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.

June 10, 2025 – 7 p.m.

Agenda

I. Call to order of the regular meeting

II. Public Comments*

III. Approval of the Agenda

IV. Minutes of regular meeting on May 13, 2025

V. Treasurer's Report for May 2025

VI. Monthly bills for May 2025 in the amount of $714,257.52

VII. Communications

   a. Customer Comments
   b. Press Coverage

VIII. Reports

   a. Library Director
   b. Statistical Report

IX. Committee Updates - none

X. Other Business

   a. Discussion of proposed contract between RHPL and the City of Rochester

XI. Board Comments

XII. Questions and Comments from the Liaisons

XIII. 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
May 13, 2025

I. The Board of Trustees of the Rochester Hills Public Library held a regular meeting on Monday, May 13, 2025. The President called the meeting to order at 7:00 pm in the boardroom of the library. The presiding officer was Bob Bonam.

A quorum of the board included Melinda Deel, Anne Kucher Madge Lawson, and Harper West.

Julianne Reyes was absent with prior notice given. Anne Kucher served as the Acting Secretary for the May meeting.

Guests included Library Director Juliane Morian, and Brad Basa and Tom Oziem who are engineering consultants at Synergy Consulting Engineers. Zach Benedict, Principal at MKM Architecture + Design attended the meeting remotely.

One member of the public was present.

II. Public Comments - none

III. Presentation of the RHPL Facilities Condition Assessment

A. Mr. Basa, Mr. Oziem, and Mr. Benedict led the board through a presentation of their methodology and findings related to completing a comprehensive building assessment. The full report was included in the May board packet. Much of their presentation focused on items flagged with high urgency for repair or updates - such as the entryway pavers, automatic doors, and full overhaul of the HVAC systems.

1. There was a question from Ms. Lawson in regards to sufficient footprint to replace things like air-handling units. Mr. Basa confirmed that often the replacement parts will be smaller than the existing units, so where the equipment will reside will not need to change. He did advise that the lead-time on procuring parts was exceptionally long, and that RHPL should plan 8-10 months in advance of the project start date to acquire HVAC equipment.
2. There was a question from Ms. West in regard to window replacement. Mr. Benedict stated that it would be fairly easy to determine if the windows identified as deficient were a result of expected problems typically seen at end-of-useful-life or if there were extenuating building envelope problems as it related to water infiltration. Ms. Morian said she would follow up with the Facilities Manager to investigate this particular issue.
3. There was a conversation about the trends in commercial buildings to add more unisex bathrooms, as opposed to the communal gendered bathrooms. Mr. Benedict strongly encouraged RHPL to consider space and budgets to determine if it could support using only unisex bathrooms/family-style bathrooms moving forward with building renovations.

B. The team from Synergy Consulting Engineers concluded their presentation and informed the board that they can be used as procurement specialists on a project-by-project basis, or retained as an owner's agent for long-term needs. The use of a third-party consultant such as Synergy equips the library with an objective team of quality-control specialists and frees up library board and staff to focus on long-range planning. Costs for this level of consultation and expertise is typically .5% of the total project cost.

C. The board and Ms. Morian thanked the consultants for their review and they left the meeting at 7:50pm. Ms. Morian said she would prepare a high-level timeline of building improvements for the board to review at a future RHPL board meeting.

IV. Approval of the Agenda

A. On a motion by Ms. West, which Ms. Deel seconded, the agenda was unanimously approved as presented with no discussion.

V. Minutes

A. On a motion by Ms. West, which Ms. Deel seconded, the board unanimously approved the meeting minutes from April 8, 2025 with no changes or additional discussion.

VI. The Treasurer's Report was reviewed and filed.

VII. Monthly Bills

A. On a motion by Ms. Deel, which Ms. Lawson seconded, the board unanimously approved the monthly bills for April 2025, which totaled $416,511.56 with no discussion.

VIII. Communications

A. The board reviewed and filed the communications

IX. Reports

A. The board reviewed and filed the director's report and the statistical report.

1. The Oakland Township Library Board President was not in attendance to provide comments regarding his community so Ms. Morian relayed what she had learned from him about the Oakland Township Library Board's progress towards securing funding for a new library contract with RHPL. Ms. Morian said that OTLB would be putting forth two ballot proposals on the August 5, 2025 special election in Oakland Township (RHPL will serve as the early voting site). One ballot proposal will be for a renewal of the existing millage (set to expire in 2026) and the second one will be for an additional millage to cover the difference between the 2026 millage and the agreed upon millage rate outlined in the contract negotiations.
2. There was no official update from the City of Rochester regarding the status of their contract renewal with RHPL, but Ms.Morian indicated that she is aware that city administrators in Rochester are actively working to present an updated RHPL with Rochester City Council before June 30, 2025.
3. The board thanked Ms. Morian for securing a sizable grant from the Rochester Rotary Club to be used in the youth services room as part of a remodel of that

space. The board also congratulated Ms. Morian for being nominated to the Rochester Rotary Club's executive board.

X. Committee Reports - none

XI. Other Business

A. Ms. Morian presented two options for updating spaces to accommodate new staff workspaces which would be more efficient for the staff and free up space that can be used by the public and patrons. The board provided tacit approval to continue research options. Ms. West suggested that if either project could wait until a new architect was retained for their opinion on the spaces, that may be prudent.

B. Ms. Morian also presented a quote from a trusted vendor on modernizing the elevator per 2028 code compliance. The quote was in excess of $80,000 and as a result Ms. Morian said they would put this project out to bid to ensure competitive pricing.

C. Ms. Morian reiterated that over the next few months, she will walk the board through options to select and retain an architect and construction firm for building improvement projects.

XII. Board Comments

A. Ms. Deel said that she attended the Wine, Wit, and Wisdom fundraisers on April 26th and thanked the Friends for hosting such a lovely event (per usual). She also said that she felt fortunate to attend the Authors in April (AIA) banquet and expressed her thanks to the AIA board for bringing amazing authors to the Rochester area and enlightening our community with a time-honored event.

B. Ms. Kucher stated that she also attended the Wine, Wit, and Wisdom fundraiser the the AIA banquet and reiterated what Ms. Deel said.

XIII. Questions from the Liaisons - none

XIV. The regular meeting adjourned at 9:08 pm.

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Anne Kucher, Acting Secretary

Treasurer's Report

ROCHESTER HILLS
PUBLIC LIBRARY

ROCHESTER HILLS PUBLIC LIBRARY
Balance Sheet
May 31, 2025

ASSETS

Current Assets				
Circ Registers/Coin	$	2,020.00		
Payroll - PNC		14,357.74		
Operating - PNC		74,743.32		
MI Class - Operating Fund		1,083,810.90		
Operating - UBS		5,234,738.17		
Plant - UBS		688,032.03		
Self-Insurance - UBS		8,039.07		
Vanguard		16,317.26		
Total Current Assets				7,122,058.49
Other Current Assets				
Oper Fund Accrued Interest		1,752.07		
Total Other Current Assets				1,752.07
TOTAL ASSETS			**$**	**7,123,810.56**

LIABILITIES AND FUND BALANCE

Current Liabilities				
Staff Cash (pop cans)	$	20.94		
Flexible Spending W/H Payable		16.17		
Supplemental Ins W/H Payable		533.43		
Total Current Liabilities				570.54
Fund Balance				
Fund Balance-Unrestricted		2,394,916.53		
Fund Balance - Assigned		675,000.00		
Current Year Operations		4,053,323.49		
Total Fund Balance				7,123,240.02
TOTAL LIABILITIES & FUND BALANCE			**$**	**7,123,810.56**

Unaudited - For Management Purposes Only

Rochester Hills Public Library
Budget vs Actual
For the Period January 1, 2025 through May 31, 2025

	Current Month	YTD Actual	YTD Budget	YTD Variance	Annual Budget
Revenues					
Rochester Hills	140,796	5,280,907	2,194,792	3,086,115	5,267,500
City of Rochester	0	304,770	253,975	50,795	609,540
Oakland Twp	0	537,704	455,557	82,147	1,093,336
State Aid	0	79,207	64,542	14,665	154,900
OTBS	0	160,026	66,667	93,359	160,000
Penal Fines	0	0	60,625	(60,625)	145,500
Fines and Fees	6,525	28,901	17,500	11,401	42,000
Interest	27,188	102,413	22,958	79,455	55,100
Gains/Losses	1,786	10,827	0	10,827	0
Designated Gifts	290	3,455	4,167	(712)	10,000
Undesignated Gifts	125	3,179	14,583	(11,404)	35,000
Undesignated Gifts-Friends	0	0	79,167	(79,167)	190,000
Grants	0	0	1,042	(1,042)	2,500
Miscellaneous Revenue	2,401	9,138	6,250	2,888	15,000
Transfer-ReservedPlant	0	0	0	0	0
Total Revenues	179,111	6,520,527	3,241,825	3,278,702	7,780,376
Expenditures					
Payroll	306,525	1,054,836	1,160,166	(105,330)	2,784,400
Employee Benefits	58,672	253,612	275,458	(21,846)	661,100
Books	29,695	140,606	172,541	(31,935)	414,100
Print Subscriptions	656	1,309	6,667	(5,358)	16,000
Electronic Materials	32,928	230,532	271,667	(41,135)	652,000
Innovative Items	853	8,564	9,583	(1,019)	23,000
Audiovisual	4,152	21,263	39,541	(18,278)	94,900
Bookmobile Operation	1,166	9,688	7,292	2,396	17,500
OTBS	81	2,246	2,708	(462)	6,500
Voice and Data Services	1,752	22,985	10,834	12,151	26,000
Utilities	14,855	83,430	72,916	10,514	175,000
Insurance	0	2,552	8,333	(5,781)	20,000
Professional/Contract Services	23,768	51,447	51,467	(20)	102,800
Supplies	6,971	15,675	13,417	2,258	32,200
Promotion and Printing	11,820	27,404	31,850	(4,446)	67,340
Mileage	865	1,359	1,250	109	3,000
Postage	1,216	17,996	9,167	8,829	22,000
Staff Development/Membership	2,663	16,569	16,334	235	39,200
Programs	6,099	22,100	31,250	(9,150)	75,000
Facilities Maintenance	14,646	88,026	102,707	(14,681)	246,500
IT Maintenance	1,457	130,377	57,501	72,876	138,000
Staff/Volunteer Recognition	2,990	4,974	2,500	2,474	6,000
Gift and Grant Expense	847	4,315	0	4,315	0
Tax Tribunal Refunds	0	0	208	(208)	500
Equipment/Fixed Assets	24,103	32,898	11,250	21,648	27,000
Bookmobile Improvements	140,305	200,305	125,000	75,305	300,000
Building Improvements	20,061	22,139	819,000	(796,861)	1,069,000
Contingency	0	0	41,667	(41,667)	100,000
Total Expenditures	709,146	2,467,207	3,352,274	(885,067)	7,119,040
Revenue Over Expenditures	(530,035)	4,053,320	(110,449)	4,163,769	661,336

Monthly Bills

ROCHESTER HILLS
PUBLIC LIBRARY

Capital One Business

Spark Cash Select credit card | Visa Signature Business ending in 9289
Apr 17, 2025 - May 17, 2025 | 31 days in Billing Cycle

Payment Information

Payment Due Date
Jun 11, 2025

For online and phone payments, the deadline is 8pm ET.

New Balance
$10,159.24

Minimum Payment Due
$101.00

LATE PAYMENT WARNING: 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 33.65%.

MINIMUM PAYMENT WARNING: 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:

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	31 Years	$31,611
$405	3 Years	$14,588
Estimated savings if balance is paid off in about 3 years: $17,023		

If you would like information about credit counseling services, call 888-326-8055.

Account Summary

Previous Balance	$6,618.88
Payments	- $6,618.88
Other Credits	- $342.00
Transactions	+ $10,501.24
Cash Advances	+ $0.00
Fees Charged	+ $0.00
Interest Charged	+ $0.00
New Balance	**= $10,159.24**
Credit Limit	$30,000.00
Available Credit (as of May 17, 2025)	$19,840.76
Cash Advance Credit Limit	$15,000.00
Available Credit for Cash Advances	$15,000.00

Rewards Summary

Rewards as of: 05/17/2025

Rewards Balance
$650.38

Track and redeem your rewards with our mobile app or on capitalone.com

Previous Balance	Earned This Period	Redeemed this period
$498.78	$151.60	$0.00

Account Notifications

Please visit capitalone.com for your most current Rewards Program Terms and Conditions. You can also find changes to your Rewards by logging into your account and navigating to the Rewards FAQ section.

Capital One Business

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

Save time, stay informed. Discover new features with the Capital One Mobile app.

Scan this QR Code with your phone's camera to download the top-rated Capital One Mobile app.

Payment Due Date: **Jun 11, 2025** Account ending in 9289

New Balance
$10,159.24

Minimum Payment Due
$101.00

Amount Enclosed
$ _____

Capital One
P.O. Box 4069
Carol Stream IL 60197-4069-69

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

Pay using the Capital One mobile app

Customer Service 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.

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Transactions

Visit capitalone.com to see detailed transactions.

JULIANE T MORIAN #9289: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount
Apr 22	Apr 22	CAPITAL ONE ONLINE PYMTAuthDate 22-Apr	- $6,618.88
Apr 25	Apr 28	LOOMLYAUSTINTX	- $342.00

JULIANE T MORIAN #9289: Transactions

Trans Date	Post Date	Description	Amount
Apr 16	Apr 17	KROGER #492ROCHESTERMI	$22.67
Apr 17	Apr 19	JIMMY JOHNS - 231 - ECOMM248-651-3527MI	$71.48
Apr 19	Apr 21	MEIJER # 260ROCHESTER HLSMI	$105.96
Apr 21	Apr 22	JERSEY MIKES ONLINE UChttps://prod.NJ	$92.80
Apr 27	Apr 28	MONDAY.COMWWW.URL.COMNY	$482.40
Apr 28	Apr 29	ZOOM.COM 888-799-9666ZOOM.USCA	$159.90
Apr 29	Apr 30	BAYSCAN TECHNOLOGIES LLCCOLUMBIA STAOH	$858.76
Apr 30	May 2	SOUTH CAPITAL RAMP TIBALANSINGMI	$15.00
May 2	May 5	IN *ROCHESTER ROTARY CLUB248-6019500MI	$96.50
May 4	May 5	AMAZON RETA* NB1IV7080WWW.AMAZON.COWA	$90.32
May 6	May 7	ROCHESTER REG CHAMBERRRC-MI.COMMI	$100.00
May 8	May 9	CROISSANT GOURMET BAKERYWINTER PARKFL	$24.44
May 9	May 12	METRO AIRPORT PARKINGDETROITMI	$96.00
May 13	May 14	PAPA JOES OAKLAND, LLCROCHESTER HILMI	$15.98
JULIANE T MORIAN #9289: Total Transactions			**$2,232.21**

ALLISON SARTWELL #6129: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

ALLISON SARTWELL #6129: Transactions

Trans Date	Post Date	Description	Amount
Apr 16	Apr 17	TST*PITA WAY - ROCHESTERRochester HilMI	$105.25
Apr 18	Apr 19	CRICUTWWW.CRICUT.COUT	$119.88
Apr 18	Apr 21	TST*PITA WAY - ROCHESTERRochester HilMI	$42.30
Apr 21	Apr 22	Hotmart111-1111111DE	$15.00
Apr 30	May 1	AB* ABEBOOKS.CO KSTOXRABEBOOKS.COMWA	$173.67
Apr 30	May 1	SP THE STORY ENGINERICHMOND HILLON	$164.44
Apr 30	May 1	AB* ABEBOOKS.CO KSTOXTMUNCHEN	$48.54
May 1	May 1	DM STASHPARKWOOD	$12.99
May 1	May 2	AB* ABEBOOKS.CO KSTOXSABEBOOKS.COMWA	$8.76
May 1	May 2	PY *Historical Society of517-3241828MI	$100.00

Additional Information on the next page

Transactions (Continued)

Trans Date	Post Date	Description	Amount
May 2	May 3	EP* DIGIPALOOZA 25EXPOPASS.COMIL	$299.00
May 5	May 6	US.STORE.BAMBULAB.COMUS.STORE.BAMBTX	$115.93
May 7	May 9	GFS STORE #0947ROCHESTER HILMI	$69.96
May 12	May 13	CITY OF ROCHESTER PARKINGROCHESTERMI	$4.00
ALLISON SARTWELL #6129: Total Transactions			**$1,279.72**

MARY DAVIS #9241: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

MARY DAVIS #9241: Transactions

Trans Date	Post Date	Description	Amount
May 5	May 6	CALENDLYCALENDLY.COMGA	$12.00
May 6	May 7	LOWES #02305*ROCHESTER HILMI	$31.69
MARY DAVIS #9241: Total Transactions			**$43.69**

WENDY LEHMAN #9147: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

WENDY LEHMAN #9147: Transactions

Trans Date	Post Date	Description	Amount
Apr 29	Apr 30	KROGER #684MACOMB TWPMI	$31.56
May 14	May 15	Spotify USA877-7781161NY	$19.99
WENDY LEHMAN #9147: Total Transactions			**$51.55**

CAMILLE WESTMORE #4614: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

CAMILLE WESTMORE #4614: Transactions

Trans Date	Post Date	Description	Amount

STEVEN CLEMENT #7892: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

STEVEN CLEMENT #7892: Transactions

Trans Date	Post Date	Description	Amount
Apr 29	Apr 30	AMAZON MKTPL*NB0BW35T2Amzn.com/billWA	$36.69
May 3	May 5	AMAZON MKTPL*NB8GK4O70Amzn.com/billWA	$34.64
May 16	May 17	AMAZON MKTPL*NW0D150M1Amzn.com/billWA	$73.95
STEVEN CLEMENT #7892: Total Transactions			**$145.28**

Additional Information on the next page

Transactions (Continued)

ELIZABETH RACZKOWSKI #9004: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

ELIZABETH RACZKOWSKI #9004: Transactions

Trans Date	Post Date	Description	Amount
Apr 24	Apr 25	SQ *DOCR ROCHESTERRochesterMI	$31.80
Apr 24	Apr 26	GFS STORE #0947ROCHESTER HILMI	$8.00
May 1	May 2	IN *DOCR, LLC248-4109949MI	$455.80
May 3	May 5	Adobe IncSan JoseCA	$31.80
May 5	May 6	4IMPRINT, INC4IMPRINT.COMWI	$597.88
May 9	May 10	THE SILVER* (2 OF 2 PATHESILVERSHAMMI	$2,220.00
May 14	May 15	StickerAppAnnapolisMD	$650.00
May 14	May 16	GFS STORE #0947ROCHESTER HILMI	$51.96
May 16	May 17	KROGER #492ROCHESTERMI	$88.72
ELIZABETH RACZKOWSKI #9004: Total Transactions			**$4,135.96**

DEREK BROWN #8061: Payments, Credits and Adjustments

Trans Date	Post Date	Description	Amount

DEREK BROWN #8061: Transactions

Trans Date	Post Date	Description	Amount
Apr 16	Apr 17	CDW GOVT #AD7DD6R800-808-4239IL	$966.30
Apr 18	Apr 19	SOCKETLABS484-418-1285PA	$63.96
Apr 18	Apr 19	POKET HARD* POCKETHERNBERLIN $277.00 EUR 0.876360415 Exchange Rate	$316.08
Apr 23	Apr 24	USPS STAMPS ENDICIA888-434-0055DC	$400.00
May 2	May 3	STAMPS.COM855-608-2677TX	$20.55
May 8	May 9	USPS STAMPS ENDICIA888-434-0055DC	$400.00
May 14	May 15	STAMPS.COM855-608-2677TX	$395.94
May 14	May 15	OPENAI *CHATGPT SUBSCROPENAI.COMCA	$20.00
May 15	May 16	ADOBE *ADOBE408-536-6000CA	$30.00
DEREK BROWN #8061: Total Transactions			**$2,612.83**

Total Transactions for This Period **$10,501.24**

Fees

Trans Date	Post Date	Description	Amount
Total Fees for This Period			**$0.00**

Additional Information on the next page

Transactions (Continued)

Interest Charged

Interest Charge on Purchases	$0.00
Interest Charge on Cash Advances	$0.00
Interest Charge on Other Balances	$0.00
Total Interest for This Period	**$0.00**

Totals Year-to-Date

Total Fees charged	**$0.00**
Total Interest charged	**$0.00**

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	25.24% P	$0.00	$0.00
Cash Advances	27.24% P	$0.00	$0.00

Variable APRs: 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.

Code next to your APR(s)	How do we calculate your APR(s)?	When your APR(s) will change
P L	Prime Rate + margin 3 month LIBOR + margin	The first day of the Billing Cycles that end in Jan., April, July and Oct.
D F	Prime Rate + margin 1 month LIBOR + margin	The first day of each Billing Cycle

Protect yourself from scams.
When dealing with uninvited contacts from people, businesses, or social networking sites, always use caution.

Scan this QR Code with your phone's camera to learn more or visit
www.capitalone.com/stopscams

530486-EN

ROCHESTER HILLS PUBLIC LIBRARY
Cash Disbursements Journal
For the Period From May 1, 2025 to May 31, 2025

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
5/12/25	74114V	6100-50	Professional Member	Invoice: 041525		3,395.00
		1123-00	Operating - PNC	MICHIGAN LIBRARY ASSOCIATION	3,395.00	
5/13/25	74125	5401-10	Internet Connection	Invoice: 693882	1,244.00	
		1123-00	Operating - PNC	123 NET		1,244.00
5/13/25	74126	8001-00	Equipment/Fixed Ass	Invoice: AI71124-001-0	10,009.00	
		8001-00	Equipment/Fixed Ass	Invoice: AI72289-001-0	5,395.00	
		1123-00	Operating - PNC	APPLIED INNOVATION		15,404.00
5/13/25	74127	5805-00	IT Supplies	Invoice: 55802032INV	2,435.00	
		1123-00	Operating - PNC	CARAHSOFT TECHNOLOBY CORP.		2,435.00
5/13/25	74128	5306-82	Oakland Talking Boo	Invoice: 736260396	0.65	
		1123-00	Operating - PNC	CENTURY LINK		0.65
5/13/25	74129	6401-00	Service Contracts	Invoice: 1113	1,840.00	
		1123-00	Operating - PNC	MDS LANDSCAPE MAINTENANCE LLC		1,840.00
5/13/25	74130	5709-00	Consultants	Invoice: 6472	20,821.50	
		1123-00	Operating - PNC	SYNERGY CONSULTING ENGINEERS INC.		20,821.50
5/13/25	74131	5401-00	Basic Phone	Invoice: 6112153496	247.74	
		1123-00	Operating - PNC	VERIZON WIRELESS		247.74
5/13/25	74132	6200-20	Youth Programs	Invoice: 52652	85.00	
		1123-00	Operating - PNC	VILLAGE TROPHY SHOP INC.		85.00
5/13/25	74133	6200-60	Makerspace Program	Invoice: 051425	60.00	
		1123-00	Operating - PNC	JONATHAN RHODES		60.00
5/28/25	74134	8004-00	Bookmobile Improve	Invoice: 499092 COD	140,305.00	
		1123-00	Operating - PNC	GENERAL RV OF CLARKSTON		140,305.00

ROCHESTER HILLS PUBLIC LIBRARY
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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
5/30/25	74135	5301-10	Adult Books	ACT #C019265	232.04	
		5301-10	Adult Books	ACT #L410629	360.07	
		5301-50	Materials Processing	PROCESSING	24.10	
		5301-10	Adult Books	ACT #L424469	9,028.37	
		5301-50	Materials Processing	PROCESSING	780.66	
		1123-00	Operating - PNC	THE BAKER & TAYLOR COMPANY		10,425.24
5/30/25	74136	5301-30	Outreach Books	ACT #L449673	472.77	
		5301-50	Materials Processing	PROCESSING	19.29	
		5301-30	Outreach Books	ACT #L534941	303.63	
		5301-50	Materials Processing	PROCESSING	22.62	
		5301-30	Outreach Books	ACT #L395513	1,148.35	
		5301-50	Materials Processing	PROCESSING	137.46	
		5301-30	Outreach Books	ACT #L449672	190.95	
		5303-20	Youth Audio	ACT #L449672	48.56	
		1123-00	Operating - PNC	THE BAKER & TAYLOR COMPANY		2,343.63
5/30/25	74137	5301-20	Youth Books	ACT #L554618	4,736.09	
		5301-50	Materials Processing	PROCESSING	320.79	
		5303-20	Youth Audio	ACT #L554618	162.18	
		1123-00	Operating - PNC	THE BAKER & TAYLOR COMPANY		5,219.06
5/30/25	74138	5306-10	Adult DVDs	CUSTOMER #2000005835-DVD	653.73	
		5303-11	Adult Audio-Music	CUSTOMER #2000005835-MUSIC	126.65	
		5303-10	Adult Audio-Kits-Gam	CUSTOMER #2000005835-AUDIO	722.83	
		5301-50	Materials Processing	PROCESSING	252.69	
		5306-10	Adult DVDs	CUSTOMER #2000005843-DVD	171.69	
		5301-50	Materials Processing	PROCESSING	35.75	
		5306-10	Adult DVDs	CUSTOMER #200014883-DVD	447.58	
		5301-50	Materials Processing	PROCESSING	121.73	
		1123-00	Operating - PNC	MIDWEST TAPE LLC		2,532.65
5/30/25	74139	5306-30	Outreach DVDs	CUSTOMER #2000005836-DVD	208.41	
		5301-50	Materials Processing	PROCESSING	29.20	
		5306-30	Outreach DVDs	CUSTOMER #2000005839-DVD	166.43	
		1123-00	Operating - PNC	MIDWEST TAPE LLC		404.04

ROCHESTER HILLS PUBLIC LIBRARY
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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
5/30/25	74140	5306-20	Youth DVDs/Videos	CUSTOMER #2000005837-DVD	339.61	
		5301-50	Materials Processing	PROCESSING	65.82	
		1123-00	Operating - PNC	MIDWEST TAPE LLC		405.43
5/30/25	74141	8001-00	Equipment/Fixed Ass	Invoice: 39059	8,049.00	
		1123-00	Operating - PNC	APPLIANSYS LLC		8,049.00
5/30/25	74142	8001-00	Equipment/Fixed Ass	Invoice: AI73402-001	650.00	
		1123-00	Operating - PNC	APPLIED INNOVATION		650.00
5/30/25	74143	6401-00	Service Contracts	Invoice: 45474	320.00	
		1123-00	Operating - PNC	AQUARIUM DESIGN & MAINTENANCE		320.00
5/30/25	74144	6200-20	Youth Programs	Invoice: AIA25RHPLsu	135.00	
		1123-00	Operating - PNC	AUTHORS IN APRIL, INC.		135.00
5/30/25	74145	5303-10	Adult Audio-Kits-Gam	Invoice: 2197527	144.68	
		5301-50	Materials Processing	Invoice: 2197527	11.80	
		1123-00	Operating - PNC	BLACKSTONE PUBLISHING		156.48
5/30/25	74146	5301-80	Interlibrary Loan (ILL)	Invoice: MC25-59	20.00	
		1123-00	Operating - PNC	CAPITAL AREA DISTRICT LIBRARY		20.00
5/30/25	74147	5301-20	Youth Books	Invoice: CAL351863I	119.61	
		1123-00	Operating - PNC	CAVENDISH SQUARE		119.61
5/30/25	74148	5301-30	Outreach Books	Invoice: 2166970	23.97	
		5301-30	Outreach Books	Invoice: 2165516	275.67	
		5301-30	Outreach Books	Invoice: 2165488	75.51	
		5301-30	Outreach Books	Invoice: 2167691	246.90	
		1123-00	Operating - PNC	CENTER POINT LARGE PRINT		622.05
5/30/25	74149	5601-00	Workers Compensati	Invoice: W/C 2025-2026	2,717.00	
		1123-00	Operating - PNC	CHUBB		2,717.00
5/30/25	74150	5501-00	Water	Invoice: 05282518	135.53	

ROCHESTER HILLS PUBLIC LIBRARY
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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
		5501-00	Water	Invoice: 052825	224.79	
		1123-00	Operating - PNC	CITY OF ROCHESTER		360.32
5/30/25	74151	5502-00	Gas	Invoice: 051525	964.50	
		1123-00	Operating - PNC	CONSUMERS ENERGY		964.50
5/30/25	74152	6401-00	Service Contracts	Invoice: 051625	187.48	
		1123-00	Operating - PNC	CULLIGAN OF ROMEO		187.48
5/30/25	74153	5202-40	Other Dental	Invoice: RIS0006383641	1,725.27	
		1123-00	Operating - PNC	DELTA DENTAL PLAN OF MICHIGAN		1,725.27
5/30/25	74154	5301-50	Materials Processing	Invoice: 7645579	1,664.05	
		1123-00	Operating - PNC	DEMCO INC		1,664.05
5/30/25	74155	5302-00	Periodical/PrintSubs	Invoice: 052225	655.80	
		1123-00	Operating - PNC	MICHIGAN.COM #1008		655.80
5/30/25	74156	6401-00	Service Contracts	Invoice: 19125677	200.00	
		1123-00	Operating - PNC	ECOSHIELD PEST SOLUTIONS-DETRO IT		200.00
5/30/25	74157	8002-00	Building Improvemen	Invoice: 12722	16,840.00	
		1123-00	Operating - PNC	EL ELECTRICAL CONTRACTING		16,840.00
5/30/25	74158	5301-30	Outreach Books	Invoice: 999100375247	273.53	
		5301-30	Outreach Books	Invoice: 999100387151	27.20	
		5301-30	Outreach Books	Invoice: 999100387996	651.04	
		5301-30	Outreach Books	Invoice: 999100399629	252.74	
		5301-30	Outreach Books	Invoice: 999100406273	151.96	
		5301-30	Outreach Books	Invoice: 999100413133	371.91	
		5301-30	Outreach Books	Invoice: 999100427901	170.36	
		5301-30	Outreach Books	Invoice: 999100431635	247.13	

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
		1123-00	Operating - PNC	999100431635 GALE/CENGAGE LEARNING		2,145.87
5/30/25	74159	5207-50	Legal Plan Benefit	Invoice: 31714AG20250601	545.30	
		1123-00	Operating - PNC	GIS BENEFITS		545.30
5/30/25	74160	6401-00	Service Contracts	Invoice: 69341198	463.18	
		1123-00	Operating - PNC	GREEN FOR LIFE ENVIRONMENTAL		463.18
5/30/25	74161	5201-40	Other Medical	Invoice: 100011624714	21,411.45	
		1123-00	Operating - PNC	HEALTH ALLIANCE PLAN		21,411.45
5/30/25	74162	5201-40	Other Medical	Invoice: 100011625198	3,772.55	
		1123-00	Operating - PNC	ALLIANCE HEALTH AND LIFE		3,772.55
5/30/25	74163	6403-00	Misc Repairs	Invoice: 11483	729.00	
		1123-00	Operating - PNC	HOFFMAN LAWN SPRINKLER SYSTEMS		729.00
5/30/25	74164	5910-00	Newsletter	Invoice: 2167	11,820.00	
		1123-00	Operating - PNC	JM DESIGN & PRINTING SERVICES LLC		11,820.00
5/30/25	74165	5302-13	Electronic Materials	Invoice: 450619-PPU	540.60	
		1123-00	Operating - PNC	KANOPY INC.		540.60
5/30/25	74166	8002-00	Building Improvemen	Invoice: ESTIMATE 2512 DEP	3,220.80	
		1123-00	Operating - PNC	KAZAK BUILDING COMPANY, INC.		3,220.80
5/30/25	74167	6200-40	Community Programs	Invoice: 062525	800.00	
		1123-00	Operating - PNC	SHEILA LANDIS		800.00
5/30/25	74168	6501-00	Copier Contract/Main	Invoice: IN5867160	376.54	
		1123-00	Operating - PNC	MICHIGAN OFFICE SOLUTIONS		376.54
5/30/25	74169	5302-13	Electronic Materials	Invoice: 50711072	14,870.18	

ROCHESTER HILLS PUBLIC LIBRARY
Cash Disbursements Journal
For the Period From May 1, 2025 to May 31, 2025

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
		1123-00	Operating - PNC	MIDWEST TAPE LLC		14,870.18
5/30/25	74170	6100-50	Professional Member	Invoice: 22447	4,840.00	
		1123-00	Operating - PNC	MICHIGAN LIBRARY ASSOCIATION		4,840.00
5/30/25	74171	6403-00	Misc Repairs	Invoice: 163447	372.80	
		1123-00	Operating - PNC	NATIONAL TIME & SIGNAL CORP		372.80
5/30/25	74172	5302-13	Electronic Materials	Invoice: 721MA25141197	15,199.63	
		5302-13	Electronic Materials	Invoice: 721MA25136059	2,000.68	
		5302-13	Electronic Materials	Invoice: 721SV25140486	8.97	
		1123-00	Operating - PNC	OVERDRIVE INC		17,209.28
5/30/25	74173	6200-40	Community Programs	Invoice: 062625	450.00	
		1123-00	Operating - PNC	PLANET ANT		450.00
5/30/25	74174	5303-10	Adult Audio-Kits-Gam	Invoice: 500276	299.98	
		1123-00	Operating - PNC	PLAYAWAY PRODUCTS		299.98
5/30/25	74175	5306-80	Bookmobile Operatio	Invoice: 050525	1,134.55	
		1123-00	Operating - PNC	CITY OF ROCHESTER HILLS DPS		1,134.55
5/30/25	74176	6403-00	Misc Repairs	Invoice: 51466WD25	515.00	
		6403-00	Misc Repairs	Invoice: 51552WD25	381.00	
		1123-00	Operating - PNC	ROCHESTER PLUMBING & HEATING		896.00
5/30/25	74177	6406-01	HVAC Repair	Invoice: 151585514	382.00	
		1123-00	Operating - PNC	TECH MECHANICAL, INC.		382.00
5/30/25	74178	6200-20	Youth Programs	Invoice: 061825	1,500.00	
		1123-00	Operating - PNC	TIGERLILY MUSIC		1,500.00
5/30/25	74179	5701-30	Collection Agency	Invoice: 6139125	305.35	
		5701-30	Collection Agency	Invoice: 6139132	58.50	
		1123-00	Operating - PNC	UNIQUE MANAGEMENT SERVICES INC		363.85

ROCHESTER HILLS PUBLIC LIBRARY
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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
				SERVICES INC		
5/30/25	74180	5206-40	Other LTD Insurance	Invoice: 051925	515.47	
		2168-00	Supplemental Ins W/	Invoice: 051925	42.51	
		1123-00	Operating - PNC	UNUM LIFE INSURANCE CO OF AMERICA		557.98
5/30/25	74181	6402-10	Maintenance Supplie	Invoice: 94971	1,154.75	
		6401-00	Service Contracts	Invoice: 95284	7,955.00	
		1123-00	Operating - PNC	VANGUARD CLEANING SYSTEMS		9,109.75
5/30/25	74182	5207-30	Vision Insurance	Invoice: 822876063	279.78	
		1123-00	Operating - PNC	VISION SERVICE PLAN		279.78
5/30/25	74183	5301-30	Outreach Books	Invoice: 999100431636	268.77	
		5301-30	Outreach Books	Invoice: 999100434862	295.13	
		1123-00	Operating - PNC	GALE/CENGAGE LEARNING		563.90
5/30/25	74184	6200-40	Community Programs	Invoice: 062425	500.00	
		1123-00	Operating - PNC	ROCHESTER HILLS MUSEUM-VAN HOOSEN FARM		500.00
5/30/25	74185	5503-00	Electric	Invoice: 052125	13,529.91	
		1123-00	Operating - PNC	DTE ENERGY		13,529.91
5/30/25	74186	5401-00	Basic Phone	Invoice: 34447167	225.53	
		1123-00	Operating - PNC	LINGO COMMUNICATIONS		225.53
5/30/25	74187	5303-50	Innovative Items	Invoice: 053025	595.00	
		1123-00	Operating - PNC	T-MOBILE		595.00
5/12/25	EFTAZ051225	5301-20	Youth Books		1,045.44	
		5301-10	Adult Books		4,822.09	
		5303-50	Innovative Items		258.34	
		5306-82	Oakland Talking Boo		80.46	
		5306-13	Teen & Adult Video G		708.75	
		5805-00	IT Supplies		3,567.13	
		5940-00	Makerspace Expense		92.49	
		6200-10	Adult Programs		123.31	

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Date	Check #	Account ID	Account Descriptio	Line Description	Debit Amount	Credit Amount
		6200-50	Systemwide Program	SUMMER READING	712.29	
		6200-20	Youth Programs		165.45	
		5807-00	Office Supplies		7.99	
		5802-00	Circulation Supplies		14.98	
		5809-00	Marketing Supplies		9.89	
		5303-22	Youth Kits		13.43	
		1123-00	Operating - PNC	AMAZON CAPITAL SERVICES		11,622.04
5/20/25	EFTVISA0520	6100-60	Workshops/Conferen		434.44	
		5302-13	Electronic Materials		307.77	
		6402-10	Maintenance Supplie		145.28	
		6200-20	Youth Programs		51.55	
		5301-50	Materials Processing		949.08	
		5805-00	IT Supplies		316.08	
		6506-00	Software Support/Mai		1,080.26	
		5940-00	Makerspace Expense		115.93	
		6100-50	Professional Member		196.50	
		6200-50	Systemwide Program	SUMMER READING	650.00	
		5306-80	Bookmobile Operatio		31.69	
		5807-00	Office Supplies		105.96	
		6200-10	Adult Programs		238.40	
		6100-40	Other - Staff Develop	ADULT SERVICES MGR INTERVIEWS	334.50	
		5402-00	Postage/Shipping		1,216.49	
		5809-00	Marketing Supplies		272.20	
		6200-30	Outreach Programs		12.00	
		6200-40	Community Programs		495.60	
		5301-10	Adult Books		230.97	
		7009-60	Volunteer Recognitio		2,958.56	
		5808-00	Board Room Supplie		15.98	
		1123-00	Operating - PNC	CAPITAL ONE BK(USA), NA		10,159.24
5/12/25	MLA041525C	6100-50	Professional Member	Invoice: 041525	3,395.00	
		6100-60	Workshops/Conferen	Invoice: 041525CM		3,395.00
		1123-00	Operating - PNC	MICHIGAN LIBRARY ASSOCIATION		
	Total				**381,236.56**	**381,236.56**

Rochester Hills Public Library				
Supplemental Information				
May 2025				
Checks & EFT's - Operating Account***				371,051.56
Payroll Account - Net Payroll				230,087.13
Employee Benefit EFTs and Misc Debits -				
	Payroll Taxes		75,349.96	
	Employee FSA Debits - Wage Works		2,395.74	
	Employer Pension Contributions - MERS		14,107.74	
	Employee Deferred Contributions		18,683.61	
	Bank/Merchant Fees		531.98	
	ADP & WageWorks Fees		2,049.80	
	Other		-	
			TOTAL	113,118.83
		TOTAL CASH DISBURSEMENTS		**$ 714,257.52**
		***Adjustments to Accts. Payable	10,185.00	
		Total Cash Disbursement Report	381,236.56	

Communications

ROCHESTER HILLS
PUBLIC LIBRARY

ROCHESTER HILLS PUBLIC LIBRARY
500 Olde Towne Road
Rochester, Michigan 48307-2043

Comment Card

Date April 16, 2025

I wanted to say thank you. I recently had to wear (2) knee braces and getting (2) ankle braces this afternoon and I have a walker. I want to comment on your handicap stall in the women's handicap stall upstairs. I can get my walker in there. I really love there's a bar on each wall and it was really clean. Sometimes there's a lot of toilet paper on the floor that makes me scared I'll slip & fall & can't use my walker

Optional: Name

Contact No

ROCHESTER HILLS PUBLIC LIBRARY
500 Olde Towne Road
Rochester, Michigan 48307-2043

Date: 5/3/25

Comment Card

Can we increase the size of the QR codes on the TVs for events? It's hard to scan them from an average distance with how fast they swipe through on the Event rotation.

(Optional) Name: Contact #: Email:

For staff use only:

Replied via email to thank patron and told him I would share this feedback w/ PR

ROCHESTER HILLS PUBLIC LIBRARY
500 Olde Towne Road
Rochester, Michigan 48307-2043

Date: 5/4/25

Dirk Kroll Band

Comment Card

So enjoyable!! Great venue! So talented!! Thanks for fun music w/ such variety of talent!!

(Optional) Name: Contact #: Email:

For staff use only:

ROCHESTER HILLS PUBLIC LIBRARY

500 Olde Towne Road
Rochester, Michigan 48307-2043

Date: 5/7/25 "Born in Blood: The Beginning of the National Parks System"

Comment Card

REALLY INFORMATIVE
THANK YOU SO MUCH!

(Optional) Name: Contact #: Email:

For staff use only:

ROCHESTER HILLS PUBLIC LIBRARY

500 Olde Towne Road
Rochester, Michigan 48307-2043

Date: 5/10/25

Comment Card

Zechariah was very helpful and resourceful to me in the Maker Space today. I appreciate it!

(Optional) Name: Contact #: Email:

For staff use only: called patron to thank him for his feedback.

ROCHESTER HILLS PUBLIC LIBRARY

500 Olde Towne Road
Rochester, Michigan 48307-2043

Comment Card

Date 5-16-2025

I like your magazine Collection. Very Few ~~beautiful~~ beauty mags for women. Few strength & "muscle" mags. Broad selection of QUALITY publications.

Optional: Name Contact No.

ROCHESTER HILLS PUBLIC LIBRARY

Date: 5/16/25

500 Olde Towne Road
Rochester, Michigan 48307-2043

Comment Card

Hunter - MakerSpace - is awesome! Super helpful. Amazing Compton at keeping so much going at one time. Very friendly + clearly very competent! Thanks so much!

(Optional) Name: Contact #: Email:

For staff use only:

Patron Refund Incident and Process Improvement

A recent incident was reported involving a patron who stated that the self-service machine "ate" her $1 bill and failed to dispense change. According to the patron, the bill was inserted at the incorrect time, and neither the machine nor the librarian at the desk was able to return the funds. The patron also approached the front desk for a refund, but as standard practice, staff are not authorized to issue refunds for printing or vending machine errors due to accounting controls.

Upon review, the situation described by the patron should not be technically possible. The bill acceptor is only active during appropriate transaction windows, and if it were active and not all funds were used, the machine is designed to automatically dispense the remaining change.

In this case, the librarian on duty ensured the patron received the 25¢ color print she intended, and IT followed up by issuing a 75¢ refund as a customer service measure.

To help reduce future issues and streamline support, IT has implemented a standardized refund protocol for librarians. This protocol outlines steps to follow if the machine fails to dispense change or if the credit card payment system malfunctions.

Bryan Yostos
IT Department

IT Process Improvement for Handling Printing Refunds at Front Desks

Hello all,

I ran into this problem a couple times in the last few months, so this doesn't happen very often, but I wanted to let everyone know anyway!

If you have a patron who used a credit card, and didn't get the amount of prints they needed, or the printer jammed and didn't release all the prints: feel free to print any amount of copies for free.

However, if the patron accidentally charged too much on their credit card, by paying for too many copies or prints that were unneeded, please fill out this machform, and IT will process the refund as soon as possible.

Please note, credit refunds can take 3-7 days to show up on the patrons account. Also, the $10 holding fee will not be the final fee on the patron's account. Only the amount of paper, either color (25¢) or b&w (10¢), that comes out of the printer will be charged to the credit card.

This doesn't happen frequently, so if you notice this becoming a constant issue, please let IT know and we will investigate any issues.

As always, if a patron used cash, and for whatever reason, the machine did not give out their change, feel free to refund in cash as needed. Please send an IT ticket if you run out of change.

This information will also be added to the current printing guide(available on the intranet under IT > How To Guides).

Thank you!

Bryan Yostos
IT Department

"I was here on the 16th to print some papers, but I had them on the wrong format, I ended up still sending the file which had 20 pages and it charged me for 20, but it didn't print anything, I talked to the person that was working in outreach, and they told me to reformat and send via email, because they would print it for me, but when I reformatted the file, it shrunk from 20 pages to 7, but I still got charged for 20 despite only having printed 7 pages.

Transaction was 4:35 pm on 5/16 in Outreach for $5.25

This patron answered my call on 5/21, he was mostly worried about the original 20 page cost on his credit card. After confirming the last 4 digits of the credit card, we refunded the full amount.

Patron didn't have any specific complaints about the printing system, only that he accidentally charged for 20 pages. Was very gracious and happy for the refund.

We hope our more structured refund protocol for the librarians will help resolve these types of issues a bit quicker.

Bryan Yostos
Information Technology

ROCHESTER HILLS PUBLIC LIBRARY

Date: 05/17/25

500 Olde Towne Road
Rochester, Michigan 48307-2043

Comment Card

I was here on the 16th to print some papers, but I had them on the wrong format, I ended up still sending the file which had 20 pages and it charged me for 20, but it didn't print anything, I talked to the person that was working in outreach, and they told me to re-format and send via e-mail because they would print it for me, but when I re-formated the file, it shrunk from 20 pages to 7, but I still got charged for 20 despite only having printed 7 pages.

(Optional) Name: Contact #: Email:

For staff use only:

Rochester Hills Library Adds Year-Round Sunday Hours, Launches Summer Reading Program

(RHPL, May 28, 2025)

Rochester Hills, MI – Thanks to the overwhelming approval of a new millage in August 2024, Rochester Hills Public Library will continue Sunday hours into the summer months, keeping its doors open from 1-6 p.m.

"RHPL had previously eliminated Sunday hours from June to August as a cost-cutting measure, allowing the library to avoid limiting hours during the week," said Bob Bonam, President of the Board of Trustees. "One of the promises made to voters last summer was that the library would add 70 operating hours annually by remaining open throughout the weekends, year-round, if the additional tax revenue was secured to fund the cost. We are pleased to deliver that promise to our dedicated patrons."

Referring to the new early literacy bus and increased budgets for materials, Director Juliane Morian said, "We are grateful for our patrons, and we're happy to say that we have already been able to deliver on several promises made to voters during the 2024 millage campaign. Staying open throughout the summer is a goal we have been working on for years. Part of being a public library means being there for patrons, and by adding 5 hours to every week this summer, we can continue to provide a community space 7 days a week."

The new hours arrive just in time for RHPL's Summer Reading Challenge, which runs from June 14 to August 9, and kicks off on Saturday, June 14, from 12-2 p.m. with free family fun at the library. Enjoy ice cream, inflatables, a non-profit fair, and a potting bench offering propagated plants from the library's own collection. Patrons can beat the crowd and sign up at rhpl.beanstack.org to track their reading and win prizes all summer long, and display their Spread Library Love yard signs for an additional chance to win with this summer's prize patrol.

For more information about the Summer Reading Challenge, visit rhpl.org or call 248-656-2900.

Oakland County Times, May 29, 2025

Library Director's Report

ROCHESTER HILLS
PUBLIC LIBRARY

Director's Report

June 10, 2025

1. **New Early Literacy Bookmobile**

   The early literacy bookmobile provides a foundation of service to young patrons and their families in the service area. The "blue bus" as it is affectionately known visits 17 local preschools and daycares during the school year, and attends local RCS camps in the summer months providing a public library experience for patrons who may otherwise be limited in their time to visit the main library building. The new vehicle was designed and manufactured by Winnebago and includes an ADA-accessible wheelchair lift and an awning for storytimes. The planning process was efficient, thorough, and completed on budget (total costs was $200,000). The old 2001 blue bus has been posted for resale on a government surplus auction site and will conclude on June 11, 2025. The ribbon cutting for the new early literacy bus will take place on June 14th at noon, immediately before the summer reading kick-off party.

2. **Phase II of Adult & Teen Services Updates**

   When RHPL embarked upon a refresh of the Adult and Teen Services department in 2024, it was intended to be a Phase I of a multi-phased project. The goal in 2024 was to complete approximately 80% of the furniture and space planning needs, saving the remainder of the upgrades for a subsequent year and only if the 2024 millage in Rochester Hills passed. Once the millage increase was confirmed with solid support from the community, the RHPL Board of Trustees approved a $250,000 allocation in the 2025 budget. I am pleased to share the following updates in Phase II:

   - Adding electrical outlets to 20 new tables
   - Conference tables for each of the community conference rooms. Tables can be configured for various layouts and nested when not in use.
   - Rolling and nesting chairs for each of the community conference rooms
   - New screens and hubs for 5 of the 10 study rooms that will allow patrons to cast to the wall mounted screen for things like presentations, remote meetings, or shared online workspaces.
   - Pendant lighting added to the fireplace lounge
   - New counter for reference desk
   - Adding a second laptop bar/display station near teen services
   - Updating study carrels and new seating in Quiet Room

3. **Update on Building Improvements**

   I anticipate developing a 3-5 year plan for major updates and best practice is to work with a consultant to craft a master plan so that the projects flow in a logical manner. Ideally, that consultant would also serve as an owner's representative. This month I interviewed a local building consultant and plan to interview a second one. In addition to the engineering team (Synergy) that completed the facilities condition assessment, RHPL should have a mix of consultants from which to choose that can guide a masterplan and develop an RFP for an architectural firm.

I have arranged for the architectural team from HGA to present a summary of their Library Journal Design Institute charette to the RHPL board at the July meeting. The ultimate goal is to determine a short list of architectural firms to interview and name a general contractor as part of a comprehensive team.

The solicitation period for elevator modernization bids closes on June 26, 2025. I plan to recommend the elevator modernization project and portions of the HVAC to be updated in 2025 and will provide budget projections as soon as I have firm quotes. The elevator modernization has compliance standards due by the end of 2027.

4. **MLA Board of Directors appointment**

I am pleased to share that I was recently appointed to the Michigan Library Association (MLA) Board of Directors to fulfill the remaining term of another board member that accepted a different position. MLA is the preeminent association for library professionals in the state. They have received exceptionally high marks for their advocacy work and commitment to professional development. My term began this June and will conclude on June 30, 2026. This is the second time I will have served on the board of directors (the first taking place from 2016-2019, before my tenure at RHPL). I am honored to be a part of the board of directors this term since one of the major goals is to select a new executive director for the association pending the retirement of Debbie Mikula.

5. **Out of Office**

I will be out of the office on June 12, 2025 attending an MLA board meeting in Gaylord, MI. Additionally, I will be out of the office July 1-5, 2025 for a personal vacation. Staff members in charge are as follows:

- Friday, June 12, 2025 - Camille Westmore, Library Accounting & Benefits Coordinator
- Tuesday, July 1, 2025 - Betsy Razckowski, Head of Communications & Engagement
- Wednesday, July 2, 2025 - Derek Brown, Director of IT
- Thursday, July 3, 2025 - Brittany Christofel, Circulation Manager

6. **Upcoming Events**

June 14, 2025	Early Literacy Bus ribbon cutting and Summer Reading Kickoff, 12pm
June 24, 2025	Friends of RHPL Board Meeting, 7pm
July 4, 2025	Library is closed in observance of Independence Day
July 8, 2025	RHPL Board of Trustees Meeting, 7pm

ROCHESTER HILLS PUBLIC LIBRARY

Statistical Report - Usage for the month of May 2025

Circulation	LY Month	Month	MTM	Last YTD	YTD	YTY
Checkouts	37,041	38,462	3.8%	213,791	206,938	-3.2%
Renewals	49,356	48,811	-1.1%	246,393	236,604	-4.0%
e-Materials	29,182	34,711	18.9%	148,893	164,894	10.7%
Bookmobile	3,858	4,337	12.4%	20,436	21,718	6.3%
Mini-Branch	1,403	1,270	-9.5%	7,333	6,574	-10.4%
OTBS Circ	5,377	4,478	-16.7%	28,112	22,964	-18.3%
MeLCat Borrowed	1,327	1,346	1.4%	7,048	6,567	-6.8%
MeLCat Loaned	1,350	1,290	-4.4%	7,078	6,826	-3.6%
Total Circulation	**128,894**	**134,705**	**4.5%**	**679,286**	**673,238**	**-0.9%**

Other Statistics	LY Month	Month	MTM	Last YTD	YTD	YTY
In-Person Visits	33,507	39,510	17.9%	195,960	181,536	-7.4%
Room Reservations	974	972	-0.2%	4,945	4,959	0.3%
Adult Programs	54	43	-20.4%	218	220	0.9%
--Attendance	600	691	15.2%	3,672	2,637	-28.2%
Teen Programs	5	6	20.0%	23	30	30.4%
--Attendance	38	8	-78.9%	130	157	20.8%
Youth Programs	12	30	150.0%	113	177	56.6%
--Attendance	690	914	32.5%	4,745	6,381	34.5%
Outreach Attendance	336	391	16.4%	976	1255	28.6%
Makerspace Use	367	353	-3.8%	1879	2191	16.6%
Computer Use	1,433	1,547	8.0%	8,150	7,855	-3.6%
Wireless Use	5,808	4,971	-14.4%	29,928	29,763	-0.6%
Database Use	6,739	8,489	26.0%	31,718	37,936	19.6%
Volunteer Hours	285	337	18.2%	1,516	1,524	0.5%

Number of Library Card Holders

Municipality	LY Month	Month	% Total
Rochester Hills	44,953	45,096	57.6%
Rochester	10,198	10,972	14.0%
Oakland	9,202	9,272	11.8%
Non-residents	4,401	5,408	6.9%
Virtual Students	7,280	7,609	9.7%
Total Card	**76,034**	**78,357**	**100%**

Number of Items

Type	LY Month	Month
Print	274,353	292,537
Audio	19,439	19,946
Video	47,980	49,385
Other	440	441
E-Material	27,218	31,768
Total	**369,430**	**394,077**

Committee Updates

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Other Business

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