

- South Carolina State Library and the Virginia Beach Public Library presented on accessibility standards and practices, noting right away that compliance with ADA requirements is the bare minimum a library can do to increase access.
- Virginia Beach underwent an entire rebrand on its “Accessible Resources and Services Unit” which included moving to an accessible branch building which nearly doubled their patron base.

Takeaways for RHPL: RHPL should check the relevant data (disabilities in our community) and make sure we aren’t making it harder to use the library. It was also mentioned that any organization with more than 50 people should have an ADA Coordinator on staff. This would be good to look into.

## Working Together: Developing Neurodivergent and IDD Inclusive Volunteer Opportunities

- Plano and Somerset Country libraries discussed their volunteering programs, which included a highly organized program of intensive training and a rubric that noted requirements, benchmarks, and procedures.
- They spoke about the necessity to have all staff trained in working with Neurodivergent and IDD (Intellectual or developmental disability) individuals in order for the program to be successful.

Takeaways for RHPL: We have expanded our partnership with RCS Adult Education program to provide job training and life skills coaching for volunteers who are neurodivergent or have IDD. While we could not support something this large with only one coordinator, the examples of tasks and jobs will help expand our efforts further.

## Building a Gender-Inclusive Library for Youth

- Two librarians from Denver Public Library presented on gender-inclusivity in youth services, including understanding gender identity and providing a welcoming and inclusive environment
- Gender identity was presented as “who you know yourself to be” and explained as a spectrum of masculine, feminine, non-binary, or other

Takeaways for RHPL: The RHPL youth dept is already very inclusive of patrons no matter their gender. However, we should be mindful of making sure all feel included by not using binary language (eg: boys & girls) in programming and not labeling adults without knowing their gender (ma’am, sir, etc). We must also remember that gender identity and expression has nothing to do with sex or sexual preferences and should not be included in our understanding of gender.

## Conducting Diversity Audits of Fairy Tale Collections & Beyond

- Three librarians from Kitsap Regional Library discussed the diversity audit they conducted of one branch’s fairy tale collection
- Findings and recommendations were also presented

Takeaways for RHPL: Kimberlee Gardner has identified conducting a thorough review of the youth fairy tale & folklore collection as one of her 2024 goals. I brought back the report from Kitsap Regional Library to help guide her in the review of our collection.

## Challenging Post-COVID Impacts on School Readiness through Storytime Standards

- Librarians and Dept Heads from Charleston County Public Library system presented local and state stats on school readiness
- Based on these stats, they developed storytime standards to create consistency in storytimes across branches and provide quality early literacy programming for young children and their caregivers, standards were based on the ECRR2 5 Practices of Early Literacy and included multiple signature & core elements

Takeaways for RHPL: RHPL should consider standardizing some elements of our storytimes, while still allowing librarians to present in their individual style. We should also consider working with the PR team to brand our storytimes in a fresh new way.

## Food is a Right: Libraries and Food Justice

- Staff from multiple libraries presented the Urban Libraries Council's recently published white paper, "Food is a Right: Libraries and Food Justice"
- Libraries shared resources, programming, and community partnerships they've made to help guarantee food security (access & quality) in their communities

Takeaways for RHPL: Up to 25% of our community is living in an employed, asset limited, income constricted household. About 10% of RCS students are Title 1-not enough to qualify for "Meet up and Eat Up" summer food programs. Things to consider to connect people in our community to food resources (some we are already doing, but we could improve)-working with the gardening volunteers to create a community food garden, look into partnering with Neighborhood House to provide a little free pantry or a community "freedge" on our grounds, providing a seed library and developing programs to support patrons growing their own foods, offering culinary literacy programs, offering more health & wellness events, sharing community resource information through fliers/social media/programming, partnering with Neighborhood House by offering our parking lot or MPR as a location for mobile food pantry on a regularly scheduled basis.

## Is Bigger Better? The Relationship Between Collection Size and Access Equity

- Weeding makes room for displays, faceouts; being able to see through shelves increases comfort especially for people with PTSD
- Merchandising techniques - rule of 3, face outs at eye level, symmetry
- Heat mapping of in-person circulations by shelf
- Put stuff you want people to check out on pathways to zones they're visiting already - case study put new materials further back to boost circulation of everything on the way to the new materials

Takeaways for RHPL: With upcoming changes in AS, consider reevaluating collection locations and how we do displays and faceouts to increase visibility and accessibility.

## **Committee Updates**



## **Other Business**



ROCHESTER HILLS  
PUBLIC LIBRARY