



# Allerton Hill Consulting<sub>LLC</sub>

## Proposal: Ann Arbor District Library

Prepared for: Josie Parker, Director

Prepared by: Joel Gagne, Owner

**January 13, 2013**

Joel

Post-it® Fax Note 7671		Date	1/13/13	# of pages	5
To	Allerton-Hill	From	Josie Parker		
Co./Dept.		Co.	AADC		
Phone #		Phone #	234 3274263		
Fax #	614-453-8542	Fax #	234 3278309		

## **Situation Analysis**

The Ann Arbor District Library (AADL) system is proactive, valuing communications with the larger community and frequently finding ways to stay ahead of stakeholder needs. The timing is right for Allerton Hill Consulting (AHC) to help. Constituents of the AADL desire communications through today's technological mediums and have high expectations of its Library. Likewise, the Library needs to become more savvy and cognizant about their communications and narrative with the public.

## **Objectives**

Our objectives for this project include:

- Provide high quality survey research on voter attitudes on the Library;
- Offer high quality, long-term strategic messaging and targeting so that AADL is successful in its public initiatives;
- Offer communications and marketing mentorship to AADL Leadership Team.

## **Measures of Success**

Our success metrics will include:

- More strategic communications and messaging by the AADL's Communications Team;
- Increased community awareness and understanding of AADL's value to the community it serves;
- A raised level of community engagement and dialogue about AADL's future challenges.

## **Value to Ann Arbor District Library**

The value to AADL:

- Access to more than 75 years of marketing, communications and campaign experience;
- An educated public on library system facts to dispel current misinformation;
- Assistance with targeted, effective research-based messages;
- Access to best practices through work with other high achieving and excellent public entities and communities throughout the Mid-West.

## Methodology

### ***Option 1 (Survey Research)***

***Cost \$17,000***

- AHC will use its own polling firm to conduct a high quality, 300 person random sampling telephonic survey of the community to discern how Ann Arbor citizens view the Library system. The poll will contain 30-35 questions.
- AHC will run a comprehensive debriefing session with the Library leadership to discuss what the data reveals. This will also include a breakdown on voter attitudes based on demographic information and messaging suggestions according to data gathered from the survey. Developed from the survey, AHC will suggest communication tactics, including how to utilize library system staff within the communication structure, and the identification of strategic messages for AADL. This is traditionally a one to two hour presentation which includes an hour for discussion. The presentation can be provided for multiple groups if they are held on the same day.

### ***Option 2 (Develop Communications Audit & Plan)***

***Cost \$28,000***

- Conduct an audit to assess how AADL communicates with its public (including use of offline and online techniques and content) and put forward strategic and data-driven methods for how to improve both the messages (what is said and how it is said) and the vehicles (where it is said) of communication.
- Deliver a comprehensive long-term communication plan and structure. This plan will be approximately 30-40 pages in length.
- Bi-weekly calls to discuss execution of the communications plan and trouble shoot additional communications challenges that face the AADL.
- Email and phone consultation on an as needed basis as well to discuss on going challenges.

### ***Option 3 (Communications Audit & Plan and Survey)***

***Cost \$40,000***

- All of Option 1 included.
- All of Option 2 included.

**Joint Accountabilities For Communication Consulting Services**

*Our Accountability includes:*

- Prompt response to all inquiries and requests.
- Strict adherence to agreed-on deadlines.
- All administrative, travel, and office costs will be paid by AHC, with no "hidden extras."
- General availability to AADL's needs, barring previous notification or extenuating circumstances.

*Your Accountability includes:*

- Access on mutually convenient dates for consultation.
- Payment for all third party costs.

*Our joint Accountabilities include:*

- We will return all calls and emails promptly.
- We will check in regularly to assess where the service is going and what, if any, improvements need to be made.
- We will respect each other's confidentiality, proprietary materials and approaches.
- We will achieve reasonable accommodation for conflicts, unforeseen events, and other priorities.

**Terms and Conditions**

The terms and conditions of this proposal are effective from February 1, 2013, through January 31, 2014. Acceptance after that date may necessitate increased fees or altered conditions.

You choose the following option:     # 2    

Allerton Hill Consulting's fee for performance of the above items will be \$     28,000

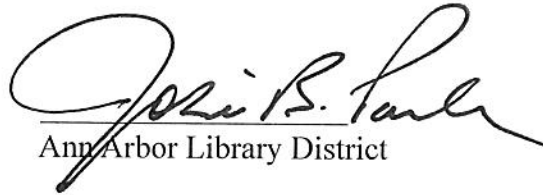
**Acceptance**

Your signature indicates Acceptance of the terms of this proposal.

We accept the proposal as written. (Please keep a copy for your records and sign and return a second copy to Allerton Hill Consulting 1215 Polaris Parkway, Suite 114 Columbus, OH 43240.)



Joel Gagne  
Owner  
Allerton Hill Consulting

  
Ann Arbor Library District

2/21/13  
DATE

**Fwd: Proposal**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: Proposal  
**To :** Admin <admin@aadl.org>

Wed, Jan 09, 2013 11:01 AM

 2 attachments

I haven't looked at this. I told him that I can't talk to him tomorrow, and suggested Friday. I'll let you know what we set up.

Josie

Director  
Ann Arbor District Library

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**Date:** January 9, 2013 10:57:10 AM EST  
**To:** Josie Parker <parkerj@aadl.org>  
**Subject: Proposal**

Josie,

Here is a proposal based on our conversation, the email you sent me, and our own research.

Are you free to discuss this? Would tomorrow at 4 PM work?

**AADL-Proposal.pdf**

246 KB

**ATT1843822.htm**8 KB

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# Allerton Hill Consulting<sub>LLC</sub>

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Prepared for: Josie Parker, Director

Prepared by: Joel Gagne, Owner

**January 9, 2013**

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## **Methodology**

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### ***Option 2 (Develop Communications Audit & Plan)***

***Cost \$30,000***

- Conduct an audit to assess how AADL communicates with its public (including use of offline and online techniques and content) and put forward strategic and data-driven methods for how to improve both the messages (what is said and how it is said) and the vehicles (where it is said) of communication.
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**Acceptance**

Your signature indicates Acceptance of the terms of this proposal.

We accept the proposal as written. (Please keep a copy for your records and sign and return a second copy to Allerton Hill Consulting 1215 Polaris Parkway, Suite 114 Columbus, OH 43240.)



Joel Gagne  
Owner  
Allerton Hill Consulting

\_\_\_\_\_  
Ann Arbor Library District

\_\_\_\_\_  
DATE

**Fwd: W9**

---

**From :** Kenneth Nieman <niemank@aadl.org>  
**Subject :** Fwd: W9  
**To :** Mary Miller <millerm@aadl.org>

Mon, Mar 25, 2013 05:35 PM

Sent from my iPhone

Begin forwarded message:

**From:** "Josie Parker" <parkerj@aadl.org>  
**To:** "Ken Nieman" <niemank@aadl.org>  
**Subject: Fwd: W9**

This what you need?

Sent from my iPhone

Begin forwarded message:

**From:** "Joel Gagne" <jg@allerton-hill.com>  
**To:** "Josie Parker" <parkerj@aadl.org>  
**Subject: W9**

Josie,

You requested this.

"Connecting schools and communities"

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

<W-9-Allerton 2012.pdf>

## **"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

**Re: W9**

---

**From :** Kenneth Nieman <niemank@aadl.org>

Mon, Mar 25, 2013 05:35 PM

**Subject :** Re: W9

**To :** Josie Parker <parkerj@aadl.org>

Yep

Sent from my iPhone

On Mar 25, 2013, at 16:28, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

This what you need?

Sent from my iPhone

Begin forwarded message:

From: "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

To: "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Subject: W9

Josie,

You requested this.

Joel Gagne

Allerton Hill Consulting, LLC

1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)

Phone: 800-549-2285

Fax: 614-453-8542

Website: [www.allerton-hill.com](http://www.allerton-hill.com)

Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)

Twitter: outreach\_expert

"Connecting schools and communities"

Joel Gagne

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1215 Polaris Parkway, Suite 114

Columbus, OH 43240

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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)

Twitter: outreach\_expert



## **"Connecting schools and communities"**

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**update on Allerton Hill**

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**From :** Josie Parker <parkerj@aadl.org>

Tue, Mar 26, 2013 11:06 AM

**Subject :** update on Allerton Hill**To :** AADL AADL <board@aadl.org>**Cc :** admin@aadl.org, wilsonk@aadl.org

To all,

I wanted to make sure that you were all up-to-date on our progress with the communications audit. We had a phone conference with Joel and his team last week to confirm that AADL had completed our portion of the audit and to discuss with them next steps.

He and his staff will take two weeks to go through all of the pieces in the audit and will communicate with us throughout. In early May, they will make a site visit to follow up. At this visit he and Jennifer Econimicus will conduct interviews of staff from AADL. This will be a random sampling across all job categories and strictly voluntary. The purpose is to determine how well or ill-informed staff of the AADL are about basic information regarding funding, operations, policies, etc.

We do not expect any recommendations before late May or early June.

Please let me know if you have questions.

Josie

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**Allerton Hill interviews**

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**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

9:45 Tom Smith, casual technician

10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

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**Fw: Invoice from Allerton- Hill**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Invoice from Allerton- Hill  
**To :** Ken Nieman (niemank@aadl.org) <niemank@aadl.org>

Wed, May 01, 2013 12:01 PM

 1 attachment

fyi, Josie

Forwarded message:

**From:** Allerton- Hill Consulting <jg@Allerton-Hill.com>  
**To:** parkerj@aadl.org, jg@allerton-hill.com  
**Cc:** jg@Allerton-Hill.com  
**Date:** Wednesday, May 1, 2013 11:40:51 AM  
**Subject:** Invoice from Allerton- Hill

Dear Josie Parker,

Your invoice is attached. Please remit payment at your earliest convenience.  
Thank you for your business - we appreciate it very much.

Sincerely,  
Allerton- Hill

## ----- Invoice Summary -----

Invoice # : 1494  
Invoice Date: 05/01/2013  
Due Date: 05/01/2013  
Terms: Due on receipt  
Amount Due: \$7,000.00

The complete version has been provided as an attachment to this email.  
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*Delivered by QuickBooks Online*

**Invoice\_1494\_from\_Allerton\_Hill\_Consulting.pdf**30 KB

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Allerton- Hill Consulting  
 1215 Polaris Parkway, Suite 114  
 Columbus, OH 43240

(800)549-2285  
 jg@Allerton-Hill.com  
 http://Allerton-Hill.com

# Invoice

Date	Invoice #
05/01/2013	1494
Terms	Due Date
Due on receipt	05/01/2013

Bill To
Josie Parker Ann Arbor Library

Amount Due	Enclosed
\$7,000.00	

Please detach top portion and return with your payment.

Activity	Quantity	Rate	Amount
• Communication Services			7,000.00
<b>Total</b>			<b>\$7,000.00</b>

---

**Fw: Introduction to my Colleague Joel Gagne**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Introduction to my Colleague Joel Gagne

Fri, Dec 14, 2012 01:34 PM

📎 1 attachment

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

I'm not sure this is any different from what Dave and Naomi tried to do, but I'll talk to him all the same.  
Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Luke Shaefer <lshaefer@umich.edu>  
**Date:** Friday, December 14, 2012 12:51:49 PM  
**Subject:** Re: Introduction to my Colleague Joel Gagne

Great...how does 10:30 on Wed look for you?

My cell is 339-499-8623

Here is our business brief so you get an idea on who we are.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
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Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Dec 14, 2012, at 11:32 AM, Josie Parker <parkerj@aadl.org> wrote:

Joel,

Thank you, I am available on Tuesday, but not until after 2:30. My schedule on Wednesday is open until 4:00 PM.

I appreciate your interest in our library issue, and I appreciate Luke caring enough to reach out to us both.

Regards,

Josie

Josie Parker  
Director  
Ann Arbor District Library  
[josie@aadl.org](mailto:josie@aadl.org)|734.327.4263

On Friday, December 14, 2012 at 12:19 PM, Joel Gagne wrote:

Hi Josie,

I would love to connect. Are you free for an informal chat next week? How does Tuesday at 10:30 look for you?

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

On Dec 14, 2012, at 8:50 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Luke,

Thank you very much for your email, and the possible link to Mr. Gagne. We are happy to talk to him, and to you, about the AADL and the unsuccessful bond proposal for a new downtown library. I shared your interest in our situation with my executive committee, and they too, would appreciate joining a conversation if we decide to have one.

My office number is 734.327.4263, and my email is [josie@aadl.org](mailto:josie@aadl.org).

Regards,

7-11-



Josie

Josie Parker  
Director  
Ann Arbor District Library  
Ann Arbor, MI 48104  
[josie@aadl.org](mailto:josie@aadl.org)|734.327.4263

On Wednesday, December 12, 2012 at 10:00 AM, Luke Shaefer wrote:

Hi Ms. Parker-

I am an Ann Arbor resident who watched the library bond issue with interest. My colleague and friend, Joel Gagne, runs a consulting firm that helps public entities communicate more effectively with the public, particularly around tax levies. His firm has a track record of working on campaigns that have resulted in hundreds of millions of additional dollars in public investments.

<http://allerton-hill.com>

If you have any interest in an informal conversation with him, I think Joel would like to hear more about the Library's recent experience, and tell you about the type of work his firm does.

I have ccd him to this email. I know he is at Vice President Biden's Holiday Party today in Washington, so he may be out-of-touch today. But I am sure he will be back on email tomorrow.

Very best,  
Luke

=====  
H. Luke Shaefer, Ph.D.  
Assistant Professor  
University of Michigan School of Social Work  
1080 S. University Ave.  
Ann Arbor, MI 48109  
734.936.5065  
[lshaefer@umich.edu](mailto:lshaefer@umich.edu)



**Allerton Hill**  
Consulting<sub>LLC</sub>

# Business Briefing

Prepared by: Joel Gagne, Strategic Partner

Communications & marketing specialists for schools and public entities

phone: 800-549-2285 • fax: 614-453-8542 • [www.allerton-hill.com](http://www.allerton-hill.com) • 1215 Polaris Parkway • Suite 114 • Columbus, OH 43240

## **CREDENTIALS AND BACKGROUND**

Allerton Hill Consulting, in its thirty-year existence, has specialized in campaigns and communications for school districts and municipalities. Since 1981, Allerton Hill Consulting has serviced its clients' communication/campaign needs and developed strategies that have helped win BILLIONS in local funding campaigns on behalf of clients.

More than 90% of Allerton Hill Consulting clients are school districts and municipalities. Today, most public endeavors have become a magnet for opposition that is well organized and determined. Now more than ever, you need a proven team of successful communication strategists who will point you in the right direction.

Recent economic times are proving challenging across the United States. With reduced local revenue and even more cuts in state funding, the increased pressure on local communities to support their local governments and schools is contributing to a heightened level of awareness and concern as to how their local tax dollars are spent.

With people paying much closer attention, municipalities and school districts must engage them through a strategic communication plan that reflects this new situation. The stakes are very high; only with a strong communication plan can any municipality or school district expect to gain the public's support.

All the Allerton Hill team members have extensive political, campaign and communication experience. They have run successful levy, referenda and political campaigns (for US Senate, US House of Representatives, State Legislature and many municipal offices) and fully understand the issues that face today's public entities. Our vast experience enables us to design and conduct project-specific campaigns best suited to winning in that particular community.

## THE ALLERTON HILL CONSULTING TEAM

### Joel Gagne, Owner/Outreach Strategist



Joel is the owner of Allerton Hill Consulting, a leader in communications and marketing for schools and public entities. Allerton Hill Consulting has a reputation on helping public entities secure positive outcomes from an ever-weary public. It is also becoming a leader in social media's impact on public education.

Joel offers a range of experience in politics and has been involved in political campaigns at every level and even abroad for more than twenty-five years. This includes work on multiple presidential campaigns, the Irish Parliament, mayoral campaigns and campaigns for the US Senate and governorship. It also includes serving in public office as an elected official.

Joel graduated from Northeastern University in Boston, Massachusetts while he was there he worked as a co-op on Capitol Hill and the White House. He also attended Harvard University for graduate studies. As well as completed program work from Harvard in conflict resolution and from the University of Chicago in creative writing. Joel has worked throughout the country as part of his political work. Currently he is also a Visiting Scholar at the University of Michigan and has conducted a round table on social media in education at the University of Dayton.

**Carole Dorn-Bell, Outreach Strategist/Partner**



Carole has more than twenty years of experience in education and politics with experience ranging from state and local government to campaigns for candidate and ballot issue initiatives. Prior to joining Ohio local government, where she has worked in numerous capacities for more than ten years, she worked in the Michigan Senate as a writer on the majority leader's staff and for many caucus senators.

She is known for developing responsible and responsive outreach strategies so that organizations can effectively communicate with their constituencies and garner support and credibility. Carole is a periodic presenter on outreach strategies and programs, including a major workshop at the 2009 OSBA Capital Conference.

Carole is a native Ohioan. She has a B.S. in English Literature from the University of Cincinnati and M.A. in Public Policy and Management from The Ohio State University.

**Jennifer Economus, Outreach Strategist**



Jennifer has spent over fifteen years in government and non-profit service including as a legislative aide for Assistant Majority Leader of the Ohio House of Representatives and as a lobbyist and grassroots coordinator for the Ohio School Boards Association.

She has extensive experience in grassroots advocacy and creating strategy, as well as advocating in both the legislative and executive branches on behalf of client interests. She's worked on both local and statewide ballot issues and candidate campaigns and has developed outreach strategies and communication plans for a variety of interests from the local, state and national levels with proven success.

Jennifer is a native Ohioan and grew up in Boardman. She has a B.A. in Communication from The Ohio State University and M.A. in Public Policy and Management from The Ohio State University.

## COMMUNICATION CLIENTS

Listed below is a partial list of school districts and municipalities that we serve over the last thirty years. In every case, Allerton Hill Consulting served as lead consultant to these school districts.

London City Schools (Income Tax)	Rossford Local ( <i>Bond Issue</i> )
Olentangy Local Schools	Bethel-Tate Local
Mad River Local Schools	Nordonia City Schools
Dayton City Schools	Hillard City
Medina City Schools	Beavercreek City
Mayfield City Schools	Centerville City
New Lebanon Local	Sugarcreek Local
Lebanon City	Trotwood City ( <i>Bond Issue</i> )
Troy City Schools	Xenia City ( <i>Bond Issue</i> )
Oak Hills Local (Hamilton Co.)	Kettering City ( <i>Bond Issue</i> )
Northmont City Schools	Port Clinton City Schools
Milford Exempted	Delaware City Schools
Springboro Community Schools	Troy City Schools
Lima City Schools	Tecumseh Local
Greenville City Schools	Dublin City ( <i>Bond Issue</i> )
Urbana City Schools	Liberty Local Schools
Wilmington City Schools	Sycamore Community
Piqua City Schools (Income Tax)	Centerville City Schools
Fairborn City Schools	City of Fairborn
Pickerington Local Schools	Princeton City Schools ( <i>Bond Issue</i> )
City of Xenia	City of Centerville
Springfield City Schools	City of Huber Heights

## **PARTIAL LIST OF REFERENCES FOR ALLERTON HILL CONSULTING**

### **Mr. Rick Hanes**

Superintendent  
Piqua City Schools  
719 East Ash Street  
Piqua Ohio 45356  
740-833-1101

### **Jim Percival**

City Manager  
City of Xenia  
101 N. Detroit Street  
Xenia OH 45385  
937-376-7231

### **Jeffrey C. Hoagland**

City Manager  
City of Vandalia  
333 J.E. Bohanan Dr.  
Vandalia, OH 45377  
city.manager@vandaliaohio.org  
937-296-7618

### **Dr. Dan Good**

Superintendent  
Westerville City Schools  
336 South Otterbein Ave  
Westerville OH 43081  
614-797-5713



**1. CASE STUDY: *Once a School District has good data any turn around is possible.***

**Situation:** A small city in Western Ohio just lost a vote on an income tax levy 55% to 45%. Like the rest of his leadership team, the new superintendent felt that they had given the voters an accurate picture of the dire needs of the district. They'd already cut millions, and without the tax, they would have to cut more—enough to permanently reduce the city's commitment to public education. After fighting what seemed to be a good campaign, the district now faced the tough choices resulting from its devastating loss at the polls. These choices would cut to the heart of what defines a community.

**Intervention:** Recognizing the challenges ahead, and its need for better communications, the district turned to us. When our firm came on board, we immediately commissioned polling on voters' attitudes toward the city's schools, and the lack of funding. These polls revealed opinions that took our new client by surprise. We learned that: 1. Only one-in-three voters were aware of the millions the district had already cut from its budget. 2. The district's contact with voters were sporadic and disorganized. 3. People wanted "good" schools. They did not want "excellent" schools because they viewed them as expensive.

**Resolution:** Based on the survey data, our firm designed a message that would resonate with voters. From then on at the core of every district communication to voters was the idea of "good schools at a good value." Among our recommendations were weekly "backpack expresses" (letters that went home with kids K-8), and guest editorials by district leaders in local newspapers. This brought a consistent unity to district communications. These communications addressed each issue in ways that connected with voter concerns, such as a wintertime message saying: "Like you we are feeling the pinch of high heating costs. To help keep energy costs in check, we are turning down the heat in nonessential areas to save money. Please make sure your children are dressed accordingly." People soon got the message that the District was "serious" about saving money. After delivering clear, consistent and regular information around the data-driven message of "good schools at a good value" the district went on the ballot and passed their first income tax levy 59-41%.

## **2. CASE STUDY: A City's lack of communication catches up to them.**

**Situation:** A small city in Southeastern Ohio gutted their communication and outreach to the community over the period of many years. The result: A total disconnect with their public, which was felt through the failure of a critical police and fire levy. The measure lost by 80% with only 20% voting for the measure.

**Intervention:** Wanting to engage the community once again, the city underwent a communication transformation. Resources of time and public funds were used to communicate information to the public. The city used every resource available including the insertion of letters in with water bills, to guest newspaper editorials, to working with the school district to get the word to parents. The city began communicating what the loss of safety services meant to the city but more importantly to residents. The city using old and new (Facebook, video, newspaper, and radio) began putting out a simple but highly effective message to which citizens could relate such as delayed run times for ambulance services and road repairs that would not occur without these funds. In other words, the city clearly showed the value and importance of these services.

**Resolution:** The citizens of the city began to understand what was at stake with a clear message. By using different techniques to reach different parts of this diverse city the message struck home. Citizens voted to restore the safety services on the second attempt on the ballot. Given the significant defeat of the first attempt (a 80% defeat), this was a significant win for the city and community.

### **3. CASE STUDY: *Keep the positive momentum going with continuous outreach and communication.***

**Situation:** A suburban school district just came off a landslide victory in November following a tough May election loss. Although the election win was solid, the school district is under constant scrutiny from a demanding public. The community expects a lean and efficient budget operation that provides a high quality education. The district knew it had to keep telling their story and maintain its support base even when they were not on the ballot.

**Intervention:** Knowing it needed to utilize outreach and messaging experts, the district hired Allerton Hill Consulting to assist with a comprehensive communications plan. Under our guidance, the district established a “key communicators” group to assist with getting the message out about the goal of efficiency and to help deal with communication crisis on an as needed basis. They also established regular communications through monthly Op-Eds in the local newspapers and communications with parents through school buildings and “backpack express” letters. All avenues emphasized the district’s goal of lean operations while maintaining excellent schools.

**Resolution:** The community is receiving regular, positive information from the district about its financial priorities – not just during levy times. The district is prepared and proactive when challenges arise with an established group of “key communicators” ready to assist with messaging. They are succeeding in maintaining strong momentum and community support of the schools through consistent communication and continuous outreach.

**RE: Joel Gagne**

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**From :** Celeste Choate <choatec@aadl.org>

Fri, Dec 14, 2012 03:00 PM

**Subject :** RE: Joel Gagne**To :** Josie Parker <parkerj@aadl.org>

Yes – count me in.

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Friday, December 14, 2012 1:17 PM**To:** Eli Neiburger; Celeste Choate**Cc:** Karen Wilson**Subject:** Joel Gagne

I am speaking with Joel Gagne from Allerton-Hill Consulting next Wednesday at 10:30. I doubt he'll mind it being a conference call if you wish to sit in, and then Tom Jensen from PPP will be here Friday(still working on time) and you are both welcome to join that meeting. Margaret and Jan will be there, and hopefully, Ed, too.

Josie

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**Fwd: Proposal**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Jan 09, 2013 11:01 AM

**Subject :** Fwd: Proposal 2 attachments**To :** Admin <admin@aadl.org>

I haven't looked at this. I told him that I can't talk to him tomorrow, and suggested Friday. I'll let you know what we set up.

Josie

Director  
Ann Arbor District Library

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>**Date:** January 9, 2013 10:57:10 AM EST**To:** Josie Parker <parkerj@aadl.org>**Subject: Proposal**

Josie,

Here is a proposal based on our conversation, the email you sent me, and our own research.

Are you free to discuss this? Would tomorrow at 4 PM work?

**AADL-Proposal.pdf**

246 KB

**ATT1843822.htm**8 KB

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**Fw: Link to 2007 survey/2012 March Survey attached**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Jan 16, 2013 12:17 PM

**Subject :** Fw: Link to 2007 survey/2012 March Survey attached**To :** Margaret Leary <mleary@umich.edu>, Prue Rosenthal <pruer@aol.com>**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>

I have told Joel that everything is on hold until the Communications Committee is appointed and approved. I will let you know if he continues to be interested in working with AADL as we get organized.

Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>**To:** Josie Parker <parkerj@aadl.org>**Date:** Tuesday, January 15, 2013 10:19:47 PM**Subject:** Re: Link to 2007 survey/2012 March Survey attached

Josie,

Good news. After reviewing this I am confident we can put a solid plan together for you. HOWEVER, I really want to push getting some new data as soon as possible. This data is a bit dated and we can agree a lot has happened since this was collected.

More good news. I will be in AA on the 30th. I will be speaking from 10-11:30 at U of M. I need to be back in Ohio by late afternoon. Is it possible to set up something around lunch on the 30th?

Please let me know ASAP if this works for you.

Thank you.

Joel Gagne

**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [ig@allerton-hill.com](mailto:ig@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Jan 11, 2013, at 3:20 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

<AA DL Survey Analysis 2-1.docx>

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**update on Allerton Hill**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** update on Allerton Hill  
**To :** Board <board@aadl.org>  
**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Tue, Mar 26, 2013 11:06 AM

To all,

I wanted to make sure that you were all up-to-date on our progress with the communications audit. We had a phone conference with Joel and his team last week to confirm that AADL had completed our portion of the audit and to discuss with them next steps.

He and his staff will take two weeks to go through all of the pieces in the audit and will communicate with us throughout. In early May, they will make a site visit to follow up. At this visit he and Jennifer Econimicus will conduct interviews of staff from AADL. This will be a random sampling across all job categories and strictly voluntary. The purpose is to determine how well or ill-informed staff of the AADL are about basic information regarding funding, operations, policies, etc.

We do not expect any recommendations before late May or early June.

Please let me know if you have questions.

Josie

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**Fw: Conference Call Number for tomorrow's call**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Apr 10, 2013 11:58 AM

**Subject :** Fw: Conference Call Number for tomorrow's call**To :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Kenneth Nieman <niemank@aadl.org>

you are all invited and welcome to sit in on this call. Josie

Forwarded message:

**From:** Jennifer Economus <je@allerton-hill.com>**To:** Joel Gagne <jg@allerton-hill.com>**Cc:** Josie Parker <parkerj@aadl.org>**Date:** Wednesday, April 10, 2013 11:38:09 AM**Subject:** Conference Call Number for tomorrow's call

Hi Team: Here's the call in information for our call tomorrow at 11am:

To conference, simply call 605.475.4875. When prompted, follow the instructions and use access code 285370#. If you have difficulties, contact me at 614.284.8772.

Jennifer Economus

**Allerton Hill Consulting, LLC**

1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)

Phone: 614-284-8772

Fax: 614-453-8542

Website: [www.allerton-hill.com](http://www.allerton-hill.com)

Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)

Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

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**Re: Conference Call Number for tomorrow's call**

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**From :** Celeste Choate <choatec@aadl.org> Wed, Apr 10, 2013 03:54 PM  
**Subject :** Re: Conference Call Number for tomorrow's call  
**To :** Josie Parker <parkerj@aadl.org>

Count me in!

-Celeste Choate

On Apr 10, 2013, at 11:58 AM, "Josie Parker" <parkerj@aadl.org> wrote:

you are all invited and welcome to sit in on this call. Josie

Forwarded message:

**From:** Jennifer Economus <je@allerton-hill.com>  
**To:** Joel Gagne <jg@allerton-hill.com>  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Wednesday, April 10, 2013 11:38:09 AM  
**Subject:** Conference Call Number for tomorrow's call

Hi Team: Here's the call in information for our call tomorrow at 11am:

To conference, simply call 605.475.4875. When prompted, follow the instructions and use access code 285370#. If you have difficulties, contact me at 614.284.8772.

Jennifer Economus  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)  
Phone: 614-284-8772  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

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**Aaps article**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 12, 2013 07:25 AM

**Subject :** Aaps article

**To :** Admin <admin@aadl.org>

Aadl is mentioned in a comment by rukiddingme attached to the supt article. It is about the Allerton hill expense.

Josie

Sent from my iPhone

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**potential staff for allerton hill interviews april 26th**

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**From :** Celeste Choate <choatec@aadl.org>

Sat, Apr 13, 2013 04:29 PM

**Subject :** potential staff for allerton hill interviews april 26th

**To :** Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>

Hi!

Can you tell me if Tom Smith and Greg Matthews are free the morning of Friday, April 26th between 9-12? I told Josie I'd get her the info on people's schedules, since most of the potential interview candidates are on my side of the house. Once we know who's possibly free, Josie was going to email them, possibly as soon as Monday.

Thanks!

-Celeste

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**Allerton Hill interviews**

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**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Karen Wilson <wilsonk@aadl.org>

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

9:45 Tom Smith, casual technician

10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

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**RE: Allerton Hill interviews**

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**From :** Sherlonya Turner <TurnerS@aadl.org>  
**Subject :** RE: Allerton Hill interviews  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Celeste Choate <choatec@aadl.org>

Thu, Apr 18, 2013 05:09 PM

Josie,

There are no problems for YASC here. Brian is prepared to open the Pittsfield Branch on Friday the 26<sup>th</sup>.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Thursday, April 18, 2013 1:33 PM  
**To:** Celeste Choate; Eli Neiburger; Diane Dahlem; Sherlonya Turner; Tim Grimes; Kenneth Nieman; Karen Wilson  
**Subject:** Allerton Hill interviews

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.



If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

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10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

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**draft answers to Mr. Woodford**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:29 PM

**Subject :** draft answers to Mr. Woodford 1 attachment**To :** Prue Rosenthal <pruer@aol.com>**Cc :** Admin <admin@aadl.org>

Attached is a draft document that addresses Mr. Woodford's questions. Please let me know if there is anything that you would like to change/delete/add. I would like to send him answers on Monday afternoon at the latest.

Josie

**DRAFTAnswers to Mrwoodford.docx**159 KB

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DRAFTAnswers to Mr. Woodford's question at the April 15, 2013  
AADL Board Mtg. DRAFT

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN? On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.
2. Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting? In the AADL strategic plan adopted in 2010 is an objective to audit the communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.
3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses? No
4. Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign? The AADL Board is not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent. The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan.
5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee? These are not mutually exclusive considerations. One is not related to the other from the AADL Board's point of view.
6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret? Library meetings are posted as required by law and conducted according to the law. No

library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

**meeting with Allerton Hill consultants**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:37 PM

**Subject :** meeting with Allerton Hill consultants**To :** Shayna Houghton <houghtons@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

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**Allerton Hill consultant meeting**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:38 PM

**Subject :** Allerton Hill consultant meeting**To :** Marianne Taylor <taylorm@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Marianne,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:39 PM

**Subject :** Allerton Hill consultant appointment**To :** Tom Smith <smitht@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Tim Grimes <grimest@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Tom,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:40 PM

**Subject :** Allerton Hill consultant appointment

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Beth,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:15 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

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**Allerton Hill consultant interview**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:42 PM

**Subject :** Allerton Hill consultant interview**To :** Shirlina Coleman <colemansh@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shirlina,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:40 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:43 PM

**Subject :** Allerton Hill consultant appointment

**To :** Cecile Dunham <dunhamc@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Cecile,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:44 PM

**Subject :** Allerton Hill consultant appointment**To :** Kathy Randles <randlesk@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Kathy,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:45 PM

**Subject :** Allerton Hill consultant appointment

**To :** Greg Matthews <matthewsg@aadl.org>

**Cc :** Kenneth Nieman <niemank@aadl.org>, Andra Williams <williamsa@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Greg,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Re: draft answers to Mr. Woodford**

---

**From :** Prudence Rosenthal <pruer@aol.com>

Sun, Apr 21, 2013 10:11 AM

**Subject :** Re: draft answers to Mr. Woodford

 2 attachments

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Admin <admin@aadl.org>

I reworked one of the questions and shortened another, but please use your experience and judgement in what the final says.

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**Answers to Mr Woodford.docx**

253 KB



**ATT35107999.htm**

7 KB

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DRAFTAnswers to Mr. Woodford's question at the April 15, 2013 AADL Board Mtg. DRAFT

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN? On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.
2. **Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?** In the AADL strategic plan adopted in 2010 is an objective to audit the communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.
3. **In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?** No
4. **Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign?** Might it make sense to reverse this statement and start with the positive? Rephrase this to start with "The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan. We are not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent." And take out the last sentence?

The AADL Board is not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent. ~~The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan.~~

5. **We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?** ~~These are not mutually exclusive considerations. One is not related to the other from the AADL Board's point of view.~~
6. **The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret? Library meetings are posted as required by law and conducted according to the law. No library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.**

**draft to mr. woodford**

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**From :** Josie Parker <parkerj@aadl.org> Mon, Apr 22, 2013 11:55 AM  
**Subject :** draft to mr. woodford  1 attachment  
**To :** Prue Rosenthal <pruer@aol.com>  
**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>

attached is an edited version of the response with Prue's notes/changes added. Eli and Celeste, do you see anything that you feel should be altered/deleted/added?

I 'd like to get this out soon.

Josie

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 **DRAFTAnswers to Mrwoodford.docx**  
160 KB

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DRAFTAnswers to Mr. Woodford's question at the April 15, 2013  
AADL Board Mtg. DRAFT

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posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

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**Fw: Questions submitted 4/15/13**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Questions submitted 4/15/13  
**To :** Board <board@aadl.org>  
**Cc :** Admin <admin@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Mon, Apr 22, 2013 04:34 PM

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** johnwood@umich.edu  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN?

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Re: Questions submitted 4/15/13**

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**From :** Josie Parker <parkerj@aadl.org>

Mon, Apr 22, 2013 04:35 PM

**Subject :** Re: Questions submitted 4/15/13**To :** Board <board@aadl.org>**Cc :** Admin <admin@aadl.org>, Karen Wilson <wilsonk@aadl.org>

I should also let you know that Dr. Salberg has arranged to come in tomorrow to gather the material that he requested at the March Board meeting.

Josie

On Monday, April 22, 2013 at 4:34 PM, Josie Parker wrote:

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
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343 S. Fifth Avenue

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Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**RE: Questions submitted 4/15/13**

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**From :** Jan Barney Newman  
<jbnewman2000@comcast.net>

Mon, Apr 22, 2013 05:37 PM

**Subject :** RE: Questions submitted 4/15/13

**To :** Josie Parker <parkerj@aadl.org>, Board  
<board@aadl.org>

**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

I was surprised to have these questions from John. But, the answers are fine. You don't think mentioning the need to let the community know all the services that are available to them by better communication? We've become aware that people who use only one or two services aren't aware of the full scope of AADL's offerings. Doesn't that seem like a reasonable reason for a communication audit?

Just wondering.

Jan

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Monday, April 22, 2013 4:35 PM  
**To:** AADL AADL  
**Cc:** admin@aadl.org; wilsonk@aadl.org  
**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** johnwood@umich.edu  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

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Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Re: Questions submitted 4/15/13**

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**From :** Rebecca Head <r\_head@sbcglobal.net>

Mon, Apr 22, 2013 07:57 PM

**Subject :** Re: Questions submitted 4/15/13**To :** Josie Parker <parkerj@aadl.org>, Board <board@aadl.org>**Cc :** Admin <admin@aadl.org>, Karen Wilson <wilsonk@aadl.org>**Reply To :** Rebecca Head <r\_head@sbcglobal.net>

Thanks - quite factual & I appreciate your responding as you did.

Rebecca A Head

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**From:** Josie Parker <parkerj@aadl.org>**To:** AADL AADL <board@aadl.org>**Cc:** admin@aadl.org; "wilsonk@aadl.org" <wilsonk@aadl.org>**Sent:** Monday, April 22, 2013 4:34 PM**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>**To:** johnwood@umich.edu**Cc:** Josie Parker <parkerj@aadl.org>**Date:** Monday, April 22, 2013 4:22:16 PM**Subject:** Questions submitted 4/15/13

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public

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5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?

One is not related to the other from the AADL Board's point of view.

6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret?

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[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Re: Questions submitted 4/15/13**

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**From :** Ed Surovell <esurovell@aol.com>

Mon, Apr 22, 2013 11:57 PM

**Subject :** Re: Questions submitted 4/15/13**To :** Jan B. Newman <jbnewman2000@comcast.net>**Cc :** Josie Parker <parkerj@aadl.org>, Board <board@aadl.org>, Admin <admin@aadl.org>, Karen Wilson <wilsonk@aadl.org>

In response to Dr. S's request for a justification for the Allerton Hill audit, it might be pointed out that any responsible organization serving half a county and employing several hundred people benefits from a well-conducted periodic communications audit. We strive to understand our patrons' needs and expectations, and try to continue to improve on what we feel is our already outstanding record.

Sent from my iPhone

On Apr 22, 2013, at 5:37 PM, "Jan Barney Newman" <[jbnewman2000@comcast.net](mailto:jbnewman2000@comcast.net)> wrote:

I was surprised to have these questions from John. But, the answers are fine. You don't think mentioning the need to let the community know all the services that are available to them by better communication? We've become aware that people who use only one or two services aren't aware of the full scope of AADL's offerings. Doesn't that seem like a reasonable reason for a communication audit?

Just wondering.

Jan

**From:** Josie Parker [mailto:[parkerj@aadl.org](mailto:parkerj@aadl.org)]**Sent:** Monday, April 22, 2013 4:35 PM**To:** AADL AADL**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
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[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**FW: Questions submitted 4/15/13**

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**From :** Karen Wilson <wilsonk@aadl.org>  
**Subject :** FW: Questions submitted 4/15/13  
**To :** Board <Board@aadl.org>  
**Cc :** Admin <Admin@aadl.org>

Tue, Apr 23, 2013 11:33 AM

For your information.

Karen

---

**From:** Josie Parker  
**Sent:** Tuesday, April 23, 2013 11:28 AM  
**To:** Karen Wilson  
**Subject:** Re: Questions submitted 4/15/13

Forward it onto admin and board please. Josie

Sent from my iPhone

On Apr 23, 2013, at 8:40 AM, "Karen Wilson" <wilsonk@aadl.org> wrote:

Mr. Woodford's response below.

Karen

**From:** John Woodford [<mailto:johnwood@umich.edu>]  
**Sent:** Monday, April 22, 2013 5:27 PM  
**To:** Karen Wilson  
**Subject:** Re: Questions submitted 4/15/13

Dear Ms. Wilson:

I thank you and the board for this response. I was apparently misinformed as to the types of meetings that are not open. I suppose that so long as the decisions of the committees are duly reported in the public meetings, the interested citizens of A2 can follow what's going on.

As a regular library user, I appreciate the achievements of the AADL boards through the years. I continue to maintain, however, that there is no evidence that we need a new main building, nor does the Library need to take on the role of an ersatz chamber of commerce.

Few overflow events take place at any of the Library's sites, and if some business

persons want a convention center, they should step up and plan for one out in the open so the people can decide such matters on the merits.

Again, thanks for your response.

John Woodford

On Mon, Apr 22, 2013 at 4:22 PM, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:  
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2. Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?

In the AADL strategic plan adopted in 2010 is an objective to audit the communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.

3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?

Yes, Allerton Hill pays for all travel expenses.

4. Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign?

The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan. The AADL Board is not able to control how any one individual might interpret an action that it

takes; it can only state its purpose and intent.

5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?

One is not related to the other from the AADL Board's point of view.

6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret?

Library meetings are posted as required by law and conducted according to the law. No library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
wilsonk@aadl.org

---

**RE: Allerton hill**

---

**From :** Celeste Choate <choatec@aadl.org>

Tue, Apr 23, 2013 01:14 PM

**Subject :** RE: Allerton hill

**To :** Josie Parker <parkerj@aadl.org>

I am so sorry to hear this!! I hope she recovers quickly.

-----Original Message-----

From: Josie Parker

Sent: Tuesday, April 23, 2013 11:34 AM

To: Karen Wilson; Celeste Choate; Eli Neiburger

Subject: Allerton hill

Joel Gagne's young daughter is quite ill but recovering. However he can't make it here on Friday. Karen you can release the room, Celeste and Eli, I will send emails this afternoon to the people involved. Ill be working with Joel to come up with a new date, Josie

Sent from my iPhone

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:38 PM

**Subject :** Allerton Hill discussion

**To :** Shirlina Coleman <colemansh@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>

Shirlina,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill discussions**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:38 PM

**Subject :** Allerton Hill discussions

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>

Tom,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill discussion

**To :** Shayna Houghton <houghtons@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>

Shayna,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Beth,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---



**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:41 PM

**Subject :** Allerton Hill

**To :** Cecile Dunham <dunhamc@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Cecile,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:41 PM

**Subject :** Allerton Hill

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>

Marianne,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:42 PM

**Subject :** Allerton Hill

**To :** Kathy Randles <randlesk@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Kathy,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**meetings with allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 26, 2013 04:24 PM

**Subject :** meetings with allerton hill

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Kenneth Nieman  
<niemank@aadl.org>, DeAnn Doll  
<dolld@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>, Diane Dahlem  
<dahlemd@aadl.org>, Tim Grimes  
<grimest@aadl.org>

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

---

**From :** Sherlonya Turner <TurnerS@aadl.org>

Mon, Apr 29, 2013 11:01 AM

**Subject :** RE: meetings with allerton hill**To :** Josie Parker <parkerj@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 11:40 AM

**Subject :** RE: meetings with allerton hill**To :** Sherlonya Turner <TurnerS@aadl.org>

Thanks!

---

**From:** Sherlonya Turner**Sent:** Monday, April 29, 2013 11:02 AM**To:** Josie Parker**Cc:** Celeste Choate**Subject:** RE: meetings with allerton hill

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [<mailto:parkerj@aadl.org>]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**Fwd: The 10th**

---

**From :** Josie Parker <parkerj@aadl.org>

Mon, Apr 29, 2013 03:01 PM

**Subject :** Fwd: The 10th

**To :** Celeste Choate <choatec@aadl.org>

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**Date:** April 29, 2013, 11:52:44 AM EDT  
**To:** Josie Parker <parkerj@aadl.org>  
**Subject: The 10th**

Josie,

The 9th just got scratched form Jen's calendar. Are you open on the 10th?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

**Re: The 10th**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 03:05 PM

**Subject :** Re: The 10th

**To :** Josie Parker <parkerj@aadl.org>

Ok! I'll let Diane & Sherlonya know.

-Celeste Choate

On Apr 29, 2013, at 3:01 PM, "Josie Parker" <parkerj@aadl.org> wrote:

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>

**Date:** April 29, 2013, 11:52:44 AM EDT

**To:** Josie Parker <parkerj@aadl.org>

**Subject: The 10th**

Josie,

The 9th just got scratched form Jen's calendar. Are you open on the 10th?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542



*Website:* [www.allerton-hill.com](http://www.allerton-hill.com)  
*Blog:* [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
*Twitter:* [outreach\\_expert](https://twitter.com/outreach_expert)

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**FW: meetings with allerton hill**

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**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 03:07 PM

**Subject :** FW: meetings with allerton hill**To :** Diane Dahlem <dahlemd@aadl.org>

I just got an email from Josie. The 9<sup>th</sup> is no longer an option. What does it look like for your staff on May 10<sup>th</sup>?

-Celeste

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

---

**Fw: meetings with allerton hill**

---

**From :** Diane Dahlem <dahlemd@aadl.org>

Mon, Apr 29, 2013 03:19 PM

**Subject :** Fw: meetings with allerton hill**To :** Celeste Choate <choatec@aadl.org>

Kathy and Shirlina are available, Marianne is not. Suggestions are also below! Sorry! I intended to copy you on this!

--

Diane Dahlem | Manager | Circulation Services | Ann Arbor District Library |  
734.327.4281

Forwarded message:

**From:** Diane Dahlem <dahlemd@aadl.org>**To:** Josie Parker <parkerj@aadl.org>**Date:** Friday, April 26, 2013 5:10:28 PM**Subject:** Re: meetings with allerton hill

Kathy Randles and Shirlina Coleman are available both days but Marianne Taylor is not available either day. There are two other full time clerks available both days: Paula Ghosh and Lara Post. Let me know if you'd like other suggestions. Thanks.

Diane

--

Diane Dahlem | Manager | Circulation Services | Ann Arbor District Library |  
734.327.4281

On Friday, April 26, 2013 at 4:24 PM, Josie Parker wrote:

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: The 10th**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 05:12 PM

**Subject :** RE: The 10th

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** TurnerS@aadl.org, Diane Dahlem  
<dahlemd@aadl.org>

Available for Allerton Hill Meetings May 10<sup>th</sup> during the day shift

**Shayna Houghton**, casual IDC

**Lara Post**, Clerk (Lara can replace Marianne Taylor, who is on vacation)

(Paula Ghosh is also available but is a non-resident. Lara lives in our service area)

*Beth Andersen*, Librarian – not available that day. Replacements are being considered.

**Shirlina Coleman**, Book Pro

**Cecile Dunham**, Library Technician

**Kathy Randles**, Supervisor

Not sure about:

Greg Mathews, Facilities

Tom Smith, casual technician

---

**From:** Josie Parker

**Sent:** Monday, April 29, 2013 3:02 PM

**To:** Celeste Choate

**Subject:** Fwd: The 10th

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>

**Date:** April 29, 2013, 11:52:44 AM EDT

**To:** Josie Parker <parkerj@aadl.org>

**Subject: The 10th**

Josie,

The 9th just got scratched form Jen's calendar. Are you open on the 10th?

## "Connecting schools and communities"

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**Allerton hill**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 05:28 PM

**Subject :** Allerton hill

**To :** Eli Neiburger <neiburgere@aadl.org>

Eli,

Beth Andersen is not available on the potential Allerton Hill date of May 10<sup>th</sup>. Do you think Amy or Erin would be good librarian candidates?

-Celeste

---

**RE: Allerton hill**

---

**From :** Eli Neiburger <neiburgere@aadl.org>

Tue, Apr 30, 2013 09:36 AM

**Subject :** RE: Allerton hill

**To :** Celeste Choate <choatec@aadl.org>

Don't we need to find someone more negative? If josie would consider beth, how about ieva?

-eli

-----Original Message-----

From: Celeste Choate

Sent: Mon 4/29/2013 5:28 PM

To: Eli Neiburger

Subject: Allerton hill

Eli,

Beth Andersen is not available on the potential Allerton Hill date of May 10th. Do you think Amy or Erin would be good librarian candidates?

-Celeste

---

**Allerton Hill Visit**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:34 AM

**Subject :** Allerton Hill Visit

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Tom,

The date has been changed to May 10 and I appreciate that you are still available and willing to meet on that date. I will let you know the time as soon as I have gotten it all worked out.

Thanks,

Josie

---



**Allerton Hill discussions**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:47 AM

**Subject :** Allerton Hill discussions

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, neimank@aadl.org

Beth,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again for your willingness.

Josie

---

**FW: Allerton Hill discussions**

---

**From :** Celeste Choate <choatec@aadl.org>

Tue, Apr 30, 2013 10:48 AM

**Subject :** FW: Allerton Hill discussions

**To :** TurnerS@aadl.org

fyi

**From:** Josie Parker [mailto:parkerj@aadl.org]

**Sent:** Tuesday, April 30, 2013 10:48 AM

**To:** Beth Andersen

**Cc:** Celeste Choate; Eli Neiburger; neimank@aadl.org

**Subject:** Allerton Hill discussions

Beth,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again for your willingness.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:49 AM

**Subject :** Allerton Hill discussion

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Marianne,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:54 AM

**Subject :** Allerton Hill discussion

**To :** Shayna Houghton <houghtons@aadl.org>

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shayna,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:55 AM

**Subject :** Allerton Hill

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Dear Tom,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:57 AM

**Subject :** Allerton Hill discussion**To :** Shirlina Coleman <colemansh@aadl.org>**Cc :** Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Shirlina,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 10:40 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**meeting with Allerton Hill consultants**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:37 PM

**Subject :** meeting with Allerton Hill consultants**To :** houghtons@aadl.org**Cc :** Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, wilsonk@aadl.org

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

---

**FW: meeting with Allerton Hill consultants**

---

**From :** Shayna Houghton <houghtons@aadl.org>  
**Subject :** FW: meeting with Allerton Hill consultants  
**To :** Brian Anderson <andersonb@aadl.org>  
**Cc :** Sherlonya Turner <TurnerS@aadl.org>

Fri, Apr 19, 2013 06:48 PM

Hi Brian,

Josie has asked me to meet with consultants from Allerton Hill Downtown next Friday (4/26) at 9a but I'm still scheduled to work at Pittsfield from 9a-1p. Is there anything we can do to move me Downtown instead so that I can do this?

Thanks,  
Shayna

-----Original Message-----

From: Josie Parker [<mailto:parkerj@aadl.org>]  
Sent: Fri 4/19/2013 4:37 PM  
To: Shayna Houghton  
Cc: Celeste Choate; Diane Dahlem; Eli Neiburger; Sherlonya Turner; Karen Wilson  
Subject: meeting with Allerton Hill consultants

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie



---

**RE: meeting with Allerton Hill consultants**

---

**From :** Sherlonya Turner <TurnerS@aadl.org>

Sat, Apr 20, 2013 09:18 AM

**Subject :** RE: meeting with Allerton Hill consultants

**To :** Shayna Houghton <houghtons@aadl.org>, Brian Anderson <andersonb@aadl.org>

Hi Shayna,

We have this all taken care of for you. Brian is planning to open Pittsfield. You can head out there when you're done with your meeting. (Please stay clocked in). Take your time getting from Downtown to Pittsfield.

Please let us know if there is an issue with this plan :).

Thanks,  
Sherlonya

-----Original Message-----

From: Shayna Houghton

Sent: Friday, April 19, 2013 6:48 PM

To: Brian Anderson

Cc: Sherlonya Turner

Subject: FW: meeting with Allerton Hill consultants

Hi Brian,

Josie has asked me to meet with consultants from Allerton Hill Downtown next Friday (4/26) at 9a but I'm still scheduled to work at Pittsfield from 9a-1p. Is there anything we can do to move me Downtown instead so that I can do this?

Thanks,  
Shayna

-----Original Message-----

From: Josie Parker [mailto:parkerj@aadl.org]

Sent: Fri 4/19/2013 4:37 PM

To: Shayna Houghton

Cc: Celeste Choate; Diane Dahlem; Eli Neiburger; Sherlonya Turner; Karen Wilson

Subject: meeting with Allerton Hill consultants

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

---

**RE: meeting with Allerton Hill consultants**

---

**From :** Shayna Houghton <houghtons@aadl.org>  
**Subject :** RE: meeting with Allerton Hill consultants  
**To :** Sherlonya Turner <TurnerS@aadl.org>  
**Cc :** Brian Anderson <andersonb@aadl.org>

Sat, Apr 20, 2013 10:16 AM

Sounds good to me. Thanks so much!

Shayna

---

**From:** Sherlonya Turner  
**Sent:** Sat 4/20/2013 9:18 AM  
**To:** Shayna Houghton; Brian Anderson  
**Subject:** RE: meeting with Allerton Hill consultants

Hi Shayna,

We have this all taken care of for you. Brian is planning to open Pittsfield. You can head out there when you're done with your meeting. (Please stay clocked in). Take your time getting from Downtown to Pittsfield.

Please let us know if there is an issue with this plan :).

Thanks,  
Sherlonya

-----Original Message-----

From: Shayna Houghton  
Sent: Friday, April 19, 2013 6:48 PM  
To: Brian Anderson  
Cc: Sherlonya Turner  
Subject: FW: meeting with Allerton Hill consultants

Hi Brian,

Josie has asked me to meet with consultants from Allerton Hill Downtown next Friday (4/26) at 9a but I'm still scheduled to work at Pittsfield from 9a-1p. Is there anything we can do to move me Downtown instead so that I can do this?

Thanks,

Shayna

-----Original Message-----

From: Josie Parker [mailto:parkerj@aadl.org]

Sent: Fri 4/19/2013 4:37 PM

To: Shayna Houghton

Cc: Celeste Choate; Diane Dahlem; Eli Neiburger; Sherlonya Turner; Karen Wilson

Subject: meeting with Allerton Hill consultants

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Beth,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:41 PM

**Subject :** Allerton Hill

**To :** dunhamc@aadl.org

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Cecile,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**meetings with allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 26, 2013 04:24 PM

**Subject :** meetings with allerton hill**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Kenneth Nieman  
<niemank@aadl.org>, DeAnn Doll  
<dolld@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>, Diane Dahlem  
<dahlemd@aadl.org>, Tim Grimes  
<grimest@aadl.org>

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

---

**From :** Sherlonya Turner <TurnerS@aadl.org>

Mon, Apr 29, 2013 11:01 AM

**Subject :** RE: meetings with allerton hill**To :** Josie Parker <parkerj@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---



**RE: meetings with allerton hill**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 11:40 AM

**Subject :** RE: meetings with allerton hill**To :** Sherlonya Turner <TurnerS@aadl.org>

Thanks!

---

**From:** Sherlonya Turner  
**Sent:** Monday, April 29, 2013 11:02 AM  
**To:** Josie Parker  
**Cc:** Celeste Choate  
**Subject:** RE: meetings with allerton hill

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [<mailto:parkerj@aadl.org>]  
**Sent:** Friday, April 26, 2013 4:24 PM  
**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes  
**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

---

**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 03:08 PM

**Subject :** RE: meetings with allerton hill**To :** Sherlonya Turner <TurnerS@aadl.org>

I just got an email from Josie. The 9<sup>th</sup> is no longer an option. I'll let you know what's what for May 10<sup>th</sup> when I learn more.

-Celeste

---

**From:** Sherlonya Turner**Sent:** Monday, April 29, 2013 11:02 AM**To:** Josie Parker**Cc:** Celeste Choate**Subject:** RE: meetings with allerton hill

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [<mailto:parkerj@aadl.org>]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

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**RE: The 10th**

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**From :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 05:12 PM

**Subject :** RE: The 10th**To :** Josie Parker <parkerj@aadl.org>**Cc :** TurnerS@aadl.org, Diane Dahlem  
<dahlemd@aadl.org>

Available for Allerton Hill Meetings May 10<sup>th</sup> during the day shift

**Shayna Houghton**, casual IDC**Lara Post**, Clerk (Lara can replace Marianne Taylor, who is on vacation)

(Paula Ghosh is also available but is a non-resident. Lara lives in our service area)

*Beth Andersen*, Librarian – not available that day. Replacements are being considered.**Shirlina Coleman**, Book Pro**Cecile Dunham**, Library Technician**Kathy Randles**, Supervisor

Not sure about:

Greg Mathews, Facilities

Tom Smith, casual technician

---

**From:** Josie Parker**Sent:** Monday, April 29, 2013 3:02 PM**To:** Celeste Choate**Subject:** Fwd: The 10th

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>**Date:** April 29, 2013, 11:52:44 AM EDT**To:** Josie Parker <parkerj@aadl.org>**Subject: The 10th**

Josie,

The 9th just got scratched from Jen's calendar. Are you open on the 10th?

## **"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**Allerton Hill Visit**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:34 AM

**Subject :** Allerton Hill Visit**To :** Tom Smith <SmithT@aadl.org>**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Tom,

The date has been changed to May 10 and I appreciate that you are still available and willing to meet on that date. I will let you know the time as soon as I have gotten it all worked out.

Thanks,

Josie

---

**FW: Allerton Hill discussions**

---

**From :** Celeste Choate <choatec@aadl.org>

Tue, Apr 30, 2013 10:48 AM

**Subject :** FW: Allerton Hill discussions**To :** TurnerS@aadl.org

fyi

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Tuesday, April 30, 2013 10:48 AM**To:** Beth Andersen**Cc:** Celeste Choate; Eli Neiburger; neimank@aadl.org**Subject:** Allerton Hill discussions

Beth,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again for your willingness.

Josie

---

**Allerton Hill consultant meeting**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:38 PM

**Subject :** Allerton Hill consultant meeting**To :** Marianne Taylor <taylorm@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Marianne,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant interview**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:42 PM

**Subject :** Allerton Hill consultant interview**To :** colemansh@aadl.org**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Shirlina,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:40 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---



**Allerton Hill consultant appointment**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:39 PM

**Subject :** Allerton Hill consultant appointment**To :** smitht@aadl.org**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Tim Grimes <grimest@aadl.org>, wilsonk@aadl.org

Tom,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:40 PM

**Subject :** Allerton Hill consultant appointment**To :** Beth Andersen <andersenb@aadl.org>**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Beth,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:15 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:43 PM

**Subject :** Allerton Hill consultant appointment**To :** dunhamc@aadl.org**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Cecile,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion**To :** Cecile Dunham <dunhamc@aadl.org>**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion**To :** Kathy Randles <randlesk@aadl.org>**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Kathy,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:25 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill Discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 11:01 AM

**Subject :** Allerton Hill Discussion**To :** Greg Matthews <matthewsg@aadl.org>**Cc :** Andra Williams <williamsa@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Greg,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, May 01, 2013 11:01 AM

**Subject :** Allerton Hill discussion

**To :** Amy Cantu <cantua@aadl.org>

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Amy,

Thank you for agreeing to meet with consultants from Allerton Hill on May 10, at 10:15 AM. The meeting will be in Conference Room A, and either Karen or Celeste will greet you and introduce you.

Thanks again.

Josie

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**Re: The 10th**

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**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:13 PM

**Subject :** Re: The 10th**To :** Joel Gagne <jg@allerton-hill.com>**Cc :** Jennifer Economus <je@allerton-hill.com>, Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Josie Parker <parkerj@aadl.org>

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.

Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

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**Allerton Hill at AADL**

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**From :** Josie Parker <parkerj@aadl.org> Tue, May 07, 2013 04:20 PM  
**Subject :** Allerton Hill at AADL  
**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>  
**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

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**allerton hill**

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**From :** Sherlonya Turner <turners@aadl.org>

Wed, May 08, 2013 10:46 AM

**Subject :** allerton hill

**To :** Cecile Dunham <dunhamc@aadl.org>

Hi Cecile,

I'm just writing to let you know that I popped the Allerton Hill appointment that Josie emailed you about into ScheduleSource.

No details are changing or anything like that. I didn't want to surprise you with an unexpected change in your ScheduleSource schedule.

Thanks for agreeing to do this!

-Sherlonya

---

**Allerton Hill**

---

**From :** Sherlonya Turner <turners@aadl.org>

Wed, May 08, 2013 10:49 AM

**Subject :** Allerton Hill**To :** Shayna Houghton <houghtons@aadl.org>

Hi Shayna,

I'm just writing to let you know that I popped the Allerton Hill appointment that Josie emailed you about into ScheduleSource.

No details are changing or anything like that. I didn't want to surprise you with an unexpected change in your ScheduleSource schedule.

Now, I know that currently there aren't empty spaces on the schedule Downtown Friday, but I am also offering you the opportunity to pick up a shift that morning if that will make your trip in more worthwhile. Just say the word if you'd like a shift following this appointment. It will be no trouble on our end to make that happen.

Thanks for agreeing to do this!

-Sherlonya

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**Allerton Hill interviews**

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**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

9:45 Tom Smith, casual technician

10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

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**RE: Allerton Hill interviews**

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**From :** Sherlonya Turner <TurnerS@aadl.org>

Thu, Apr 18, 2013 05:09 PM

**Subject :** RE: Allerton Hill interviews

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>

Josie,

There are no problems for YASC here. Brian is prepared to open the Pittsfield Branch on Friday the 26<sup>th</sup>.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]

**Sent:** Thursday, April 18, 2013 1:33 PM

**To:** Celeste Choate; Eli Neiburger; Diane Dahlem; Sherlonya Turner; Tim Grimes; Kenneth Nieman; Karen Wilson

**Subject:** Allerton Hill interviews

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

9:45 Tom Smith, casual technician

10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:38 PM

**Subject :** Allerton Hill discussion

**To :** colemansh@aadl.org

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>

Shirlina,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---



**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill discussion

**To :** houghtons@aadl.org

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>

Shayna,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**FW: Allerton Hill discussion**

---

**From :** Sherlonya Turner <TurnerS@aadl.org>

Wed, Apr 24, 2013 11:36 AM

**Subject :** FW: Allerton Hill discussion

**To :** Brian Anderson <andersonb@aadl.org>

Brian,

Because of this, Shayna's schedule can be returned to normal on Friday.

-S

**From:** Josie Parker [mailto:parkerj@aadl.org]

**Sent:** Tuesday, April 23, 2013 2:40 PM

**To:** Shayna Houghton

**Cc:** Sherlonya Turner; Celeste Choate; Eli Neiburger; Diane Dahlem

**Subject:** Allerton Hill discussion

Shayna,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**RE: Allerton Hill discussion**

**From :** Brian Anderson <andersonb@aadl.org>  
**Subject :** RE: Allerton Hill discussion  
**To :** Sherlonya Turner <TurnerS@aadl.org>

Wed, Apr 24, 2013 04:53 PM

Thanks Sherlonya!

I've fixed the schedule.

Thanks,

Brian M. Anderson  
\*\*\*\*\*  
Ann Arbor District Library  
Supervisor - Youth and Adult Services and Collections  
343 South Fifth Avenue  
Ann Arbor, Michigan 48104  
Main Phone: (734) 327-4200  
Direct Phone: (734) 327-8329  
Email: [andersonb@aadl.com](mailto:andersonb@aadl.com)  
Web: <http://www.aadl.org/>  
\*\*\*\*\*

---

**From:** Sherlonya Turner  
**Sent:** Wednesday, April 24, 2013 11:37 AM  
**To:** Brian Anderson  
**Subject:** FW: Allerton Hill discussion

Brian,

Because of this, Shayna's schedule can be returned to normal on Friday.

-S

**From:** Josie Parker [<mailto:parkerj@aadl.org>]  
**Sent:** Tuesday, April 23, 2013 2:40 PM  
**To:** Shayna Houghton  
**Cc:** Sherlonya Turner; Celeste Choate; Eli Neiburger; Diane Dahlem  
**Subject:** Allerton Hill discussion

Shayna,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled.

We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org> Tue, Apr 30, 2013 10:54 AM  
**Subject :** Allerton Hill discussion  
**To :** houghtons@aadl.org  
**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, wilsonk@aadl.org

Shayna,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**FW: Allerton Hill discussion**

---

**From :** Sherlonya Turner <TurnerS@aadl.org>  
**Subject :** FW: Allerton Hill discussion  
**To :** Brian Anderson <andersonb@aadl.org>

Tue, Apr 30, 2013 10:55 AM

FYI

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Tuesday, April 30, 2013 10:55 AM  
**To:** Shayna Houghton  
**Cc:** Eli Neiburger; Celeste Choate; Diane Dahlem; Sherlonya Turner; Karen Wilson  
**Subject:** Allerton Hill discussion

Shayna,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion**To :** dunhamc@aadl.org**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill at AADL**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:20 PM

**Subject :** Allerton Hill at AADL**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

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**allerton hill**

---

**From :** Sherlonya Turner <turners@aadl.org>

Wed, May 08, 2013 10:46 AM

**Subject :** allerton hill

**To :** Cecile Dunham <dunhamc@aadl.org>

**Bcc :** Celeste Choate <choatec@aadl.org>

Hi Cecile,

I'm just writing to let you know that I popped the Allerton Hill appointment that Josie emailed you about into ScheduleSource.

No details are changing or anything like that. I didn't want to surprise you with an unexpected change in your ScheduleSource schedule.

Thanks for agreeing to do this!

-Sherlonya

---

**Allerton Hill**

---

**From :** Sherlonya Turner <turners@aadl.org>

Wed, May 08, 2013 10:49 AM

**Subject :** Allerton Hill**To :** Shayna Houghton <houghtons@aadl.org>**Bcc :** Celeste Choate <choatec@aadl.org>

Hi Shayna,

I'm just writing to let you know that I popped the Allerton Hill appointment that Josie emailed you about into ScheduleSource.

No details are changing or anything like that. I didn't want to surprise you with an unexpected change in your ScheduleSource schedule.

Now, I know that currently there aren't empty spaces on the schedule Downtown Friday, but I am also offering you the opportunity to pick up a shift that morning if that will make your trip in more worthwhile. Just say the word if you'd like a shift following this appointment. It will be no trouble on our end to make that happen.

Thanks for agreeing to do this!

-Sherlonya

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**Re: Allerton Hill**

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**From :** Shayna Houghton <houghtons@aadl.org>

Wed, May 08, 2013 03:01 PM

**Subject :** Re: Allerton Hill

**To :** Sherlonya Turner <turners@aadl.org>

Hi Sherlonya,

Thanks for letting me know. If you could find me a shift, that would be great! I originally had a shift 6-9p that day but I put it on the swap board so I didn't have to drive out to Ann Arbor twice. (Aaron Berg very nicely picked it up for me.) It would definitely be nice to have the hours back.

Thanks again!  
Shayna

----- Original Message -----

From: "Sherlonya Turner" <turners@aadl.org>

To: "Shayna Houghton" <houghtons@aadl.org>

Sent: Wednesday, May 8, 2013 10:49:11 AM

Subject: Allerton Hill

Hi Shayna,

I'm just writing to let you know that I popped the Allerton Hill appointment that Josie emailed you about into ScheduleSource.

No details are changing or anything like that. I didn't want to surprise you with an unexpected change in your ScheduleSource schedule.

Now, I know that currently there aren't empty spaces on the schedule Downtown Friday, but I am also offering you the opportunity to pick up a shift that morning if that will make your trip in more worthwhile. Just say the word if you'd like a shift following this appointment. It will be no trouble on our end to make that happen.

Thanks for agreeing to do this!

-Sherlonya

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## Audit Checklist

- Do you conduct community satisfaction surveys? If so, how often? *(Please provide all data form the last 5 years.)*
- Please list the names of any and all newspapers that provide coverage of your district. *(Please provide articles from the last year. If you have the last two years, even better.)*
- How often do you send out newsletters? *(Please provide copies form the last 2 years.)*
- Do you have written organizational “talking points”? *If so, please provide.*
- List the key themes promoted by the school district in the major publications.
- Is your district regularly in the news with a weekly and daily newspaper? *If so, please provide copies of recent news articles on major issues for the last 3 years.*
- Do your buildings issue newsletters? *If so, please provide copies and detail frequency for each.*
- Detail any partnerships with other governmental entities. *(ie: collaboration with local city on newsletters)*
- Do you use email blasts to send out district related information to parents? *(ie. “District News Blast”)* *(Please provide copies of all from the last year.)*
  
- Do you have a phone call service? What type of information do you send to parents and at what frequency? *(Please provide scripts from the last year.)*
- Do you write guest editorials that appear in the local newspapers? If so, how often? *(Please provide copies of all form the last two years.)*
- Do you use social media? If so, what types *(Facebook, Twitter...please provide links)?*
- Do you have any standing committees that assist with district work like a communications committee? *(Please provide meeting agendas and all work products.)*
- Do you have a community finance committee? *(Please provide agendas and most recent presentations, media and handouts.)*
- Do you have any organized opposition groups in your community? *(Please provide all material, websites, and social media regardless of how old it is.)*
- Do you host a “State of the (your organization)” event? *(Any video available?)*
- Is there any video links in regards to your organization or opposition? *(please provide)*
- Has your organization had any recent campaigns? *(If yes, please provide all internal and external campaign material)*

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**Fw: Audit Check list**

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**From :** Josie Parker <parkerj@aadl.org> Wed, Mar 06, 2013 12:13 PM  
**Subject :** Fw: Audit Check list  1 attachment  
**To :** Eli Neiburger <neiburgere@aadl.org>, Tim Grimes <grimest@aadl.org>  
**Cc :** Karen Wilson <wilsonk@aadl.org>

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>  
**Date:** Wednesday, March 6, 2013 10:12:23 AM  
**Subject:** Audit Check list

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so?  
Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"



**AuditChecklist.doc**

123 KB

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**Re: Audit Check list**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Mar 06, 2013 12:14 PM

**Subject :** Re: Audit Check list 1 attachment**To :** Joel Gagne <jg@allerton-hill.com>**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Thanks. I've sent the checklist to Tim Grimes and we will begin to get things to you starting today/tomorrow. I will plan to talk with you on the 18th at 11:30. Do I call you?

Josie

On Wednesday, March 6, 2013 at 10:12 AM, Joel Gagne wrote:

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so?  
Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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123 KB

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**FW: Audit Check list**

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**From :** Eli Neiburger <neiburgere@aadl.org> Wed, Mar 06, 2013 03:00 PM  
**Subject :** FW: Audit Check list 📎 1 attachment  
**To :** Tim Grimes <grimest@aadl.org>

This looks pretty straightforward, tim, I was expecting them to ask for more. Any thoughts or concerns?

-eli

-----Original Message-----

From: Josie Parker [<mailto:parkerj@aadl.org>]  
Sent: Wed 3/6/2013 12:13 PM  
To: Eli Neiburger; Tim Grimes  
Cc: Karen Wilson  
Subject: Fw: Audit Check list

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

> From: Joel Gagne <jg@allerton-hill.com>  
> To: Josie Parker <parkerj@aadl.org>  
> Cc: Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>  
> Date: Wednesday, March 6, 2013 10:12:23 AM  
> Subject: Audit Check list  
>  
> Josie,  
>  
> Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.  
>  
> Send what you can electronically and feel free to fax or mail to the address below.  
>

> Can we plan on a follow up call to see how things are going in a week or so? Would Monday the 18th work? Say 11:30 AM?

>

> Do not hesitate to contact us if you have any questions.

>

>

>

>

> Joel Gagne

> Allerton Hill Consulting, LLC

> 1215 Polaris Parkway, Suite 114

> Columbus, OH 43240

>

> Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com) (<mailto:jg@avakian.biz>)

> Phone: 800-549-2285

> Fax: 614-453-8542

> Website: [www.allerton-hill.com](http://www.allerton-hill.com) (<http://www.avakian.biz/>)

> Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog) (<http://www.avakian.biz/educated-communicator/>)

> Twitter: outreach\_expert

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> "Communications & marketing specialists for schools and public entities"

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**Re: Audit Check list**

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**From :** Joel Gagne <jg@allerton-hill.com>

Wed, Mar 06, 2013 05:34 PM

**Subject :** Re: Audit Check list**To :** Josie Parker <parkerj@aadl.org>**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Let's do a call in number:

Conference Dial-in Number: (605) 475-4000

Participant Access Code: 836167#

Joel Gagne

**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

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On Mar 6, 2013, at 12:14 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Thanks. I've sent the checklist to Tim Grimes and we will begin to get things to you starting today/tomorrow. I will plan to talk with you on the 18th at 11:30. Do I call you?

Josie

On Wednesday, March 6, 2013 at 10:12 AM, Joel Gagne wrote:

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so? Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**Draft answers for Allerton Hill**

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**From :** Tim Grimes <grimest@aadl.org>  
**Subject :** Draft answers for Allerton Hill  
**To :** parkerj@aadl.org  
**Cc :** Tim Grimes <grimest@aadl.org>

Fri, Mar 15, 2013 05:11 PM

 1 attachment

Josie – feel free to edit as needed J

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

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 **Audit Checklist Reply.doc**  
90 KB

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**Do you conduct community satisfaction surveys? If so, how often? (Please provide all data form the last 5 years.)**

- March 2012 – EPIV-MRA survey (you have a copy)
- <http://annarborchronicle.com/wp-content/uploads/2012/04/AADL-Mar12-Poll.pdf>
- Three Community Forums about the future of the Downtown Library were held in June 2012
  - <http://www.aadl.org/node/205327> <http://www.aadl.org/node/205386>  
<http://www.aadl.org/node/205457>

**Please list the names of any and all newspapers that provide coverage of your district. (Please provide articles from the last year. If you have the last two years, even better.)** for these publications – visit each site and search for “Ann Arbor District Library” or aadl

**annarbor.com** (online & print – printed 2x a week – we do paid print ads for events usually once a week on Sunday) – <http://annarbor.com/>

- there are many articles about aadl issues, the bond and aadl events in this publication

**Ann Arbor Journal** (printed 1x a week – there is an established column for the Library, written by a Journal reporter – which lists all of our events for the week) - [http://www.heritage.com/ann\\_arbor\\_journal/](http://www.heritage.com/ann_arbor_journal/)

- There are occasional articles about the Library, the election and the events

**Ann Arbor Family Press** (monthly – print and online) – <http://www.annarborfamily.com/>

- There are occasional articles, usually about events

**Ann Arbor Chronicle** (online only – we have an online logo ad with them that, when clicked, brings you to our website) – <http://annarborchronicle.com/>

- Regular monthly coverage of board meetings; election coverage

**Detroit Free Press and Detroit News** (daily and online – we advertise events via their online event listings) <http://www.freep.com/> and <http://www.detroitnews.com/>

- Very occasional articles

**Ann Arbor Observer** (printed monthly, mailed to all Ann Arbor residents – we have a ¾ page event ad that appears in every issue) – the online version is <http://arborweb.com/>

- All of our entertainment events are in their online and print calendars; they have several articles throughout the year on interesting library services and well as

**ecurrent magazine** ((monthly publication on local entertainment scene distributed on giveaway racks at the Library and other locations in the city) <http://www.ecurrent.com/>

- Selected aadl events appear in their calendar; very occasional articles on Library events

**Natural Awakenings Ann Arbor** (monthly publication on healthy living distributed on giveaway racks at the Library and other locations in the city) [a2namag.com/](http://a2namag.com/)

- Selected AADL events on the subject of healthy living appear in their calendar; very occasional articles on Library events

**The Ann** – (monthly publication on Ann Arbor issues distributed with New York Times and on giveaway racks at the Library and other locations in the city – we have a column every issue dedicated to new items at the Library written by Library staff, as well as a color display ad for Library events - )

<http://www.theannmagazine.com/>

- A very few articles about the Library – some around the millage

**How often do you send out newsletters? (Please provide copies form the last 2 years.)**

– We do not – other than our Washtenaw Library for the Blind and Physically Disabled newsletter (sent to WLBDP members and available online- <http://wlbpd.aadl.org/wlbpd/wlbpdnews> . We also do have printed brochures of our events – distributed at Library locations and in the community <http://www.aadl.org/events/brochures>

**Do you have written organizational “talking points”? If so, please provide. -**

No

**List the key themes promoted by the Library district in the major publications. –** upcoming events; the website, the recent bond issue

**Is your district regularly in the news with a weekly and daily newspaper? If so, please provide copies of recent news articles on major issues for the last 3 years. –** see above – we are in annarbor.com quite often – both online and print.

**Do your buildings issue newsletters? If so, please provide copies and detail frequency for each. -** no

**Detail any partnerships with other governmental entities. (ie: collaboration with local city on newsletters) -** TBD

**Do you use email blasts to send out district related information to parents? (ie. “District News Blast”) (Please provide copies of all from the last year.) -** we have in one or two occasions send email to our patrons; we are currently working on technology that will send email blast for events – that will be available in the next few months.

**Do you have a phone call service? What type of information do you send to parents and at what frequency? (Please provide scripts from the last year.) -** no

**Do you write guest editorials that appear in the local newspapers? If so, how often? (Please provide copies of all form the last two years.) -** no

**Do you use social media? If so, what types (Facebook, Twitter...please provide links)?**

Facebook: - <http://facebook.com/aadl.org>

Twitter: - <http://twitter.com/aadl> [http://twitter.com/aadl\\_mtools](http://twitter.com/aadl_mtools)

Pinterest: - <http://pinterest.com/aadlpins>

Youtube: - <http://youtube.com/aadldotorg> (used only for special projects)

Tumblr: - <http://thisisaadl.tumblr.com> (brand new)

Minecraft server: [minecraft.aadl.org](http://minecraft.aadl.org)

**Do you have any standing committees that assist with district work like a communications committee? (Please provide meeting agendas and all work products.)**

– Yes, we just created a communications committee



**Do you have a community finance committee? (Please provide agendas and most recent presentations, media and handouts.) – yes** – financial information is presented at each monthly board meeting. Content may be found in the monthly board packets - <http://www.aadl.org/aboutus/boardpackets>

**Do you have any organized opposition groups in your community? (Please provide all material, websites, and social media regardless of how old it is.)**

There were three groups against the bond, but in the end they joined together at "Protect Our Libraries" <http://protectourlibraries.org/>

**Do you host a “State of the (your organization)” event? (Any video available?) – not an event – but we do have a video annual report on the website each year**

<http://www.aadl.org/aboutus/annualreport>  
(this page has the links to the videos for the past few years). We also hosted and videotaped the three “future of the Library” presentations – see the above section on community satisfaction surveys for links.

**Is there any video links in regards to your organization or opposition? (please provide) – see above**

**Has your organization had any recent campaigns? (If yes, please provide all internal and external campaign material)**

The advocacy website is: - <http://ournewlibrary.com/>

[www.aadl.org/directorsblog](http://www.aadl.org/directorsblog)

[www.aadl.org/aboutus/building\\_projects](http://www.aadl.org/aboutus/building_projects)

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**Re: Two things**

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**From :** Josie Parker <parkerj@aadl.org>

Sun, Mar 17, 2013 08:09 PM

**Subject :** Re: Two things

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Joel,

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"Communications & marketing specialists for schools and public entities"

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**Re: Two things**

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Mon, Mar 18, 2013 01:20 AM

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**Re: Two things**

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Mon, Mar 18, 2013 06:51 AM

**Subject :** Re: Two things

**To :** Joel Gagne <jg@allerton-hill.com>

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**RE: Two things**

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**Subject :** RE: Two things  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Tim Grimes <grimest@aadl.org>

Mon, Mar 18, 2013 09:39 AM

Hi Josie – my Friday is completely open.

I was going to leave around 3 pm (because I am packing up a truck for our scene showcase this weekend) but I can be really flexible on that if needed.

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

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**From:** Josie Parker  
**Sent:** Monday, March 18, 2013 6:51 AM  
**To:** Joel Gagne  
**Cc:** Jennifer Economus; Tim Grimes  
**Subject:** Re: Two things

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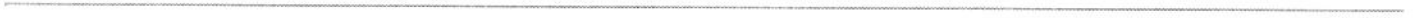
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**Re: Two things**

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**To :** Joel Gagne <jg@allerton-hill.com>  
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**Re: Two things**

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**From :** Joel Gagne <jg@allerton-hill.com>

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617 553 6312

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**Fwd: Two things**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: Two things  
**To :** Tim Grimes <grimest@aadl.org>

Mon, Mar 18, 2013 01:16 PM

What about it?

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**Date:** March 18, 2013, 1:02:06 PM EDT  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>  
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**RE: Two things**

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**From :** Tim Grimes <grimest@aadl.org>

Mon, Mar 18, 2013 01:17 PM

**Subject :** RE: Two things**To :** Josie Parker <parkerj@aadl.org>**Cc :** Tim Grimes <grimest@aadl.org>

That would work. The only meeting I have that day is at 1:30 pm and I could actually be late if needed – I am one of a group of people

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
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**Re: Two things**

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Confirmed.

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339-499-8623

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We are both available before 3:00 on Friday. Let us know what you prefer. Josie

we are not available before 9:00 on Friday. Let us know what you prefer. Josie

Sent from my iPhone

On Mar 18, 2013, at 6:51 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

I'll check with Tim, but anytime Friday is good for me.  
Thanks, and again, I apologize.  
Josie

Sent from my iPhone

On Mar 18, 2013, at 1:20 AM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Lets reschedule. How is Friday looking?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 17, 2013, at 8:09 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

I forgot that I am away from the Library most of tomorrow, and couldn't talk to you before 4:30 tomorrow afternoon. Is that too late? If so, would you send us some times for later in the week. I do apologize.

Josie

On Thursday, March 7, 2013 at 10:49 AM, Joel Gagne wrote:

Josie,

Great talking to you this AM. We will get a few sentences about why a Comm Audit and Plan are needed ASAP.

Two things:

1. I need to push the call back to Noon on Monday the 18th. Please confirm if this works for you.
2. I do not see the reason why we can not get started on the iphone/android app for your library. There is no downside and since it takes 2 months at least to develop, I would like to get started on that from right away. Are you ok with that?

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists  
for schools and public entities"

---

**audit checklist draft from AADL**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, Mar 20, 2013 12:14 PM

**Subject :** audit checklist draft from AADL

 1 attachment

**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>

**Cc :** Tim Grimes <grimest@aadl.org>, Josie Parker <josie@aadl.org>

Joel,

Attached is our first pass at completing the audit checklist. We look forward to talking with you and Jen tomorrow at 1:00.

Did you want me to use the same call in numbers that you provided for the cancelled Monday call?

Thanks,

Josie

---

 **Audit Checklist Reply.doc**  
91 KB

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**Re: audit checklist draft from AADL**

---

**From :** Joel Gagne <jg@allerton-hill.com>

Thu, Mar 21, 2013 10:26 AM

**Subject :** Re: audit checklist draft from AADL**To :** Josie Parker <parkerj@aadl.org>**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>, Josie Parker <josie@aadl.org>

Yes. We are looking forward to talking with you.

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 20, 2013, at 12:14 PM, Josie Parker <parkerj@aadl.org> wrote:

> Joel,

>

> Attached is our first pass at completing the audit checklist. We look forward to talking with you and Jen tomorrow at 1:00.

>

> Did you want me to use the same call in numbers that you provided for the cancelled Monday call?

>

> Thanks,

>

> Josie

>

>

> <Audit Checklist Reply.doc>

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Do you conduct community satisfaction surveys? If so, how often? (Please provide all data form the last 5 years.)

- March 2012 – EPIV-MRA survey (you have a copy)
- <http://annarborchronicle.com/wp-content/uploads/2012/04/AADL-Mar12-Poll.pdf>
- Three Community Forums about the future of the Downtown Library were held in June 2012
  - <http://www.aadl.org/node/205327> <http://www.aadl.org/node/205386>  
<http://www.aadl.org/node/205457>

Please list the names of any and all newspapers that provide coverage of your district. (Please provide articles from the last year. If you have the last two years, even better.) for these publications – visit each site and search for “Ann Arbor District Library” or aadl

**annarbor.com** (online & print – printed 2x a week – we do paid print ads for events usually once a week on Sunday) – <http://annarbor.com/>

- there are many articles about aadl issues, the bond and aadl events in this publication

**Ann Arbor Journal** (printed 1x a week – there is an established column for the Library, written by a Journal reporter – which lists all of our events for the week) - [http://www.heritage.com/ann\\_arbor\\_journal/](http://www.heritage.com/ann_arbor_journal/)

- There are occasional articles about the Library, the election and the events

**Ann Arbor Family Press** (monthly – print and online) – <http://www.annarborfamily.com/>

- There are occasional articles, usually about events

**Ann Arbor Chronicle** (online only – we have an online logo ad with them that, when clicked, brings you to our website) – <http://annarborchronicle.com/>

- Regular monthly coverage of board meetings; election coverage

**Detroit Free Press and Detroit News** (daily and online – we advertise events via their online event listings) <http://www.freep.com/> and <http://www.detroitnews.com/>

- Very occasional articles

**Ann Arbor Observer** (printed monthly, mailed to all Ann Arbor residents – we have a ¾ page event ad that appears in every issue) – the online version is <http://arborweb.com/>

- All of our entertainment events are in their online and print calendars; they have several articles throughout the year on interesting library services and well as

**ecurrent magazine** ((monthly publication on local entertainment scene distributed on giveaway racks at the Library and other locations in the city) <http://www.ecurrent.com/>

- Selected aadl events appear in their calendar; very occasional articles on Library events

**Natural Awakenings Ann Arbor** (monthly publication on healthy living distributed on giveaway racks at the Library and other locations in the city) [a2namag.com/](http://a2namag.com/)

- Selected adult events on the subject of healthy living appear in their calendar; very occasional articles on Library events

**The Ann** – (monthly publication on Ann Arbor issues distributed with New York Times and on giveaway racks at the Library and other locations in the city – we have a column every issue dedicated to new items at the Library written by Library staff, as well as a color display ad for Library events - )

<http://www.theannmagazine.com/>

- A very few articles about the Library – some around the millage

**How often do you send out newsletters? (Please provide copies form the last 2 years.)**

- We do not – other than our Washtenaw Library for the Blind and Physically Disabled newsletter (sent to WLBDP members and available online-

<http://wlbdp.aadl.org/wlbdp/wlbdpnews> . We also do have printed brochures of our events

- distributed at Library locations and in the community

<http://www.aadl.org/events/brochures>

**Do you have written organizational “talking points”?** *If so, please provide.* -

No

**List the key themes promoted by the Library district in the major publications.** – upcoming events; the website, the recent bond issue

**Is your district regularly in the news with a weekly and daily newspaper?** *If so, please provide copies of recent news articles on major issues for the last 3 years.* – see above – we are in annarbor.com quite often – both online and print.

**Do your buildings issue newsletters?** *If so, please provide copies and detail frequency for each.* - no

**Detail any partnerships with other governmental entities.** *(ie: collaboration with local city on newsletters)* - TBD

**Do you use email blasts to send out district related information to parents?** *(ie. “District News Blast”)* *(Please provide copies of all from the last year.)* - we have in one or two occasions send email to our patrons; we are currently working on technology that will send email blast for events – that will be available in the next few months.

**Do you have a phone call service? What type of information do you send to parents and at what frequency?** *(Please provide scripts from the last year.)* - no

**Do you write guest editorials that appear in the local newspapers? If so, how often?** *(Please provide copies of all from the last two years.)* - no

**Do you use social media? If so, what types** *(Facebook, Twitter...please provide links)?*

Facebook: - <http://facebook.com/aadl.org>

Twitter: - <http://twitter.com/aadl> [http://twitter.com/aadl\\_mtools](http://twitter.com/aadl_mtools)

Pinterest: - <http://pinterest.com/aadlpins>

Youtube: - <http://youtube.com/aadldotorg> (used only for special projects)

Tumblr: - <http://thisisaadl.tumblr.com> (brand new)

Minecraft server: [minecraft.aadl.org](http://minecraft.aadl.org)

**Do you have any standing committees that assist with district work like a communications committee?** *(Please provide meeting agendas and all work products.)*

- Yes, we just created a communications committee

**Do you have a community finance committee? (Please provide agendas and most recent presentations, media and handouts.) – yes** – financial information is presented at each monthly board meeting. Content may be found in the monthly board packets - <http://www.aadl.org/aboutus/boardpackets>

**Do you have any organized opposition groups in your community? (Please provide all material, websites, and social media regardless of how old it is.)**

There were three groups against the bond, but in the end they joined together at "Protect Our Libraries" <http://protectourlibraries.org/>

**Do you host a “State of the (your organization)” event? (Any video available?) – not an event – but we do have a video annual report on the website each year**

<http://www.aadl.org/aboutus/annualreport>  
(this page has the links to the videos for the past few years). We also hosted and videotaped the three “future of the Library” presentations – see the above section on community satisfaction surveys for links.

**Is there any video links in regards to your organization or opposition? (please provide) – see above**

**Has your organization had any recent campaigns? (If yes, please provide all internal and external campaign material)**

The advocacy website is: - <http://ournewlibrary.com/>

[www.aadl.org/directorsblog](http://www.aadl.org/directorsblog)

[www.aadl.org/aboutus/building\\_projects](http://www.aadl.org/aboutus/building_projects)



**Electronic lending and public libraries: Folding shelves | The Economist**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Mar 22, 2013 10:51 AM

**Subject :** Electronic lending and public libraries: Folding shelves  
| The Economist**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer  
Economus <je@allerton-hill.com>**Cc :** Tim Grimes <grimest@aadl.org>

Joel and Jen,

This article describes a current issue for public libraries very well. This belief that libraries are on the way out did factor in the loss of the bond in AA. It was reinforced with stated ideas that with a university library nearby of the caliber of MI that a public library is not needed. Clearly that is an academic's point of view, but it was stated.

Josie

<http://www.economist.com/news/international/21573966-e-books-mean-plot-twist-public-libraries-and-publishers-folding-shelves>

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**Re: Electronic lending and public libraries: Folding shelves | The Economist**

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**From :** Jennifer Economus <je@allerton-hill.com>

Fri, Mar 22, 2013 10:59 AM

**Subject :** Re: Electronic lending and public libraries: Folding shelves | The Economist**To :** Josie Parker <parkerj@aadl.org>**Cc :** Joel Gagne <jg@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Thanks!!

Jennifer Economus  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)  
Phone: 614-284-8772  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

On Mar 22, 2013, at 10:51 AM, Josie Parker wrote:

Joel and Jen,

This article describes a current issue for public libraries very well. This belief that libraries are on the way out did factor in the loss of the bond in AA. It was reinforced with stated ideas that with a university library nearby of the caliber of MI that a public library is not needed. Clearly that is an academic's point of view, but it was stated.

Josie

<http://www.economist.com/news/international/21573966-e-books-mean-plot-twist-public-libraries-and-publishers-folding-shelves>

**Allerton Hill replies**

---

**From :** Tim Grimes <grimest@aadl.org>  
**Subject :** Allerton Hill replies  
**To :** Eli Neiburger <neiburgere@aadl.org>  
**Cc :** Tim Grimes <grimest@aadl.org>

Wed, Mar 27, 2013 01:15 PM

 1 attachment

Hey Eli – here is a draft – what do you think?

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

---

 **Communication system with AADL Public.doc**  
85 KB

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## **Using the AADL website to communicate with the public.**

Josie addresses concerns about the Library directly through her  
Director's blog

<http://www.aadl.org/directorsblog>

Any question by the public on our website gets a quick response – via our comments section of the site.

<http://www.aadl.org/contactus/comments>

Through the director's blog and the aadl 'contact us' section – anyone with a concern or question will get a quick response via email that is also posted on the site

Staff daily blog about aadl services and these are posted on the website.

Services blog -

<http://www.aadl.org/services/servicesblog>

Community blog -

<http://www.aadl.org/services/communityblog>

Events blog - <http://www.aadl.org/events/blog>

Research blog - <http://www.aadl.org/research/blog>

## **Questions at Board Meetings**

There is always a public commentary section of our Board meetings – where the public can address the Board. The Board does not reply at these meetings, but listens. Public commentary is recorded in the Board minutes – and here is the link to the minutes.

<http://www.aadl.org/aboutus/boardminutes>

For years, there were little or no participants for the public commentary section – it is only very recently (during and since the bond issue) that there has been regular public commentary to the Board at these meetings.

If someone submits a question in writing to the Board at the meeting, it will be responded to by Library administration, in writing – on behalf of the Board.

Below are two response emails to individuals who presented questions in writing to the Board at the meeting.

(Josie would also like to know how you feel about the tone of AADL's response – did we answer in the right way?)

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [zetlir@gmail.com](mailto:zetlir@gmail.com)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Tuesday, March 19, 2013 1:43:32 PM  
**Subject:** Questions submitted at 3/18/13 AADL Board Meeting

Ms. Hunter,

Thank you for taking the time to attend the March 18<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted in writing.

1. How do you feel about having open sub-committee meetings with public (sic) attendance?

The AADL Board committee meetings are attended by three or fewer AADL Board members, and are held in compliance with the Open Meetings Act. The Board is satisfied with this process.

2. How would you feel about CTN televising library board meetings?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

3. How would you feel about holding Board meetings on a Monday when A2 city council is not holding a regular meeting?

The AADL Board acknowledges that its Board meeting dates are sometimes in conflict with those of the City Council of the City of Ann Arbor. The dates are also sometimes in conflict with several of the townships served by the AADL. The meeting dates are established at the beginning of each calendar year. The third Monday of the month has been the established date of AADL Board meetings for over a decade, and the Board has not found that this schedule impedes its ability to conduct the business of the AADL.

4. Are you holding closed meetings before the regular monthly board meetings? How do you reconcile this with the Open Meetings Act?

The AADL Board decides when it is necessary to meet in a closed session, and those meetings are announced and voted on in public at monthly board meetings. Closed Sessions are held in accordance with the Open Meetings Act.

5. How could all members be heard, consistently, to even visitors in the back rows?

AADL Board members will be encouraged to speak into their microphones at meetings. We do apologize for any inconvenience that you experienced at the meeting.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant

**From:** "Karen Wilson" <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

**To:** "Donald Salberg" <donsalberg@comcast.net>  
**Cc:** "Josie Parker" <parkerj@aadl.org>  
**Sent:** Wednesday, March 20, 2013 3:41:33 PM  
**Subject:** RE: Questions Presented at the March 18th Library Board Meeting

Mr. Salberg,

Thank you for taking the time to attend the March 18<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted in this email.

1. At the League of Women Voter's forum on October 9, 2012, Margaret Leary commented that a detailed review of the library was accomplished four years earlier and also a detailed evaluation was done during the spring. If the documents containing the review results are available at a website then I will appreciate receiving the URL site address. Otherwise perhaps the documents can be provided to me in an email attachment. If necessary I am willing to visit the offices of the downtown library so that I can examine the report if there is no way to send me a copy.

Ms. Leary was referring to the Providence Report completed in July, 2007 and to an Analysis of 2008 Conceptual Estimates done by O'Neal Construction in June, 2012. O'Neal used cost estimates from Skanska Construction completed in 2008. The Providence Report and the Skanska estimates are available online at <http://www.aadl.org/buildings/downtown>. The O'Neal document is not online or in electronic format, but you are able to see that document in Administration in the Downtown Library. In fact, several documents that you would like to see are not online or in electronic format, and I recommend that you call me at 327-8311 to schedule an appointment with Ken Nieman. He is the Associate Director of Finance and Operations and can show you what you are looking for and can discuss the information with you.

2. I wish to see the last safety inspection report provided to the library. Is it available at a website or can a PDF file be forwarded to me as an email attachment?

We are proud of our safety record at AADL and will be pleased to share with you the certificates of safety for our boiler systems, elevators, and fire suppression systems. These are inspected annually. We will also be glad to share with you our documents applying for liability coverage from the Michigan Municipal League and their response to us. These documents are not online or in electronic format, and we will need for you to come into the Library, again to Administration, to review them.

3. Finally, I know that no formal architectural designs for a new library was commissioned because of cost. However, the fact that the size of the new library was determined to be 160,000 square feet indicates that some consideration of space usage was discussed from which the final size was determined. I would appreciate the opportunity to study the informal (or preliminary) library designs that were being considered. If I can not view these online or have copies sent to me by email then please allow me to view them at the downtown library.

During the summer of 2008, Luckenbach/Ziegelman Architects completed a program statement that was used to calculate square footage needed for a new Downtown Library. That project was suspended in November of 2008 due to the economic crisis in the country and the state. However, that information was reviewed and used to determine an approximate size needed for a new building in 2012 and you may pick up a copy of that program statement from Administration. It is not available online or in electronic format. There are some conceptual drawings used to illustrate that program statement that we are happy to show you, but none of them are available online. Again, it will be necessary for you to come into Administration Downtown to see those documents.

We thank you for your interest in the Ann Arbor District Library.

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Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant

**RE: Allerton Hill replies**

---

**From :** Eli Neiburger <neiburgere@aadl.org>

Thu, Mar 28, 2013 12:50 PM

**Subject :** RE: Allerton Hill replies

**To :** Tim Grimes <grimest@aadl.org>

Hey tim, this is great. I'd just add two other blogs to the list:

aadl.org/catalog which pulls together all the content blogs  
play.aadl.org which has summer game players engaged all year long.

You might also add that aadl.org gets 1-2 million vists per month from 100,000+ unique visitors.

Let me know if you need anything else and send along to josie.

-----Original Message-----

From: Tim Grimes

Sent: Wed 3/27/2013 1:15 PM

To: Eli Neiburger

Cc: Tim Grimes

Subject: Allerton Hill replies

Hey Eli - here is a draft - what do you think?

Tim Grimes

Manager, Community Relations and Marketing Dept.

Ann Arbor District Library

343 South Fifth Avenue

Ann Arbor, MI 48104


734-327-4265

grimest@aadl.org



**Allerton Hill responses**

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**From :** Tim Grimes <grimest@aadl.org> Thu, Mar 28, 2013 01:12 PM  
**Subject :** Allerton Hill responses  1 attachment  
**To :** parkerj@aadl.org  
**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Josie – attached are the responses that I was going to send to Allerton Hill – let me know if these are o.k. to send or if you have additions/edits

Thanks

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

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88 KB

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419.291.2233 • fax 614.453.6342 • www.aadl.org • 1215 Polaris Parkway • Suite 114 • Columbus, OH 43240

## **Using the AADL website to communicate with the public**

The AADL website gets 1-2 million visits per month from 100,000+ unique visitors.

Josie addresses concerns about the Library directly through her  
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Any question by the public on our website gets a quick response – via our  
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<http://www.aadl.org/contactus/comments>

Through the director's blog and the aadl 'contact us' section – anyone with a concern or question will get a quick response via email that is also posted on the site

**Staff blog** daily about aadl services and these are posted on the website.

Services blog -

<http://www.aadl.org/services/servicesblog>

Community blog -

<http://www.aadl.org/services/communityblog>

Events blog - <http://www.aadl.org/events/blog>

Research blog - <http://www.aadl.org/research/blog>

The catalog page of the website pulls together all of these content blogs -  
<http://www.aadl.org/catalog>

In addition, the thousands of AADL summer game players are engaged all year long with at <http://play.aadl.org/>

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Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant

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Thank you for taking the time to attend the March 18<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted in this email.

1. At the League of Women Voter's forum on October 9, 2012, Margaret Leary commented that a detailed review of the library was accomplished four years earlier and also a detailed evaluation was done during the spring. If the documents containing the review results are available at a website then I will appreciate receiving the URL site address. Otherwise perhaps the documents can be provided to me in an email attachment. If necessary I am willing to visit the offices of the downtown library so that I can examine the report if there is no way to send me a copy.

Ms. Leary was referring to the Providence Report completed in July, 2007 and to an Analysis of 2008 Conceptual Estimates done by O'Neal Construction in June, 2012. O'Neal used cost estimates from Skanska Construction completed in 2008. The Providence Report and the Skanska estimates are available online at <http://www.aadl.org/buildings/downtown>. The O'Neal document is not online or in electronic format, but you are able to see that document in Administration in the Downtown Library. In fact, several documents that you would like to see are not online or in electronic format, and I recommend that you call me at 327-8311 to schedule an appointment with Ken Nieman. He is the Associate Director of Finance and Operations and can show you what you are looking for and can discuss the information with you.

2. I wish to see the last safety inspection report provided to the library. Is it available at a website or can a PDF file be forwarded to me as an email attachment?

We are proud of our safety record at AADL and will be pleased to share with you the certificates of safety for our boiler systems, elevators, and fire suppression systems. These are inspected annually. We will also be glad to share with you our documents applying for liability coverage from the Michigan Municipal League and their response to us. These documents are not online or in electronic format, and we will need for you to come into the Library, again to Administration, to review them.

3. Finally, I know that no formal architectural designs for a new library was commissioned because of cost. However, the fact that the size of the new library was determined to be 160,000 square feet indicates that some consideration of space usage was discussed from which the final size was determined. I would appreciate the opportunity to study the informal (or preliminary) library designs that were being considered. If I can not view these online or

not preliminary, working designs that were being considered. If I can not view these online or have copies sent to me by email then please allow me to view them at the downtown library.

During the summer of 2008, Luckenbach/Ziegelman Architects completed a program statement that was used to calculate square footage needed for a new Downtown Library. That project was suspended in November of 2008 due to the economic crisis in the country and the state. However, that information was reviewed and used to determine an approximate size needed for a new building in 2012 and you may pick up a copy of that program statement from Administration. It is not available online or in electronic format. There are some conceptual drawings used to illustrate that program statement that we are happy to show you, but none of them are available online. Again, it will be necessary for you to come into Administration Downtown to see those documents.

We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant

**Re: Allerton Hill responses**

---

**From :** Josie Parker <parkerj@aadl.org>

Thu, Mar 28, 2013 02:19 PM

**Subject :** Re: Allerton Hill responses

**To :** Tim Grimes <grimest@aadl.org>

**Cc :** Eli Neiburger <neiburgere@aadl.org>

Go ahead

Sent from my iPhone

On Mar 28, 2013, at 1:12 PM, "Tim Grimes" <[grimest@aadl.org](mailto:grimest@aadl.org)> wrote:

Josie – attached are the responses that I was going to send to Allerton Hill – let me know if these are o.k. to send or if you have additions/edits

Thanks

Tim Grimes

Manager, Community Relations and Marketing Dept.

Ann Arbor District Library

343 South Fifth Avenue

Ann Arbor, MI 48104

734-327-4265

[grimest@aadl.org](mailto:grimest@aadl.org)

<Communication system with AADL Public.doc>

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**additional info for the AADL audit**

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**From :** Tim Grimes <grimest@aadl.org>  
**Subject :** additional info for the AADL audit  
**To :** je@allerton-hill.com, jg@allerton-hill.com  
**Cc :** parkerj@aadl.org, Eli Neiburger  
<neiburgere@aadl.org>, Tim Grimes  
<grimest@aadl.org>

Thu, Mar 28, 2013 02:42 PM

 1 attachment

Hi Joel and Jennifer –

Additional information on AADL communication is attached.

These are examples of how the Library communicates to the public via the website and how the Library Board deals with questions posed by the public during the public commentary portion of AADL Board meetings.

We have included two examples of written responses to public questions posed in writing to the Board. Josie would also like to know how you feel about the tone of these responses – did we respond in the right way?

Thanks for your help.

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

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 **Communication system with AADL Public.doc**  
88 KB

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**Re: additional info for the AADL audit**

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**From :** Joel Gagne <jg@allerton-hill.com>

Fri, Mar 29, 2013 12:57 PM

**Subject :** Re: additional info for the AADL audit

**To :** Tim Grimes <grimest@aadl.org>

**Cc :** je@allerton-hill.com, Josie Parker <parkerj@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Thanks Tim. We will review.

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

On Mar 28, 2013, at 2:42 PM, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)> wrote:

Hi Joel and Jennifer –

Additional information on AADL communication is attached.



These are examples of how the Library communicates to the public via the website and how the Library Board deals with questions posed by the public during the public commentary portion of AADL Board meetings.

We have included two examples of written responses to public questions posed in writing to the Board. Josie would also like to know how you feel about the tone of these responses – did we respond in the right way?

Thanks for your help.

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
[grimest@aadl.org](mailto:grimest@aadl.org)

<Communication system with AADL Public.doc>

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**Fw: Conference Call Number for tomorrow's call**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, Apr 10, 2013 11:59 AM

**Subject :** Fw: Conference Call Number for tomorrow's call**To :** Tim Grimes <grimest@aadl.org>**Cc :** Eli Neiburger <neiburgere@aadl.org>

Tim,

You are included on this call if you are available. Josie

Forwarded message:

**From:** Jennifer Economus <je@allerton-hill.com>**To:** Joel Gagne <jg@allerton-hill.com>**Cc:** Josie Parker <parkerj@aadl.org>**Date:** Wednesday, April 10, 2013 11:38:09 AM**Subject:** Conference Call Number for tomorrow's call

Hi Team: Here's the call in information for our call tomorrow at 11am:

To conference, simply call 605.475.4875. When prompted, follow the instructions and use access code 285370#. If you have difficulties, contact me at 614.284.8772.

Jennifer Economus

**Allerton Hill Consulting, LLC**

1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)

Phone: 614-284-8772

Fax: 614-453-8542

Website: [www.allerton-hill.com](http://www.allerton-hill.com)Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

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**RE: Conference Call Number for tomorrow's call**

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**From :** Tim Grimes <grimest@aadl.org>

Wed, Apr 10, 2013 01:43 PM

**Subject :** RE: Conference Call Number for tomorrow's call**To :** Josie Parker <parkerj@aadl.org>

Great – I will be there.

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Wednesday, April 10, 2013 11:59 AM  
**To:** Tim Grimes  
**Cc:** Eli Neiburger  
**Subject:** Fw: Conference Call Number for tomorrow's call

Tim,  
You are included on this call if you are available. Josie

Forwarded message:

**From:** Jennifer Economus <je@allerton-hill.com>  
**To:** Joel Gagne <jg@allerton-hill.com>  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Wednesday, April 10, 2013 11:38:09 AM  
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To conference, simply call 605.475.4875. When prompted, follow the instructions and use access code 285370#. If you have difficulties, contact me at 614.284.8772.

Jennifer Economus  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)  
Phone: 614-284-8772  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

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**Allerton Hill interviews**

---

**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Karen Wilson <wilsonk@aadl.org>

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC

9:25 Marianne Taylor, Clerk

9:45 Tom Smith, casual technician

10:15 Beth Andersen, Librarian

10:40 Shirlina Coleman, Book Pro

11:00 Cecile Dunham, Library Technician

11:25 Kathy Randles, Supervisor

11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:39 PM

**Subject :** Allerton Hill consultant appointment

**To :** Tom Smith <smitht@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Tim Grimes <grimest@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Tom,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill discussions**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:38 PM

**Subject :** Allerton Hill discussions

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>

Tom,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---



**meetings with allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 26, 2013 04:24 PM

**Subject :** meetings with allerton hill

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Kenneth Nieman  
<niemank@aadl.org>, DeAnn Doll  
<dolld@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>, Diane Dahlem  
<dahlemd@aadl.org>, Tim Grimes  
<grimest@aadl.org>

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

---

**From :** Tim Grimes <grimest@aadl.org>

Sat, Apr 27, 2013 10:55 AM

**Subject :** RE: meetings with allerton hill**To :** Josie Parker <parkerj@aadl.org>**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Tom Smith can meet either day (but says that Thursday May 9 would work best for him)

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

**From:** Josie Parker [mailto:parkerj@aadl.org]**Sent:** Friday, April 26, 2013 4:24 PM**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**Allerton Hill Visit**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:34 AM

**Subject :** Allerton Hill Visit

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Tom,

The date has been changed to May 10 and I appreciate that you are still available and willing to meet on that date. I will let you know the time as soon as I have gotten it all worked out.

Thanks,

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:55 AM

**Subject :** Allerton Hill

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Dear Tom,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

---

**Allerton Hill at AADL**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:20 PM

**Subject :** Allerton Hill at AADL

**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

---

**RE: Allerton hill**

---

**From :** Eli Neiburger <neiburgere@aadl.org>

Tue, Apr 30, 2013 09:36 AM

**Subject :** RE: Allerton hill**To :** Celeste Choate <choatec@aadl.org>

Don't we need to find someone more negative? If josie would consider beth, how about ieva?

-eli

-----Original Message-----

From: Celeste Choate  
Sent: Mon 4/29/2013 5:28 PM  
To: Eli Neiburger  
Subject: Allerton hill

Eli,

Beth Andersen is not available on the potential Allerton Hill date of May 10th. Do you think Amy or Erin would be good librarian candidates?

-Celeste

---

**RE: Clerk I 2nd Interview team change!?**

---

**From :** Eli Neiburger <neiburgere@aadl.org>

Wed, Apr 17, 2013 12:19 PM

**Subject :** RE: Clerk I 2nd Interview team change!?**To :** Jennifer Meunier <meunierj@aadl.org>

Thanks Jen!

-eli

-----Original Message-----

From: Jennifer Meunier  
Sent: Wed 4/17/2013 8:51 AM  
To: Eli Neiburger

Subject: RE: Clerk I 2nd Interview team change!?

Hello Eli,

We had not scheduled interviews as of yet, we had been telling candidates that 2nd interviews would be next week, but I can easily update them when calling them tomorrow.

The only day that your calendars aligned was on April 30th. I've sent meeting requests to block out times for that day and hope that they will work for both of you.

Thanks,  
Jen

-----Original Message-----

From: Eli Neiburger  
Sent: Tuesday, April 16, 2013 10:14 PM  
To: Jennifer Meunier  
Subject: RE: Clerk I 2nd Interview team change!?

Hi Jen, I hadn't accepted those yet, sorry! 4/26 is a conflict for me too as we just moved the Allerton-hill meeting to that day and I have to attend the same finance meeting. Have you already scheduled the interviews? I'd like to stick with Ken if possible, even if we have to push to the next week. Let me know if you'd like to talk about this further tomorrow...

-eli

-----Original Message-----

From: Jennifer Meunier  
Sent: Tue 4/16/2013 1:13 PM  
To: Eli Neiburger; Kenneth Nieman (niemank@aadl.org)  
Subject: Clerk I 2nd Interview team change!?

Hello.

I just received word that Ken's committed to a Board Finance Committee meeting on February 26 and will be unable to conduct the 2nd interviews that we've committed to for April 26. Celeste's schedule appears to be open that day, Eli, would you like to ask Celeste to join you for the interviews, or shall I?

-Jennifer

---

**RE: Clerk I 2nd Interview team change!?**

---

**From :** Eli Neiburger <neiburgere@aadl.org>  
**Subject :** RE: Clerk I 2nd Interview team change!?  
**To :** Jennifer Meunier <meunierj@aadl.org>

Tue, Apr 16, 2013 10:14 PM

Hi Jen, I hadn't accepted those yet, sorry! 4/26 is a conflict for me too as we just moved the Allerton-hill meeting to that day and I have to attend the same finance meeting. Have you already scheduled the interviews? I'd like to stick with Ken if possible, even if we have to push to the next week. Let me know if you'd like to talk about this further tomorrow...

-eli

-----Original Message-----

From: Jennifer Meunier

Sent: Tue 4/16/2013 1:13 PM

To: Eli Neiburger; Kenneth Nieman (niemank@aadl.org)

Subject: Clerk I 2nd Interview team change!?

Hello.

I just received word that Ken's committed to a Board Finance Committee meeting on February 26 and will be unable to conduct the 2nd interviews that we've committed to for April 26. Celeste's schedule appears to be open that day, Eli, would you like to ask Celeste to join you for the interviews, or shall I?

-Jennifer

---

**Declined: Please hold for Clerk I 2nd Interviews**

**From :** Eli Neiburger <neiburgere@aadl.org>

Tue, Apr 16, 2013 10:17 PM

**Subject :** Declined: Please hold for Clerk I 2nd Interviews

**To :** Jennifer Meunier <meunierj@aadl.org>

Sorry, we have Allerton Hill coming that day and we have several meetings with loose times.

Microsoft Outlook Web Access:

<http://HOWLER/Exchange/neiburgere/Sent%20Items/Please%20hold%20for%20Clerk%20I%202nd%20Interviews-2.EML?cmd=open>

---

**additional info for the AADL audit**

**From :** Tim Grimes <grimest@aadl.org>

Thu, Mar 28, 2013 02:42 PM

**Subject :** additional info for the AADL audit

 1 attachment

**To :** je@allerton-hill.com, jg@allerton-hill.com



**Cc :** parkerj@aadl.org, Eli Neiburger <neiburgere@aadl.org>, Tim Grimes <grimest@aadl.org>

Hi Joel and Jennifer –

Additional information on AADL communication is attached.

These are examples of how the Library communicates to the public via the website and how the Library Board deals with questions posed by the public during the public commentary portion of AADL Board meetings.

We have included two examples of written responses to public questions posed in writing to the Board. Josie would also like to know how you feel about the tone of these responses – did we respond in the right way?

Thanks for your help.

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

---

 **Communication system with AADL Public.doc**  
88 KB

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**RE: Allerton Hill replies**

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**From :** Eli Neiburger <neiburgere@aadl.org>  
**Subject :** RE: Allerton Hill replies  
**To :** Tim Grimes <grimest@aadl.org>

Thu, Mar 28, 2013 12:50 PM

Hey tim, this is great. I'd just add two other blogs to the list:

aadl.org/catalog which pulls together all the content blogs  
play.aadl.org which has summer game players engaged all year long.

You might also add that aadl.org gets 1-2 million visits per month from 100,000+ unique visitors.

Let me know if you need anything else and send along to josie.

-----Original Message-----

From: Tim Grimes  
Sent: Wed 3/27/2013 1:15 PM  
To: Eli Neiburger  
Cc: Tim Grimes  
Subject: Allerton Hill replies

Hey Eli - here is a draft - what do you think?

Tim Grimes

Manager, Community Relations and Marketing Dept.

Ann Arbor District Library

343 South Fifth Avenue

Ann Arbor, MI 48104

734-327-4265

grimest@aadl.org

---

**FW: Audit Check list**

---

**From :** Eli Neiburger <neiburgere@aadl.org>  
**Subject :** FW: Audit Check list  
**To :** Tim Grimes <grimest@aadl.org>

Wed, Mar 06, 2013 03:00 PM

 1 attachment

This looks pretty straightforward, tim, I was expecting them to ask for more. Any thoughts or concerns?

-eli

-----Original Message-----

From: Josie Parker [mailto:parkerj@aadl.org]  
Sent: Wed 3/6/2013 12:13 PM  
To: Eli Neiburger; Tim Grimes  
Cc: Karen Wilson  
Subject: Fw: Audit Check list

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

> From: Joel Gagne <jg@allerton-hill.com>  
> To: Josie Parker <parkerj@aadl.org>  
> Cc: Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>  
> Date: Wednesday, March 6, 2013 10:12:23 AM  
> Subject: Audit Check list

>

> Josie,

>

> Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

>

> Send what you can electronically and feel free to fax or mail to the address below.

>  
> Can we plan on a follow up call to see how things are going in a week or so? Would Monday the 18th work? Say 11:30 AM?  
>  
> Do not hesitate to contact us if you have any questions.  
>  
>  
>  
>  
> Joel Gagne  
> Allerton Hill Consulting, LLC  
> 1215 Polaris Parkway, Suite 114  
> Columbus, OH 43240  
>  
> Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com) (<mailto:jg@avakian.biz>)  
> Phone: 800-549-2285  
> Fax: 614-453-8542  
> Website: [www.allerton-hill.com](http://www.allerton-hill.com) (<http://www.avakian.biz/>)  
> Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog) (<http://www.avakian.biz/educated-communicator/>)  
> Twitter: outreach\_expert  
>  
> "Communications & marketing specialists for schools and public entities"  
>  
>  
>  
>  
>  
>  
>  
>  
>

---

 **AuditChecklist.doc**  
123 KB

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**Fw: Audit Check list**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> Wed, Mar 06, 2013 12:13 PM  
**Subject :** Fw: Audit Check list  1 attachment  
**To :** Eli Neiburger <[neiburgere@aadl.org](mailto:neiburgere@aadl.org)>, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>  
**Cc :** [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**To:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc:** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>, Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Date:** Wednesday, March 6, 2013 10:12:23 AM  
**Subject:** Audit Check list

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so? Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

---

 **AuditChecklist.doc**  
123 KB

---

### **Fwd: Proposal**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: Proposal  
**To :** Admin <admin@aadl.org>

Wed, Jan 09, 2013 11:01 AM

 2 attachments

I haven't looked at this. I told him that I can't talk to him tomorrow, and suggested Friday. I'll let you know what we set up.

Josie

Director

Ann Arbor District Library

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**Date:** January 9, 2013 10:57:10 AM EST  
**To:** Josie Parker <parkerj@aadl.org>  
**Subject:** Proposal

Josie,

Here is a proposal based on our conversation, the email you sent me, and our own research.

Are you free to discuss this? Would tomorrow at 4 PM work?

---

 **AADL-Proposal.pdf**  
246 KB

 **ATT1843822.htm**  
8 KB

---

**Declined: catching up**

---

**From :** Eli Neiburger <neiburgere@aadl.org>  
**Subject :** Declined: catching up  
**To :** Celeste Choate <choatec@aadl.org>

Tue, Dec 18, 2012 09:40 PM

Sorry, can't make this time; let's talk after the allerton hill mtg.

-eli

Microsoft Outlook Web Access: <http://HOWLER/Exchange/neiburgere/Sent%20Items/catching%20up-4.EML?cmd=open>

---

---

**Re: Follow up meetings**

---

**From :** Jennifer Economus <je@allerton-hill.com>  
**Subject :** Re: Follow up meetings  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Joel Gagne <jg@allerton-hill.com>

Wed, May 15, 2013 11:56 AM

Hi Josie- That works fine with me. It will just be me that day too FYI...

I am also available for a call Friday morning.

Jennifer Economus  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

**Email:**  
[je@allerton-hill.com](mailto:je@allerton-hill.com)  
**Phone:**  
[614-284-8772](tel:614-284-8772)  
**Fax:**  
[614-453-8542](tel:614-453-8542)  
**Website:**  
[www.allerton-hill.com](http://www.allerton-hill.com)  
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**Twitter:**  
[outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

On May 15, 2013, at 11:51 AM, Josie Parker <parkerj@aadl.org> wrote:

Jen and Joel,

If we do this on June 5 in the afternoon going with the last interview at 5:00 PM, I can get the group together that you all would like to talk with. Does that work for you? If yes, then I will set this up.

Also, we had tentatively scheduled a phone conference for tomorrow AM that I cannot do. If that is still on your calendars, I can do it Friday morning instead.

Josie

---

**From:** "Jennifer Economus" <je@allerton-hill.com>  
**To:** "Josie Parker" <parkerj@aadl.org>  
**Cc:** "Joel Gagne" <jg@allerton-hill.com>  
**Sent:** Tuesday, May 14, 2013 12:02:51 PM  
**Subject:** Re: Follow up meetings

Thanks! Jen

Jennifer Economus  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

**Email:** [je@allerton-hill.com](mailto:je@allerton-hill.com)  
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"Communications & marketing specialists for schools and public entities"

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Josie

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"Communications & marketing specialists for schools and public entities"

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**Re: Follow up meetings**

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**Subject :** Re: Follow up meetings  
**To :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>  
**Cc :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

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"Communications & marketing specialists for schools and public entities"

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Tue, May 14, 2013 12:02 PM

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"Communications & marketing specialists for schools and public entities"

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**Re: Follow up meetings**

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**Subject :** Re: Follow up meetings  
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*Twitter:* [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

---

#### Follow up meetings

---

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**Subject :** Follow up meetings  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Joel Gagne <jg@allerton-hill.com>

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"Communications & marketing specialists for schools and public entities"

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#### Fwd: FOIA

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: FOIA  
**To :** Karen Wilson <wilsonk@aadl.org>  
**Cc :** jgreene@dykema.com

Mon, May 13, 2013 10:55 AM

I received this in my email over the weekend. Jim, if you need to speak with me, my number is 327.4263.  
Josie

---

**From:** "Hunter Elizabeth" <zetlir@gmail.com>  
**To:** parkerj@aadl.org  
**Cc:** "Kathy Griswold" <griswoldkj@gmail.com>  
**Sent:** Friday, May 10, 2013 6:37:33 PM  
**Subject:** FOIA

May 10, 2013

Josie Parker  
FOIA Coordinator and Director  
Ann Arbor District Library  
Ann Arbor MI

Dear Ms. Parker:

I am requesting the following documents under Michigan's Freedom of Information statute:

Emails and all written documents between staff, board members and consultants regarding the Allerton Hill consulting firm from November 2012

through date of this request.

I would like the material in electronic format.

If you believe any item is exempt from FOIA, please describe the item and the reasons that justify the exemption.

If the cost will exceed \$10, please contact me.

Sincerely,  
Libby Hunter

---

**FOIA**

---

**From :** Hunter Elizabeth <zetlir@gmail.com>

Fri, May 10, 2013 06:37 PM

**Subject :** FOIA**To :** parkerj@aadl.org**Cc :** Kathy Griswold <griswoldkj@gmail.com>

May 10, 2013

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FOIA Coordinator and Director  
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Ann Arbor MI

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If the cost will exceed \$10, please contact me.

Sincerely,  
Libby Hunter

---

**Re: Allerton Hill at AADL**

---

**From :** Andra Williams <williamsa@aadl.org>

Wed, May 08, 2013 07:23 AM

**Subject :** Re: Allerton Hill at AADL**To :** Josie Parker <parkerj@aadl.org>

Ok

----- Original Message -----

From: "Josie Parker" <parkerj@aadl.org>

To: "Sherlonya Turner" <turners@aadl.org>, "Diane Dahlem" <dahlemd@aadl.org>, "Celeste Choate" <choatec@aadl.org>, "Eli Neiburger" <neiburgere@aadl.org>, "Kenneth Nieman" <niemank@aadl.org>, "Tim Grimes" <grimest@aadl.org>, "Andra Williams" <williamsa@aadl.org>

Cc: "Karen Wilson" <wilsonk@aadl.org>, "Josie Parker" <parkerj@aadl.org>

Sent: Tuesday, May 7, 2013 4:20:39 PM

Subject: Allerton Hill at AADL

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

---

**Re: The 10th**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: The 10th  
**To :** Joel Gagne <jg@allerton-hill.com>

Tue, May 07, 2013 09:26 PM

Ok. Travel with care.  
Josie

Sent from my iPhone

On May 7, 2013, at 9:06 PM, Joel Gagne <jg@allerton-hill.com> wrote:

Great. Noon then.

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On May 7, 2013, at 9:00 PM, Josie Parker <parkerj@aadl.org> wrote:

We are ok on the board for now but lunch would be great.  
Josie

Sent from my iPhone

On May 7, 2013, at 8:10 PM, Joel Gagne <jg@allerton-hill.com> wrote:

Josie,

Thank you. Do I need meet with your Board at 8 AM or are they all set?

Also, would you like to do lunch at Noon just you and I?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On May 7, 2013, at 4:13 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.

Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

---

**Re: The 10th**

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**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** Re: The 10th  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Tue, May 07, 2013 09:05 PM

Great. Noon then.

Sent from my iPhone, please excuse typos.

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**Subject :** Re: The 10th

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Thank you. Do I need meet with your Board at 8 AM or are they all set?

Also, would you like to do lunch at Noon just you and I?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On May 7, 2013, at 4:13 PM, Josie Parker <parkerj@aadl.org> wrote:

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.

Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:20 PM

**Subject :** Allerton Hill at AADL

**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

---

#### Allerton Hill at AADL

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:20 PM

**Subject :** Allerton Hill at AADL

**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
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10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

---

#### Re: The 10th

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:13 PM

**Subject :** Re: The 10th

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Josie Parker <parkerj@aadl.org>

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.



Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

---

**Re: The 10th**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:13 PM

**Subject :** Re: The 10th

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Josie Parker <parkerj@aadl.org>

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.

Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

---

**Fw: Invoice from Allerton- Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, May 01, 2013 12:01 PM

**Subject :** Fw: Invoice from Allerton- Hill

 1 attachment

**To :** Ken Nieman (niemank@aadl.org) <niemank@aadl.org>

fyi, Josie

Forwarded message:

**From:** Allerton- Hill Consulting <jg@Allerton-Hill.com>

**To:** parkerj@aadl.org, jg@allerton-hill.com

**Cc:** jg@Allerton-Hill.com

**Date:** Wednesday, May 1, 2013 11:40:51 AM

**Subject:** Invoice from Allerton- Hill

Dear Josie Parker,

Your invoice is attached. Please remit payment at your earliest convenience.  
Thank you for your business - we appreciate it very much.

Sincerely,  
Allerton- Hill

----- Invoice Summary -----

Invoice # : 1494

Invoice Date: 05/01/2013

Due Date: 05/01/2013

Terms: Due on receipt


Amount Due: \$7,000.00

The complete version has been provided as an attachment to this email.  
-----

*Delivered by QuickBooks Online*

---

**Invoice\_1494\_from\_Allerton\_Hill\_Consulting.pdf**


 30 KB

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## Invoice from Allerton- Hill

---

**From :** Allerton- Hill Consulting <jg@Allerton-Hill.com>  
**Subject :** Invoice from Allerton- Hill  
**To :** parkerj@aadl.org, jg@allerton-hill.com  
**Cc :** jg@Allerton-Hill.com  
**Reply To :** jg@Allerton-Hill.com

Wed, May 01, 2013 11:40 AM  
 1 attachment

Dear Josie Parker,

Your invoice is attached. Please remit payment at your earliest convenience.  
Thank you for your business - we appreciate it very much.

Sincerely,  
Allerton- Hill

----- Invoice Summary -----  
Invoice # : 1494  
Invoice Date: 05/01/2013  
Due Date: 05/01/2013  
Terms: Due on receipt  
Amount Due: \$7,000.00

The complete version has been provided as an attachment to this email.  
-----

*Delivered by QuickBooks Online*

---

 **Invoice\_1494\_from\_Allerton\_Hill\_Consulting.pdf**  
30 KB

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## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** Amy Cantu <cantua@aadl.org>  
**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org  
**Bcc :** josie@aadl.org

Wed, May 01, 2013 11:01 AM

Amy,

Thank you for agreeing to meet with consultants from Allerton Hill on May 10, at 10:15 AM. The meeting will be in Conference Room A, and either Karen or Celeste will greet you and introduce you.

Thanks again.

Josie

---

## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** Amy Cantu <cantua@aadl.org>  
**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org

Wed, May 01, 2013 11:01 AM

Amy,

Thank you for agreeing to meet with consultants from Allerton Hill on May 10, at 10:15 AM. The meeting will be in Conference Room A, and either Karen or Celeste will greet you and introduce you.

Thanks again.

Josie

---

**RE: Allerton Hill Discussion**

---

**From :** Greg Matthews <matthewsg@aadl.org>  
**Subject :** RE: Allerton Hill Discussion  
**To :** Josie Parker <parkerj@aadl.org>

Wed, May 01, 2013 06:33 AM

ok thank you

-----Original Message-----

From: Josie Parker [mailto:parkerj@aadl.org]  
Sent: Tue 4/30/2013 11:01 AM  
To: Greg Matthews  
Cc: Andra Williams; Kenneth Nieman; Eli Neiburger; Celeste Choate; Karen Wilson  
Subject: Allerton Hill Discussion

Greg,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**RE: Allerton Hill discussion**

---

**From :** Cecile Dunham <dunhamc@aadl.org>  
**Subject :** RE: Allerton Hill discussion  
**To :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 11:39 AM

Thank you!

Cecile Dunham

Interlibrary Loan  
Ann Arbor District Library

---

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Tue 30-Apr-13 10:59 AM  
**To:** Cecile Dunham  
**Cc:** Sherlonya Turner; Celeste Choate; Eli Neiburger; Karen Wilson  
**Subject:** Allerton Hill discussion

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**RE: Allerton Hill discussion**

**From :** Kathy Randles <randlesk@aadl.org>  
**Subject :** RE: Allerton Hill discussion  
**To :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 11:02 AM

Thank you. I've added the appointment to my calendar.

Kathy

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Tuesday, April 30, 2013 11:00 AM  
**To:** Kathy Randles  
**Cc:** Diane Dahlem; Celeste Choate; Eli Neiburger; Karen Wilson  
**Subject:** Allerton Hill discussion

Dear Kathy,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:25 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill Discussion**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill Discussion  
**To :** matthewsg@aadl.org  
**Cc :** Andra Williams <williamsa@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org  
**Bcc :** josie@aadl.org

Tue, Apr 30, 2013 11:01 AM

Greg,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill Discussion**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill Discussion  
**To :** matthewsg@aadl.org  
**Cc :** Andra Williams <williamsa@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org

Tue, Apr 30, 2013 11:01 AM

Greg,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion

**To :** randlesk@aadl.org

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

Dear Kathy,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:25 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion

**To :** randlesk@aadl.org

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

Dear Kathy,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:25 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion

**To :** dunhamc@aadl.org

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** dunhamc@aadl.org  
**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

Tue, Apr 30, 2013 10:59 AM

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** colemansh@aadl.org  
**Cc :** Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org  
**Bcc :** josie@aadl.org

Tue, Apr 30, 2013 10:57 AM

Dear Shirlina,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 10:40 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill discussion**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** colemansh@aadl.org  
**Cc :** Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org

Tue, Apr 30, 2013 10:57 AM

Dear Shirlina,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 10:40 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:55 AM

**Subject :** Allerton Hill

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

Dear Tom,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

#### Allerton Hill discussion

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:54 AM

**Subject :** Allerton Hill discussion

**To :** houghtons@aadl.org

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

Shayna,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

#### Allerton Hill discussion

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:54 AM

**Subject :** Allerton Hill discussion

**To :** houghtons@aadl.org

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, wilsonk@aadl.org

Shayna,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

#### Allerton Hill discussion

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:49 AM

**Subject :** Allerton Hill discussion

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

Marianne,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again.

Josie

---

**Allerton Hill discussion**

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:49 AM

**Subject :** Allerton Hill discussion

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

Marianne,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again.

Josie

---

**Fw: Undeliverable: Allerton Hill discussions**

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:48 AM

**Subject :** Fw: Undeliverable: Allerton Hill discussions

 1 attachment

**To :** Ken Nieman (niemank@aadl.org) <niemank@aadl.org>

Forwarded message:

**From:** System Administrator <postmaster@aadl.org>

**To:** Josie Parker <parkerj@aadl.org>

**Date:** Tuesday, April 30, 2013 10:47:36 AM

**Subject:** Undeliverable: Allerton Hill discussions

Your message

To: Beth Andersen

Cc: Celeste Choate; Eli Neiburger; [neimank@aadl.org](mailto:neimank@aadl.org)

Subject: Allerton Hill discussions

Sent: Tue, 30 Apr 2013 10:47:32 -0400

did not reach the following recipient(s):

[neimank@aadl.org](mailto:neimank@aadl.org) on Tue, 30 Apr 2013 10:47:33 -0400

The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.

<[howler.ad.aadl.net](mailto:howler.ad.aadl.net) #5.1.1>

Forwarded message:

**From:** Josie Parker <parkerj@aadl.org>

**To:** Beth Andersen <andersenb@aadl.org>

**Cc:** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, [neimank@aadl.org](mailto:neimank@aadl.org)

**Date:** Tuesday, April 30, 2013 10:47:32 AM

**Subject:** Allerton Hill discussions

Beth,



Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again for your willingness.

Josie

---

 E5E8899B5BA34AA09FDE74597A4DA571@localhost.zip  
24 B

---

**Undeliverable: Allerton Hill discussions**

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**From :** System Administrator <postmaster@aadl.org>

**Subject :** Undeliverable: Allerton Hill discussions

**To :** Josie Parker <parkerj@aadl.org>

Your message

To: Beth Andersen  
Cc: Celeste Choate; Eli Neiburger; neimank@aadl.org  
Subject: Allerton Hill discussions  
Sent: Tue, 30 Apr 2013 10:47:32 -0400

did not reach the following recipient(s):

neimank@aadl.org on Tue, 30 Apr 2013 10:47:33 -0400  
The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.  
<howler.ad.aadl.net #5.1.1>

---

**From :** Josie Parker <parkerj@aadl.org>

**Subject :** Allerton Hill discussions

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, neimank@aadl.org

---

Beth,  
Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.  
Thanks again for your willingness.  
Josie

---

**Allerton Hill discussions**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:47 AM

**Subject :** Allerton Hill discussions

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, neimank@aadl.org

Beth,  
Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again for your willingness.

Josie

---

**Allerton Hill Visit**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:34 AM

**Subject :** Allerton Hill Visit

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Tom,

The date has been changed to May 10 and I appreciate that you are still available and willing to meet on that date. I will let you know the time as soon as I have gotten it all worked out.

Thanks,

Josie

---

**Re: The 10th**

---

**From :** Josie Parker <parkerj@aadl.org>

Mon, Apr 29, 2013 05:43 PM

**Subject :** Re: The 10th

**To :** Joel Gagne <jg@allerton-hill.com>, Prue Rosenthal <pruer@aol.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>

Prue,

Allerton Hill will meet with AAADL staff on May 10th.  
Josie

Sent from my iPhone

On Apr 29, 2013, at 3:55 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Thanks Josie.

I am happy to meet with you board and if we need to use the whole day we can, just let me know.

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Apr 29, 2013, at 12:11 PM, "Josie Parker" <parkerj@aadl.org> wrote:

We will make it work.

Sent from my iPhone

On Apr 29, 2013, at 11:54 AM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Josie,

The 9th just got scratched from Jen's calendar. Are you open on the 10th?

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

**RE: The 10th**

**From :** Celeste Choate <[choatec@aadl.org](mailto:choatec@aadl.org)>  
**Subject :** RE: The 10th  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc :** TurnerS@aadl.org, Diane Dahlem <[dahlemd@aadl.org](mailto:dahlemd@aadl.org)>

Mon, Apr 29, 2013 05:12 PM

Available for Allerton Hill Meetings May 10<sup>th</sup> during the day shift

**Shayna Houghton**, casual IDC

**Lara Post**, Clerk (Lara can replace Marianne Taylor, who is on vacation)  
(Paula Ghosh is also available but is a non-resident. Lara lives in our service area)

**Beth Andersen**, Librarian – not available that day. Replacements are being considered.

**Shirlina Coleman**, Book Pro

**Cecile Dunham**, Library Technician

**Kathy Randles**, Supervisor

Not sure about:

Greg Mathews, Facilities  
Tom Smith, casual technician

---

**From:** Josie Parker  
**Sent:** Monday, April 29, 2013 3:02 PM  
**To:** Celeste Choate  
**Subject:** Fwd: The 10th

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**Date:** April 29, 2013, 11:52:44 AM EDT  
**To:** Josie Parker <parkerj@aadl.org>  
**Subject:** The 10th

Josie,

The 9th just got scratched from Jen's calendar. Are you open on the 10th?

**"Connecting schools and communities"**

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**Re: The 10th**

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: The 10th  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Mon, Apr 29, 2013 03:55 PM

Thanks Josie.

I am happy to meet with you board and if we need to use the whole day we can, just let me know.

**"Connecting schools and communities"**

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---

**Re: The 10th**

---

**From :** Celeste Choate <[choatec@aadl.org](mailto:choatec@aadl.org)>  
**Subject :** Re: The 10th  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Mon, Apr 29, 2013 03:05 PM

Ok! I'll let Diane & Sherlonya know.

-Celeste Choate

On Apr 29, 2013, at 3:01 PM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

FYI

Sent from my iPhone

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Mon, Apr 29, 2013 03:01 PM

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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

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**Fwd: The 10th**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: The 10th  
**To :** Eli Neiburger <neiburgere@aadl.org>, DeAnn Doll <dolld@aadl.org>

Mon, Apr 29, 2013 12:12 PM

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Sent from my iPhone

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**The 10th**

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**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** The 10th  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Mon, Apr 29, 2013 11:52 AM

Josie,

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

**RE: meetings with allerton hill**



---

**From :** Sherlonya Turner <TurnerS@aadl.org>  
**Subject :** RE: meetings with allerton hill  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Celeste Choate <choatec@aadl.org>

Mon, Apr 29, 2013 11:01 AM

Hi Josie,

Here's what the YASC schedules look like for these days.

May 9: Beth is to be in 9-1. Cecile is working a split that day 9-12 and evening hours. Shayna's schedule is open.

May 10: Beth is scheduled to be off and Cecile is to be in 9-5. Shayna's schedule is open.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Friday, April 26, 2013 4:24 PM  
**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes  
**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**RE: meetings with allerton hill**

**From :** Tim Grimes <grimest@aadl.org>  
**Subject :** RE: meetings with allerton hill  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Sat, Apr 27, 2013 10:55 AM

Tom Smith can meet either day (but says that Thursday May 9 would work best for him)

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Friday, April 26, 2013 4:24 PM  
**To:** Celeste Choate; Eli Neiburger; Kenneth Nieman; DeAnn Doll; Sherlonya Turner; Diane Dahlem; Tim Grimes  
**Subject:** meetings with allerton hill

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**Re: meetings with allerton hill**

**From :** Diane Dahlem <dahlemd@aadl.org>  
**Subject :** Re: meetings with allerton hill  
**To :** Josie Parker <parkerj@aadl.org>

Fri, Apr 26, 2013 05:10 PM

Kathy Randles and Shirlina Coleman are available both days but Marianne Taylor is not available either day. There are two other full time clerks available both days: Paula Ghosh and Lara Post. Let me know if you'd like other suggestions. Thanks.

Diane

--

Diane Dahlem | Manager | Circulation Services | Ann Arbor District Library | 734.327.4281

On Friday, April 26, 2013 at 4:24 PM, Josie Parker wrote:

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**Re: May 9-10**

---

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: May 9-10  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Fri, Apr 26, 2013 04:45 PM

Great. I am sorry we were not able to be there in person.

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Apr 26, 2013, at 4:22 PM, Josie Parker <parkerj@aadl.org> wrote:

I can tell you on Monday. We need to look at schedules first. Thanks for the phone call. It was very helpful to everyone.

Josie  
On Friday, April 26, 2013 at 4:08 PM, Joel Gagne wrote:

Josie,  
Would either of these days work for you?

**"Connecting schools and communities"**

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---

**meetings with allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org> Fri, Apr 26, 2013 04:24 PM  
**Subject :** meetings with allerton hill  
**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, dolld@aadl.org, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Tim Grimes <grimest@aadl.org>

The consultants can come on May 9 or 10? Can you please let me know if the folks in your department who agreed to talk to Allerton Hill are at work on those dates?

Thanks,  
Josie

---

**Re: May 9-10**

---

**From :** Josie Parker <parkerj@aadl.org> Fri, Apr 26, 2013 04:22 PM  
**Subject :** Re: May 9-10  
**To :** Joel Gagne <jg@allerton-hill.com>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

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---

**May 9-10**

---

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---

**Re: Call in number**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Call in number

Wed, Apr 24, 2013 03:40 PM

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>

that is very good. Thanks, Josie

On Wednesday, April 24, 2013 at 3:35 PM, Joel Gagne wrote:

Great. Jen will provide an update on the audit and I will field the questions.

Talk to you at 8 AM on Friday.

**"Connecting schools and communities"**

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Apr 24, 2013, at 3:14 PM, Josie Parker <parkerj@aadl.org> wrote:

Joel,

First- I am very glad about your little girl. A relief!

Second- yes 1 hour is fine. I will call you at 8:00 AM EST on Friday. I just need an update from you, and see what questions my board members may have.

Thanks,  
Josie

On Wednesday, April 24, 2013 at 12:14 PM, Joel Gagne wrote:

Josie,

First-My daughter is starting to feel better. Thank you again for your concern.

Second-Below is the conf call number to call into. I can be on the call for one hour. Will that be enough time?

Participant Access Code: 836167#  
Conference Dial-in Number: (605) 475-4000

**"Connecting schools and communities"**

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Phone: 800-549-2285

Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

**Call in number**

---

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Call in number  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Wed, Apr 24, 2013 12:14 PM

Josie,

First-My daughter is starting to feel better. Thank you again for your concern.

Second-Below is the conf call number to call into. I can be on the call for one hour. Will that be enough time?

Participant Access Code: 836167#  
Conference Dial-in Number: (605) 475-4000

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

**Re: Questions submitted 4/15/13**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Ed Surovell <esurovell@aol.com>

Wed, Apr 24, 2013 10:55 AM



Have fun!

Sent from my iPhone

On Apr 24, 2013, at 9:34 AM, "Ed Surovell" <[esurovell@aol.com](mailto:esurovell@aol.com)> wrote:

No. He knows I'm no friend. I'm writing from a bus in central Indiana.

Sent from my iPhone

On Apr 23, 2013, at 6:12 PM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

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This was John Woodford not Dr. S.

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Just wondering.

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**Sent:** Monday, April 22, 2013 4:35 PM

**To:** AADL AADL

**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

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**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)

**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

**Date:** Monday, April 22, 2013 4:22:16 PM

**Subject:** Questions submitted 4/15/13

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343 S. Fifth Avenue  
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Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Re: Questions submitted 4/15/13**

**From :** Ed Surovell <esurovell@aol.com>  
**Subject :** Re: Questions submitted 4/15/13

Wed, Apr 24, 2013 08:39 AM

To : Josie Parker <parkerj@aadl.org>

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**To:** AADL AADL  
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[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**RE: meeting with Allerton Hill**

**From :** Greg Matthews <[matthewsg@aadl.org](mailto:matthewsg@aadl.org)>  
**Subject :** RE: meeting with Allerton Hill  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Wed, Apr 24, 2013 06:32 AM

ok thank you

-----Original Message-----

From: Josie Parker [<mailto:parkerj@aadl.org>]  
Sent: Tue 4/23/2013 2:36 PM  
To: Greg Matthews  
Cc: Andra Williams; Kenneth Nieman  
Subject: meeting with Allerton Hill

Greg,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**RE: Allerton Hill**

**From :** Beth Andersen <andersenb@aadl.org>  
**Subject :** RE: Allerton Hill  
**To :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 10:46 PM

Thanks, Josie.

I look forward to meeting with them whenever it takes place.

Beth

---

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Tue 4/23/2013 2:40 PM  
**To:** Beth Andersen  
**Cc:** Sherlonya Turner; Celeste Choate; Eli Neiburger  
**Subject:** Allerton Hill

Beth,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

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Josie

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**Re: Allerton Hill**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Allerton Hill  
**To :** Margaret Leary <mleary@umich.edu>

Tue, Apr 23, 2013 10:35 PM

Thanks Margaret.

Sent from my iPhone

On Apr 23, 2013, at 7:33 PM, "Margaret Leary" <mleary@umich.edu> wrote:

Yes that is fine. Very very sorry to hear about his daughter but phone should be almost as good.  
Margaret

On Tue, Apr 23, 2013 at 11:38 AM, Josie Parker <parkerj@aadl.org> wrote:  
To all,

Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to phone in to the meeting Friday morning and will reschedule the visit here for a later date.

Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.

Josie

Sent from my iPhone

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544

Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle, 2011, \$25 from Amazon.com*

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**Re: Allerton Hill**

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**Re: Allerton Hill**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Allerton Hill  
**To :** nancy kaplan <winterwalker1@gmail.com>

Tue, Apr 23, 2013 07:17 PM

Yes. 8:00 my office and we will talk to Joel via phone.  
Josie

Sent from my iPhone

On Apr 23, 2013, at 7:11 PM, "nancy kaplan" <winterwalker1@gmail.com> wrote:

So we are still meeting?

On Tue, Apr 23, 2013 at 1:15 PM, Josie Parker <parkerj@aadl.org> wrote:  
Nancy,

I don't think he was bringing anything. He was going to update you all on the progress of the audit and conduct staff interviews. We are rescheduling the interviews,

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Sent from my iPhone

On Apr 23, 2013, at 12:27 PM, "nancy kaplan" <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)> wrote:

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**RE: Allerton Hill**

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**From :** Kathy Randles <[randlesk@aadl.org](mailto:randlesk@aadl.org)>  
**Subject :** RE: Allerton Hill  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Tue, Apr 23, 2013 02:45 PM

Ok, thanks.

Kathy

**From:** Josie Parker [<mailto:parkerj@aadl.org>]  
**Sent:** Tuesday, April 23, 2013 2:42 PM  
**To:** Kathy Randles  
**Cc:** Diane Dahlem; Celeste Choate; Eli Neiburger  
**Subject:** Allerton Hill

Kathy,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Allerton Hill  
**To :** [randlesk@aadl.org](mailto:randlesk@aadl.org)  
**Cc :** Diane Dahlem <[dahlemd@aadl.org](mailto:dahlemd@aadl.org)>, Celeste Choate <[choatec@aadl.org](mailto:choatec@aadl.org)>, Eli Neiburger <[neiburgere@aadl.org](mailto:neiburgere@aadl.org)>

Tue, Apr 23, 2013 02:42 PM

Kathy,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Allerton Hill**

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Allerton Hill  
**To :** Marianne Taylor <[taylorm@aadl.org](mailto:taylorm@aadl.org)>  
**Cc :** Diane Dahlem <[dahlemd@aadl.org](mailto:dahlemd@aadl.org)>, Celeste Choate <[choatec@aadl.org](mailto:choatec@aadl.org)>, Eli Neiburger <[neiburgere@aadl.org](mailto:neiburgere@aadl.org)>

Tue, Apr 23, 2013 02:41 PM

Marianne,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

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#### Allerton Hill

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**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:41 PM

**Subject :** Allerton Hill

**To :** dunhamc@aadl.org

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Cecile,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

#### Allerton Hill

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**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Beth,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

#### Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 02:40 PM

**Subject :** Allerton Hill discussion

**To :** houghtons@aadl.org

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>

Shayna,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

## Allerton Hill discussions

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussions  
**To :** Tom Smith <SmithT@aadl.org>  
**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>

Tue, Apr 23, 2013 02:38 PM

Tom,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

## Allerton Hill discussion

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill discussion  
**To :** colemanh@aadl.org  
**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>

Tue, Apr 23, 2013 02:38 PM

Shirlina,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

## meeting with Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** meeting with Allerton Hill  
**To :** matthewsg@aadl.org  
**Cc :** Andra Williams <williamsa@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>  
**Bcc :** josie@aadl.org

Tue, Apr 23, 2013 02:36 PM

Greg,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

## meeting with Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** meeting with Allerton Hill  
**To :** matthewsg@aadl.org  
**Cc :** Andra Williams <williamsa@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>

Tue, Apr 23, 2013 02:36 PM

Greg,

The consultant for Allerton Hill has had a family emergency and the meeting for Friday is cancelled. We will reschedule, and I'll be back in touch with you when I have a new date/times.

Thanks again for being willing to speak with the folks from Allerton Hill.

Josie

---

**Re: Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 01:15 PM

**Subject :** Re: Allerton Hill

**To :** nancy kaplan <winterwalker1@gmail.com>

**Cc :** Margaret Leary <mleary@umich.edu>, Prue Rosenthal <pruer@aol.com>

Nancy,

I don't think he was bringing anything. He was going to update you all on the progress of the audit and conduct staff interviews. We are rescheduling the interviews,

Josie

Sent from my iPhone

On Apr 23, 2013, at 12:27 PM, "nancy kaplan" <winterwalker1@gmail.com> wrote:

Would he send the material via email or fax that he was going to bring?

Nancy

On Tue, Apr 23, 2013 at 11:38 AM, Josie Parker <parkerj@aadl.org> wrote:

To all,

Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to phone in to the meeting Friday morning and will reschedule the visit here for a later date.

Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.

Josie

Sent from my iPhone

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**Re: Allerton Hill**

---

**From :** Prudence Rosenthal <pruer@aol.com>

Tue, Apr 23, 2013 12:50 PM

**Subject :** Re: Allerton Hill

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Margaret Leary <mleary@umich.edu>, nancy kaplan <winterwalker1@gmail.com>, Karen Wilson <wilsonk@aadl.org>

QThat's fine with me. How scary to have a sick kid.

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 734- 395-0203

Sent from my iPhone. Please excuse any mistakes.

On Apr 23, 2013, at 11:38 AM, "Josie Parker" <parkerj@aadl.org> wrote:

> To all,

>

> Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to phone in to the meeting Friday morning and will reschedule the visit here for a later date.

>  
> Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.  
>  
> Josie  
>  
>  
> Sent from my iPhone

---

**Re: Allerton Hill**

---

**From :** nancy kaplan <winterwalker1@gmail.com>  
**Subject :** Re: Allerton Hill  
**To :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 12:27 PM

Would he send the material via email or fax that he was going to bring?

Nancy

On Tue, Apr 23, 2013 at 11:38 AM, Josie Parker <parkerj@aadl.org> wrote:  
To all,

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Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.

Josie

Sent from my iPhone

---

**Allerton Hill**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill  
**To :** Prue Rosenthal <pruer@aol.com>, Margaret Leary <mleary@umich.edu>, nancy kaplan <winterwalker1@gmail.com>  
**Cc :** Karen Wilson <wilsonk@aadl.org>

Tue, Apr 23, 2013 11:38 AM

To all,

Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to phone in to the meeting Friday morning and will reschedule the visit here for a later date.

Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.

Josie

Sent from my iPhone

---

**Allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton hill  
**To :** Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Tue, Apr 23, 2013 11:34 AM

Joel Gagne's young daughter is quite ill but recovering. However he can't make it here on Friday. Karen you can release the room, Celeste and Eli, I will send emails this afternoon to the people involved. Ill be working with Joel to come up with a new date,

Josie

Sent from my iPhone

---

**FW: Questions submitted 4/15/13**

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**From :** Karen Wilson <wilsonk@aadl.org>  
**Subject :** FW: Questions submitted 4/15/13  
**To :** Board <Board@aadl.org>  
**Cc :** Admin <Admin@aadl.org>

Tue, Apr 23, 2013 11:33 AM

For your Information.

Karen

---

**From:** Josie Parker  
**Sent:** Tuesday, April 23, 2013 11:28 AM  
**To:** Karen Wilson  
**Subject:** Re: Questions submitted 4/15/13

Forward it onto admin and board please. Josie

Sent from my iPhone

On Apr 23, 2013, at 8:40 AM, "Karen Wilson" <wilsonk@aadl.org> wrote:

Mr. Woodford's response below.

Karen

**From:** John Woodford [mailto:johnwood@umich.edu]  
**Sent:** Monday, April 22, 2013 5:27 PM  
**To:** Karen Wilson  
**Subject:** Re: Questions submitted 4/15/13

Dear Ms. Wilson:

I thank you and the board for this response. I was apparently misinformed as to the types of meetings that are not open. I suppose that so long as the decisions of the committees are duly reported in the public meetings, the interested citizens of A2 can follow what's going on.

As a regular library user, I appreciate the achievements of the AADL boards through the years. I continue to maintain, however, that there is no evidence that we need a new main building, nor does the Library need to take on the role of an ersatz chamber of commerce.

Few overflow events take place at any of the Library's sites, and if some business persons want a convention center, they should step up and plan for one out in the open so the people can decide such matters on the merits. Again, thanks for your response.

John Woodford

On Mon, Apr 22, 2013 at 4:22 PM, Karen Wilson <wilsonk@aadl.org> wrote:  
Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

2. Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?

In the AADL strategic plan adopted in 2010 is an objective to audit the communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.

3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?

Yes, Allerton Hill pays for all travel expenses.

4. Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign?

The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan. The AADL Board is not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent.



5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?

One is not related to the other from the AADL Board's point of view.

6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret?

Library meetings are posted as required by law and conducted according to the law. No library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

**Re: Questions submitted 4/15/13**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Tue, Apr 23, 2013 11:28 AM

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Mr. Woodford's response below.

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Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**FW: Questions submitted 4/15/13**

**From :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**Subject :** FW: Questions submitted 4/15/13  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Tue, Apr 23, 2013 08:40 AM

Mr. Woodford's response below.

Karen

**From:** John Woodford [<mailto:johnwood@umich.edu>]  
**Sent:** Monday, April 22, 2013 5:27 PM  
**To:** Karen Wilson  
**Subject:** Re: Questions submitted 4/15/13

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Sincerely,

Karen Wilson

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Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

**Re: Questions submitted 4/15/13**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Ed Surovell <[esurovell@aol.com](mailto:esurovell@aol.com)>

Tue, Apr 23, 2013 08:02 AM

This was John Woodford not Dr. S.  
Josie

Sent from my iPhone

On Apr 23, 2013, at 12:08 AM, "Ed Surovell" <[esurovell@aol.com](mailto:esurovell@aol.com)> wrote:

In response to Dr. S's request for a justification for the Allerton Hill audit, it might be pointed out that any responsible organization serving half a county and employing several hundred people benefits from a well-conducted periodic communications audit. We strive to understand our patrons' needs and expectations, and try to continue to improve on what we feel is our already outstanding record.

Sent from my iPhone

On Apr 22, 2013, at 5:37 PM, "Jan Barney Newman" <[jbnewman2000@comcast.net](mailto:jbnewman2000@comcast.net)> wrote:

I was surprised to have these questions from John. But, the answers are fine. You don't think mentioning the need to let the community know all the services that are available to them by better communication? We've become aware that people who use only one or two services aren't aware of the full scope of AADL's offerings. Doesn't that seem like a reasonable reason for a communication audit? Just wondering.  
Jan

**From:** Josie Parker [<mailto:parkerj@aadl.org>]  
**Sent:** Monday, April 22, 2013 4:35 PM  
**To:** AADL AADL  
**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)  
**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

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Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Re: Questions submitted 4/15/13**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Cc :** Ed Surovell <[esurovell@aol.com](mailto:esurovell@aol.com)>, Board <[board@aadl.org](mailto:board@aadl.org)>

Tue, Apr 23, 2013 08:01 AM

I appreciate the feedback, but I would caution us against using email in a conversational give and take manner.

Josie

Sent from my iPhone

On Apr 23, 2013, at 6:34 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Well said, Ed.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

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**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)  
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**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)

**Cc:** Josie Parker <parkerj@aadl.org>  
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**Re: Questions submitted 4/15/13**

**From :** Rebecca Head <[r\\_head@sbcglobal.net](mailto:r_head@sbcglobal.net)>

Mon, Apr 22, 2013 10:22 PM

**Subject :** Re: Questions submitted 4/15/13

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

I can meet 9:30 am on Wed (5/1) at Espresso Royale, Main St. How's that?  
/Rebecca

Rebecca Head  
Sent from my iPhone

On Apr 22, 2013, at 10:17 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

I can do Wednesday, May 1, anytime except noon to 2:00. You name time/place:)

Yes, meet me outside the Anderson Room in the Union at noon. Margaret is coming, too. Jan and Prue are members. I will sit with Paul and Prue at the speakers table. You and Margaret can sit together anywhere. I'll introduce you as my guests wherever you are in the room:) There are usually 150 people there. Paul may draw a bigger crowd. It is hard to tell. I'm glad you can come.

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**Subject :** Re: Questions submitted 4/15/13

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Yes that would be splendid-Thu or Fri? Also would like to join you (all) Wed for Paul Corant's talk. Does that begin at 12 noon?

Best, Rebecca

Rebecca Head  
Sent from my iPhone

On Apr 22, 2013, at 9:18 PM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Thanks, Rebecca. Coffee sometime next week?  
Josie

Sent from my iPhone

On Apr 22, 2013, at 7:57 PM, "Rebecca Head" <[r\\_head@sbcglobal.net](mailto:r_head@sbcglobal.net)> wrote:

Thanks - quite factual & I appreciate your responding as you did.

Rebecca A Head

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**From:** Josie Parker <parkerj@aadl.org>  
**To:** AADL AADL <board@aadl.org>  
**Cc:** admin@aadl.org; "wilsonk@aadl.org" <wilsonk@aadl.org>  
**Sent:** Monday, April 22, 2013 4:34 PM  
**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** johnwood@umich.edu  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

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**Re: Questions submitted 4/15/13**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Mon, Apr 22, 2013 06:37 PM

**Subject :** Re: Questions submitted 4/15/13

**To :** Jan B. Newman <[jbnewman2000@comcast.net](mailto:jbnewman2000@comcast.net)>

He asked them at the Board meeting. You are right about the answer. If you know him, then saying what you wrote would be great.  
Josie

Sent from my iPhone

On Apr 22, 2013, at 5:37 PM, "Jan Barney Newman" <[jbnewman2000@comcast.net](mailto:jbnewman2000@comcast.net)> wrote:

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Just wondering.

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**Sent:** Monday, April 22, 2013 4:35 PM

**To:** AADL AADL

**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)

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**From :** Jan Barney Newman <[jbnewman2000@comcast.net](mailto:jbnewman2000@comcast.net)>  
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**To :** 'Josie Parker' <[parkerj@aadl.org](mailto:parkerj@aadl.org)>, 'AADL AADL' <[board@aadl.org](mailto:board@aadl.org)>  
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**Re: Questions submitted 4/15/13**

**From :** Prudence Rosenthal <pruer@aol.com>  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Josie Parker <parkerj@aadl.org>

Mon, Apr 22, 2013 05:14 PM

Cc : AADL AADL <board@aadl.org>, admin@aadl.org, wilsonk@aadl.org

Looks good. Thanks Josie

Prue Rosenthal  
pruer@aol.com  
home (734) 665-0941  
cell (734) 395-0203

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

#### **Fw: Questions submitted 4/15/13**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Questions submitted 4/15/13  
**To :** AADL AADL <board@aadl.org>  
**Cc :** admin@aadl.org, wilsonk@aadl.org

Mon, Apr 22, 2013 04:34 PM

FYI to all.

Josie  
Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** johnwood@umich.edu  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

2. Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?

In the AADL strategic plan adopted in 2010 is an objective to audit the communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.

3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?

Yes, Allerton Hill pays for all travel expenses.



4. Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign?

The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan. The AADL Board is not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent.

5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?

One is not related to the other from the AADL Board's point of view.

6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret?

Library meetings are posted as required by law and conducted according to the law. No library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

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Sincerely,

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Ann Arbor District Library  
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Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

**Re: answers to a patron**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: answers to a patron  
**To :** Joel Gagne <jg@allerton-hill.com>

Mon, Apr 22, 2013 04:22 PM

Joel,

I did change the No on three to Yes, Allerton Hill pays for all travel expenses because that is literally correct. :) He asked the questions at the Board meeting, and then submitted them in writing. We did not try to answer him during the meeting. He was very insulting to the Board during his comment period, and it would have been confrontational to address his questions. Thin line.

Josie

On Monday, April 22, 2013 at 4:06 PM, Joel Gagne wrote:

Josie,

These answers are right on point. Where the questions/answers verbal or written?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Apr 22, 2013, at 11:56 AM, Josie Parker <parkerj@aadl.org> wrote:

I am attaching questions/answers received by a member of the public at the Board's public comment period last Monday. Most of them are about our contract with Allerton Hill.

See you Friday.

Josie

<DRAFTAnswers to Mrwoodford.docx>

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### Questions submitted 4/15/13

**From :** Karen Wilson <wilsonk@aadl.org>

Mon, Apr 22, 2013 04:22 PM

**Subject :** Questions submitted 4/15/13

**To :** johnwood@umich.edu

**Cc :** Josie Parker <parkerj@aadl.org>

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

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Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

**Re: answers to a patron**

---

**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** Re: answers to a patron  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>

Mon, Apr 22, 2013 04:06 PM

Josie,

These answers are right on point. Where the questions/answers verbal or written?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

On Apr 22, 2013, at 11:56 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

I am attaching questions/answers received by a member of the public at the Board's public comment period last Monday. Most of them are about our contract with Allerton Hill.

See you Friday.

Josie

<DRAFTAnswers to Mrwoodford.docx>

---

**response to Mr. Woodford**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** response to Mr. Woodford  
**To :** [wilsonk@aadl.org](mailto:wilsonk@aadl.org)


Mon, Apr 22, 2013 02:01 PM

 1 attachment

Response to Mr. Woodford attached. Prue has vetted these responses and approved.

Josie

---

 **DRAFTAnswers to Mrwoodford.docx**  
155 KB

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**slight change in response**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** slight change in response  
**To :** 'Prue Rosenthal' <pruer@aol.com>

Mon, Apr 22, 2013 01:59 PM

 1 attachment

I changed answer to 3 to yes to clarify.  
Josie

---

 **DRAFTAnswers to Mrwoodford.docx**  
155 KB

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**answers to a patron**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** answers to a patron  
**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>

Mon, Apr 22, 2013 11:56 AM

 1 attachment

I am attaching questions/answers received by a member of the public at the Board's public comment period last Monday. Most of them are about our contract with Allerton Hill.

See you Friday.

Josie

---

 **DRAFTAnswers to Mrwoodford.docx**  
160 KB

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**draft to mr. woodford**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** draft to mr. woodford  
**To :** 'Prue Rosenthal' <pruer@aol.com>  
**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>

Mon, Apr 22, 2013 11:55 AM

 1 attachment

attached is an edited version of the response with Prue's notes/changes added. Eli and Celeste, do you see anything that you feel should be altered/deleted/added?

I'd like to get this out soon.

Josie

---

 **DRAFTAnswers to Mrwoodford.docx**  
160 KB

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**Re: draft answers to Mr. Woodford**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: draft answers to Mr. Woodford  
**To :** Prudence Rosenthal <pruer@aol.com>

Mon, Apr 22, 2013 11:48 AM  
1 attachment

I liked what you did. I'll get this out today. Josie  
On Sunday, April 21, 2013 at 10:11 AM, Prudence Rosenthal wrote:

I reworked one of the questions and shortened another, but please use your experience and judgement in what the final says.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203


On Apr 19, 2013, at 4:29 PM, Josie Parker <parkerj@aadl.org> wrote:

Attached is a draft document that addresses Mr. Woodford's questions. Please let me know if there is anything that you would like to change/delete/add. I would like to send him answers on Monday afternoon at the latest.

Josie

<DRAFTAnswers to Mrwoodford.docx>

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 **Answers to Mr Woodford.docx**  
253 KB

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**Re: draft answers to Mr. Woodford**

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**From :** Prudence Rosenthal <pruer@aol.com>  
**Subject :** Re: draft answers to Mr. Woodford  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** admin@aadl.org

Sun, Apr 21, 2013 10:11 AM  
1 attachment

I reworked one of the questions and shortened another, but please use your experience and judgement in what the final says.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Apr 19, 2013, at 4:29 PM, Josie Parker <parkerj@aadl.org> wrote:

Attached is a draft document that addresses Mr. Woodford's questions. Please let me know if there is anything that you would like to change/delete/add. I would like to send him answers on Monday afternoon at the latest.

Josie

<DRAFTAnswers to Mrwoodford.docx>

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 **Answers to Mr Woodford.docx**  
253 KB

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**RE: Allerton Hill consultant appointment**

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**From :** Greg Matthews <matthewsg@aadl.org>  
**Subject :** RE: Allerton Hill consultant appointment  
**To :** Josie Parker <parkerj@aadl.org>

Sat, Apr 20, 2013 09:09 AM

ok thanks

-----Original Message-----

From: Josie Parker [<mailto:parkerj@aadl.org>]  
Sent: Fri 4/19/2013 4:45 PM  
To: Greg Matthews  
Cc: Kenneth Nieman; Andra Williams; Celeste Choate; Eli Neiburger; Karen Wilson  
Subject: Allerton Hill consultant appointment

Greg,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill consultant appointment  
**To :** matthewsg@aadl.org  
**Cc :** Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, Andra Williams <williamsa@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, wilsonk@aadl.org

Fri, Apr 19, 2013 04:45 PM

Greg,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

---

**Allerton Hill consultant appointment**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:44 PM

**Subject :** Allerton Hill consultant appointment

**To :** randlesk@aadl.org

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Kathy,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:43 PM

**Subject :** Allerton Hill consultant appointment

**To :** dunhamc@aadl.org

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Cecile,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant interview**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:42 PM

**Subject :** Allerton Hill consultant interview

**To :** colemansh@aadl.org

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Shirlina,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:40 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

---

**Allerton Hill consultant appointment**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:40 PM

**Subject :** Allerton Hill consultant appointment

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Beth,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:15 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant appointment**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:39 PM

**Subject :** Allerton Hill consultant appointment

**To :** smitht@aadl.org

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Tim Grimes <grimest@aadl.org>, wilsonk@aadl.org

Tom,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

**Allerton Hill consultant meeting**

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:38 PM

**Subject :** Allerton Hill consultant meeting

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, wilsonk@aadl.org

Marianne,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

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Regards,

Josie

---



**meeting with Allerton Hill consultants**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** meeting with Allerton Hill consultants  
**To :** houghtons@aadl.org  
**Cc :** Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, wilsonk@aadl.org

Fri, Apr 19, 2013 04:37 PM

Shayna,

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Regards,

Josie

---

**draft answers to Mr. Woodford**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** draft answers to Mr. Woodford  
**To :** 'Prue Rosenthal' <pruer@aol.com>  
**Cc :** admin@aadl.org

Fri, Apr 19, 2013 04:29 PM

 1 attachment

Attached is a draft document that addresses Mr. Woodford's questions. Please let me know if there is anything that you would like to change/delete/add. I would like to send him answers on Monday afternoon at the latest.

Josie

---

 **DRAFTAnswers to Mrwoodford.docx**  
159 KB

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**draft answers to Mr. Woodford**

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Fri, Apr 19, 2013 04:29 PM

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Josie

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 **DRAFTAnswers to Mrwoodford.docx**  
159 KB

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**RE: Allerton Hill interviews**

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**From :** Sherlonya Turner <TurnerS@aadl.org>  
**Subject :** RE: Allerton Hill interviews

Thu, Apr 18, 2013 05:09 PM

**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Celeste Choate <choatec@aadl.org>

Josie,

There are no problems for YASC here. Brian is prepared to open the Pittsfield Branch on Friday the 26<sup>th</sup>.

-Sherlonya

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Thursday, April 18, 2013 1:33 PM  
**To:** Celeste Choate; Eli Neiburger; Diane Dahlem; Sherlonya Turner; Tim Grimes; Kenneth Nieman; Karen Wilson  
**Subject:** Allerton Hill interviews

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC  
9:25 Marianne Taylor, Clerk  
9:45 Tom Smith, casual technician  
10:15 Beth Andersen, Librarian  
10:40 Shirlina Coleman, Book Pro  
11:00 Cecile Dunham, Library Technician  
11:25 Kathy Randles, Supervisor  
11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

## Allerton Hill interviews

**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

**Bcc :** josie@aadl.org

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I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC  
9:25 Marianne Taylor, Clerk  
9:45 Tom Smith, casual technician  
10:15 Beth Andersen, Librarian  
10:40 Shirlina Coleman, Book Pro  
11:00 Cecile Dunham, Library Technician  
11:25 Kathy Randles, Supervisor  
11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

### Allerton Hill interviews

**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Ken Nieman (niemank@aadl.org) <niemank@aadl.org>, wilsonk@aadl.org

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

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9:00 Shayna Houghton, casual IDC  
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11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

### Re: AADL

**From :** Joel Gagne <jg@allerton-hill.com>

Thu, Apr 18, 2013 11:02 AM

**Subject :** Re: AADL

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Jennifer Economus <je@allerton-hill.com>

That is perfect. Around half a dozen is what we need.

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

On Apr 18, 2013, at 10:11 AM, Josie Parker <parkerj@aadl.org> wrote:

I'll see if they are available and let you know. I have 7 staff members who have agreed to talk with you, and I am asking one more.

Josie

On Thursday, April 18, 2013 at 7:59 AM, Joel Gagne wrote:

I would say let's meet with them at noon. Would that work?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

On Apr 17, 2013, at 5:10 PM, "Josie Parker" <parkerj@aadl.org> wrote:

Essentially.

Sent from my iPhone

On Apr 17, 2013, at 4:15 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Sounds great.

Question: is your admin team the same as your communications/marketing team?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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Joel and Jennifer,

I have arranged a meeting for you with the AADL Board President, Prue Rosenthal, Board Treasurer, Nancy Kaplan, and Facilities Chair Margaret Leary for 8:00 AM on Friday April 26.

I have successfully set up staff interviews for you beginning at 9:00 AM on that day and running to Noon. I am available to you all afternoon as needed. Do you also need/wish to meet with my admin team and Tim Grimes? This is the group you speak with on the phone:)

All best,

Josie

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**Re: AADL**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Thu, Apr 18, 2013 10:11 AM

**Subject :** Re: AADL

**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>

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Joel Gagne

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Columbus, OH 43240

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Phone: 800-549-2285  
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Re: AADL

Thu, Apr 18, 2013 07:59 AM

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**Subject :** Re: AADL

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Jennifer Economus <je@allerton-hill.com>

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All best,

Josie

---

**Re: AADL**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Wed, Apr 17, 2013 05:10 PM

**Subject :** Re: AADL

**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>

Essentially.

Sent from my iPhone

On Apr 17, 2013, at 4:15 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Sounds great.

Question: is your admin team the same as your communications/marketing team?

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**Re: AADL**

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: AADL  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Wed, Apr 17, 2013 04:16 PM

Sounds great.

Question: is your admin team the same as your communications/marketing team?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
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Columbus, OH 43240

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Josie

---

**AADL**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, Apr 17, 2013 11:53 AM

**Subject :** AADL**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>**Bcc :** josie@aadl.org

Joel and Jennifer,

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Wed, Apr 17, 2013 11:53 AM

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All best,

Josie

---

**Re: Meeting****From :** Margaret Leary <mleary@umich.edu>

Sun, Apr 14, 2013 01:49 PM

**Subject :** Re: Meeting**To :** Josie Parker <parkerj@aadl.org>**Cc :** Prudence Rosenthal <pruer@aol.com>

I put it on my calendar for Fri 4/26 at 8 at your office. Let me know if that is not right.  
M

On Sat, Apr 13, 2013 at 2:05 PM, Josie Parker <parkerj@aadl.org> wrote:

An hour at the most

Sent from my iPhone

On Apr 13, 2013, at 10:17 AM, "Prudence Rosenthal" <pruer@aol.com> wrote:

That works for me. Josie -how much time do we need?

Prue Rosenthal  
(Home) 734-665-0941  
(Cell) 734-395-0203

Sent from my iPhone. Please excuse any mistakes.

On Apr 13, 2013, at 8:59 AM, Margaret Leary <mleary@umich.edu> wrote:

I'm excited to meet with them but it will have to be before 9.  
Margaret

On Sat, Apr 13, 2013 at 6:58 AM, Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Dear Margaret Nd Nancy,  
Joel Gagne and Jennifer Economicus from Allerton-Hill have asked to meet with me and two other board members on Friday, April 26 before 9 or after 1. As chairs of the Facilities and Finance I would like to ask you to join me at the meeting. Let me know when you can meet, (I can do either) and Josie and Karen will schedule the meeting.  
Thanks, plr

Prue Rosenthal  
[Prue@aol.com](mailto:Prue@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle, 2011, \$25 from Amazon.com*

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## Re: Meeting

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Sat, Apr 13, 2013 02:05 PM

**Subject :** Re: Meeting

**To :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

**Cc :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>, Nancy N Kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

An hour at the most

Sent from my iPhone

On Apr 13, 2013, at 10:17 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

That works for me. Josie -how much time do we need?

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(Home)734-665-0941  
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---

**Re: Meeting**

---

**From :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> Sat, Apr 13, 2013 10:17 AM  
**Subject :** Re: Meeting  
**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>  
**Cc :** Nancy N Kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Josie Parker <[ParkerJ@aadl.org](mailto:ParkerJ@aadl.org)>, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

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**Re: Meeting**

---

Sat, Apr 13, 2013 08:59 AM

**From :** Margaret Leary <mleary@umich.edu>  
**Subject :** Re: Meeting  
**To :** Prue Rosenthal <pruer@aol.com>  
**Cc :** Nancy N Kaplan <winterwalker1@gmail.com>, Josie Parker <ParkerJ@aadl.org>, Karen Wilson <wilsonk@aadl.org>

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---

**Meeting**

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Sat, Apr 13, 2013 06:58 AM

**From :** Prue Rosenthal <pruer@aol.com>  
**Subject :** Meeting  
**To :** Margaret Leary <mleary@umich.edu>, Nancy N Kaplan <winterwalker1@gmail.com>  
**Cc :** Josie Parker <ParkerJ@aadl.org>, Karen Wilson <wilsonk@aadl.org>

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Prue Rosenthal  
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home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

---

**Re: Allerton Hill**

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Fri, Apr 12, 2013 12:53 PM

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Allerton Hill  
**To :** Prue Rosenthal <pruer@aol.com>

Yes please and thank you. It is an update from Allerton hill. Josie

Sent from my iPhone

On Apr 12, 2013, at 12:01 PM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Sorry, I meant to answer that part too. Crazy weekend.  
I think we should have Nancy and Margaret. If they want to meet at 8 am, getting Nancy to come at 8 am will be interesting..  
Shall I ask them?

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Apr 12, 2013, at 11:54 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Thanks Prue. Do you have a preference about what board members should be included?  
Josie

Sent from my iPhone

On Apr 12, 2013, at 11:47 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Yes, I can meet with them at 7:30/ 8 am or after 1 pm whenever they want.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Apr 12, 2013, at 8:51 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Prue,  
Joel Gagne and Jennifer Economicus will be here Friday April 26. Can you meet with them before 9:00 that morning or after 1:00? They would like an hour with you and two other Board members. I'm thinking Margaret and Nancy as Treasurer and Communications Chair, but that is up to you and their availability.

Thanks, Josie

Sent from my iPhone

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**Re: Allerton Hill**

---

**From :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Subject :** Re: Allerton Hill  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Fri, Apr 12, 2013 12:01 PM

Sorry, I meant to answer that part too. Crazy weekend.  
I think we should have Nancy and Margaret. If they want to meet at 8 am, getting Nancy to come at 8 am will be interesting..  
Shall I ask them?

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

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Sent from my iPhone

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**Re: Allerton Hill**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Allerton Hill  
**To :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Cc :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Fri, Apr 12, 2013 11:54 AM

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Josie

Sent from my iPhone

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Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

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Sent from my iPhone

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**Re: Allerton Hill**

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**From :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Subject :** Re: Allerton Hill  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Fri, Apr 12, 2013 11:47 AM

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Prue Rosenthal  
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Thanks, Josie

Sent from my iPhone

---



## Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill  
**To :** Prue Rosenthal <pruer@aol.com>  
**Cc :** Karen Wilson <wilsonk@aadl.org>

Fri, Apr 12, 2013 08:51 AM

Prue,  
Joel Gagne and Jennifer Economicus will be here Friday April 26. Can you meet with them before 9:00 that morning or after 1:00? They would like an hour with you and two other Board members. I'm thinking Margaret and Nancy as Treasurer and Communications Chair, but that is up to you and their availability.

Thanks, Josie

Sent from my iPhone

---

## Re: Updated memo from Friday with new info from EPIC MRA

---

**From :** Jennifer Economus <je@allerton-hill.com>  
**Subject :** Re: Updated memo from Friday with new info from EPIC MRA  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Joel Gagne <jg@allerton-hill.com>

Fri, Apr 12, 2013 08:41 AM

Thanks Josie!

Jennifer Economus  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)  
Phone: 614-284-8772  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Apr 11, 2013, at 5:14 PM, Josie Parker wrote:

More from AADL survey. Josie  
Forwarded message:

**From:** Dave Waymire <dwaymire@mwadvocacy.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Naomi Burton <nburton@mwadvocacy.com>  
**Date:** Monday, March 12, 2012 11:37:56 AM  
**Subject:** Updated memo from Friday with new info from EPIC MRA

Josie:

Here is an amended memo you could forward to your team, taking into account the little bobble EPIC MRA had in adding up the new supporters for lower millage rates. The attached is the latest updated aggregates, too. Doesn't change the main point.

Here is the big picture.

1. People like you. Ranking the institutions as "important to quality of life," you finish with 7.28 on a scale of 10. UM is first (8.75), followed by UM Hospital (8.41) AA schools (8.06), then the local restaurants essentially tied with you (7.29). You are well ahead of the Michigan Theater, AA Art Fair, the Hands On Museum and Zingermans.
2. They think your facilities are in good shape. This goes with my initial thoughts that we need to "create the problem before we solve the problem." 41 percent say your downtown facilities are in excellent condition; 41 percent say "pretty good." That's more than 80 percent with a positive rating on the facilities. As a good manager, you've covered up the shortcomings. Now we will need to think through how we expose those shortcomings to build support for a millage.
3. Right now you are in a 60 percent range of support for a millage (46 yes, 16 lean yes). That changes little when you go from .69 mills (\$69/\$100,000 SEV) to .51 (\$51/\$100,000 SEV); but it does go up to 72 percent when you drop to .25 mills (\$25/\$100,000 SEV).  
At 60 percent for .69 million, that's barely ok. I'd be hard pressed to say "go" based on this.

4. As noted above, even when we scale down the request, you stay at 60 percent. It's not a money issue.
5. As I look at the various uses for the facility, two of your key desires for the new facility – more meeting and exhibition space – don't seem to be high on the minds of users. Saying you will build a facility to address those issues isn't going to be enough. And ADA issues don't make the top of mind cut. I suspect people think you are already fully ADA compliant, again, since you have managed your problems so well.

By the end of next week we should have the cross tabs that will give us more detail. I'll be working on a full memo to you to take to the board. I need to do more homework first, but it would seem we've identified the key problem: Not enough people know of your problems with the facility. We should identify specific facility problems, and start communicating them so a larger group of people understand the problems that make the new facility important.

<image001.gif>  
David Waymire  
Martin Waymire Advocacy Communications  
426 W. Ottawa, Lansing MI 48933  
o: 517-485-6600  
c: 517-290-3610

<Ann Arbor Dist Lib\_Svy\_FREQ March '12.docx>

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#### Aaps article

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Aaps article  
**To :** Admin <admin@aadl.org>

Fri, Apr 12, 2013 07:25 AM

Aadl is mentioned in a comment by rukiddingme attached to the supt article. It is about the Allerton hill expense.  
Josie


Sent from my iPhone

---

#### Fw: Updated memo from Friday with new info from EPIC MRA

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Updated memo from Friday with new info from EPIC MRA  
**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>

Thu, Apr 11, 2013 05:14 PM

 2 attachments

More from AADL survey. Josie  
Forwarded message:

**From:** Dave Waymire <dwaymire@mwadvocacy.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Naomi Burton <nburton@mwadvocacy.com>  
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Here is the big picture.

1. People like you. Ranking the institutions as "important to quality of life," you finish with 7.28 on a scale of 10. UM is first (8.75), followed by UM Hospital (8.41) AA schools (8.06), then the local restaurants essentially tied with you (7.29). You are well ahead of the Michigan Theater, AA Art Fair, the Hands On Museum and Zingermans.
2. They think your facilities are in good shape. This goes with my initial thoughts that we need to "create the problem before we solve the problem." 41 percent say your downtown facilities are in excellent condition; 41 percent say "pretty good." That's more than 80 percent with a positive rating on the facilities. As a good manager, you've covered up the shortcomings. Now we will need to think through how we expose those shortcomings to build support for a millage.
3. Right now you are in a 60 percent range of support for a millage (46 yes, 16 lean yes). That changes little when you go from .69 mills

(\$69/\$100,000 SEV) to .51 (\$51/\$100,000 SEV); but it does go up to 72 percent when you drop to .25 mills (\$25/\$100,000 SEV). At 60 percent for .69 million, that's barely ok. I'd be hard pressed to say "go" based on this.

4. As noted above, even when we scale down the request, you stay at 60 percent. It's not a money issue.

5. As I look at the various uses for the facility, two of your key desires for the new facility – more meeting and exhibition space – don't seem to be high on the minds of users. Saying you will build a facility to address those issues isn't going to be enough. And ADA issues don't make the top of mind cut. I suspect people think you are already fully ADA compliant, again, since you have managed your problems so well.

By the end of next week we should have the cross tabs that will give us more detail. I'll be working on a full memo to you to take to the board. I need to do more homework first, but it would seem we've identified the key problem: Not enough people know of your problems with the facility. We should identify specific facility problems, and start communicating them so a larger group of people understand the problems that make the new facility important.



David Waymire  
Martin Waymire Advocacy Communications  
426 W. Ottawa, Lansing MI 48933  
o: 517-485-6600  
c: 517-290-3610



**Ann Arbor Dist Lib\_Svy\_FREQ March '12.docx**  
46 KB

**Fw:**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw:  
**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>

Thu, Apr 11, 2013 05:13 PM  
2 attachments

This was the first cut at the survey results. Josie  
Forwarded message:

**From:** Dave Waymire <dwaymire@mwadvocacy.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Naomi Burton <nburton@mwadvocacy.com>  
**Date:** Friday, March 9, 2012 3:57:33 PM  
**Subject:**

Here is the big picture.

1. People like you. Ranking the institutions as "important to quality of life," you finish with 7.28 on a scale of 10. UM is first (8.75), followed by UM Hospital (8.41) AA schools (8.06), then the local restaurants essentially tied with you (7.29). You are well ahead of the Michigan Theater, AA Art Fair, the Hands On Museum and Zingermans.
2. They think your facilities are in good shape. This goes with my initial thoughts that we need to "create the problem before we solve the problem." 41 percent say your downtown facilities are in excellent condition; 41 percent say "pretty good." That's more than 80 percent with a positive rating on the facilities. As a good manager, you've covered up the shortcomings. Now we will need to think through how we expose those shortcomings to build support for a millage.
3. Right now you are in a 60 percent range of support for a millage (46 yes, 16 lean yes), and it really doesn't change much with lower millages. That's barely ok. I'd be hard pressed to say "go" based on this.
4. As noted above, even when we scale down the request, you stay at 60 percent. It's not a money issue.
5. As I look at the various uses for the facility, two of your key desires for the new facility – more meeting and exhibition space – don't seem to be high on the minds of users. Saying you will build a facility to address those issues isn't going to be enough. And ADA issues don't make the top of mind cut. I suspect people think you are already fully ADA compliant, again, since you have managed your problems so well.


By the end of next week we should have the cross tabs that will give us more detail. I'll be working on a full memo to you to take to the board. I need to do more homework first, but it would seem we've identified the key problem: Not enough people know of your problems with the facility. We should identify specific facility problems, and start communicating them so a larger group of people understand the problems that make the new facility important.

I'm around today in the office til 5:30 and at home over the weekend on cell (517-290-3610).



David Waymire  
Martin Waymire Advocacy Communications  
426 W. Ottawa, Lansing MI 48933  
o: 517-485-6600  
c: 517-290-3610



 **Ann Arbor Dist Lib\_Svy\_FREQ March '12.docx**  
46 KB

**Josie Parker**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Josie Parker  
**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>  
<http://www.concentratemedia.com/blogs/bloggers/JosieParker0108.aspx>

Thu, Apr 11, 2013 05:05 PM

**Re: Confirming the 26th**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Confirming the 26th  
**To :** Joel Gagne <jg@allerton-hill.com>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Tue, Apr 09, 2013 08:31 PM

Ok

Sent from my iPhone

On Apr 9, 2013, at 5:29 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Let's do 11 AM, we will send you a confirmation number.

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Apr 9, 2013, at 3:34 PM, Jennifer Economus <je@allerton-hill.com> wrote:

Thursday at 11, 1 or 2 works for me.

Jennifer Economus  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [je@allerton-hill.com](mailto:je@allerton-hill.com)  
Phone: 614-284-8772  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Apr 9, 2013, at 3:29 PM, Josie Parker wrote:

Joel and Jennifer,

The 26th is fine, and I will need to know how many people you wish to speak with and what time you will begin. We can talk about that when you call.

I am available Thursday after 11:00AM, but I am not in the library on Friday of this week. Tomorrow, Wednesday, I am available after 9:00 and before 3:30.

Josie

On Tuesday, April 9, 2013 at 3:23 PM, Joel Gagne wrote:

Josie,

Can we confirm the 26th of April for a meeting?

Also we would like to do a check in call, do you have some time at the end of week?

Thanks.

Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"The communications & marketing experts for schools and public entities"

---

## Re: Confirming the 26th

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Confirming the 26th  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>  
**Bcc :** [josie@aadl.org](mailto:josie@aadl.org)

Tue, Apr 09, 2013 03:29 PM

Joel and Jennifer,

The 26th is fine, and I will need to know how many people you wish to speak with and what time you will begin. We can talk about that when you call.

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Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

---

## The Ann Arbor Chronicle | AADL To Hire Communications Consultant

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** The Ann Arbor Chronicle | AADL To Hire Communications Consultant  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Wed, Apr 03, 2013 11:01 AM

You should read the comments on our hiring of your company. Josie

<http://annarborchronicle.com/2013/04/01/aadl-to-hire-communications-consultant/>

---

## Re: The Ann Arbor Chronicle

**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** Re: The Ann Arbor Chronicle  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Tue, Apr 02, 2013 12:36 PM

Great. I will call you in 30 min.

## "Connecting schools and communities"

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: outreach\_expert

On Apr 2, 2013, at 12:36 PM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Sure my cell is 7343306628

Sent from my iPhone

On Apr 2, 2013, at 12:25 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Of course. Would you be free to chat at 1 PM?

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Apr 2, 2013, at 11:56 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

by the way, we did say what is done and how it is not a violation in the meeting.

On Tuesday, April 2, 2013 at 11:46 AM, Josie Parker wrote:

Joel,

A spokesperson from the group read a general statement about AADL's use of closed sessions which was incorrect, and then continued to imply that the AADL board acts in violation of the MI OMA by not holding subcommittee mtgs as open meetings. The board is in full compliance with the OMA and for all the years that I have worked here, 14, and 11 as Director, the Board's subcommittee meetings have not been held as open meetings.

Quite a bit has happened here this week, so perhaps a phone call is the best way to catch up.

April 23 or April 26 is available. Just let me know and we'll go from there.

Josie

On Tuesday, April 2, 2013 at 11:37 AM, Joel Gagne wrote:

Agreed-but are you saying that? From the outside it looks like they are trying to bring you out into the light.

I am sorry. I was talking about April 23rd or April 26th.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)

*Blog:* [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
*Twitter:* [outreach\\_expert](#)

On Apr 2, 2013, at 11:17 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

The group complaining about the closed meetings do know the law. I don't think that the best interest of the Library is their concern.

May 23 is fine, but the 26 is a Sunday and won't work for us. Do you wish to commit to the 23rd?

Josie

On Tuesday, April 2, 2013 at 11:12 AM, Joel Gagne wrote:

Thanks Josie. Was it explained that Closed meetings are to protect the library from lawsuits and is ok under the law?

I need to reschedule the May 1st. Would the 23rd or the 26th work?

#### **"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

*Email:* [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
*Phone:* 800-549-2285  
*Fax:* 614-453-8542  
*Website:* [www.allerton-hill.com](http://www.allerton-hill.com)  
*Blog:* [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
*Twitter:* [outreach\\_expert](#)

On Apr 1, 2013, at 12:38 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

This article appeared today and is the write up of our board meeting. Your company is in the title and in the article. FYI. Josie

<http://annarborchronicle.com/>



Tue, Apr 02, 2013 12:36 PM

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: The Ann Arbor Chronicle  
**To :** Joel Gagne <jg@allerton-hill.com>

Sure my cell is 7343306628

Sent from my iPhone

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**"Connecting schools and communities"**

Joel Gagne  
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Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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**Cc :** Jennifer Economus <je@allerton-hill.com>

Tue, Apr 02, 2013 12:25 PM

Of course. Would you be free to chat at 1 PM?

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**Re: additional info for the AADL audit**

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**Subject :** Re: additional info for the AADL audit  
**To :** Tim Grimes <grimest@aadl.org>  
**Cc :** je@allerton-hill.com, parkerj@aadl.org, Eli Neiburger <neiburgere@aadl.org>

Fri, Mar 29, 2013 12:57 PM

Thanks Tim. We will review.

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On Mar 28, 2013, at 2:42 PM, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)> wrote:

Hi Joel and Jennifer –

Additional information on AADL communication is attached.

These are examples of how the Library communicates to the public via the website and how the Library Board deals with questions posed by the public during the public commentary portion of AADL Board meetings.

We have included two examples of written responses to public questions posed in writing to the Board. Josie would also like to know how you feel about the tone of these responses – did we respond in the right way?

Thanks for your help.

Tim Grimes  
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<Communication system with AADL Public.doc>

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Thu, Mar 28, 2013 02:42 PM

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 **Communication system with AADL Public.doc**  
88 KB

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**Re: Allerton Hill responses**

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**To :** Tim Grimes <grimest@aadl.org>  
**Cc :** Eli Neiburger <neiburgere@aadl.org>

Thu, Mar 28, 2013 02:19 PM

Go ahead

Sent from my iPhone

On Mar 28, 2013, at 1:12 PM, "Tim Grimes" <grimest@aadl.org> wrote:

Josie – attached are the responses that I was going to send to Allerton Hill – let me know if these are o.k. to send or if you have additions/edits

Thanks

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**Re: update on Allerton Hill**

---

**From :** Prudence Rosenthal <pruer@aol.com>

Tue, Mar 26, 2013 12:44 PM

**Subject :** Re: update on Allerton Hill

**To :** Josie Parker <parkerj@aadl.org>

Sounds good. Anything else going on I should be aware of? It seems awfully quiet all of a sudden..... no drama!!!  
xxxx

Prue Rosenthal

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 26, 2013, at 11:06 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

To all,

I wanted to make sure that you were all up-to-date on our progress with the communications audit. We had a phone conference with Joel and his team last week to confirm that AADL had completed our portion of the audit and to discuss with them next steps.

He and his staff will take two weeks to go through all of the pieces in the audit and will communicate with us throughout. In early May, they will make a site visit to follow up. At this visit he and Jennifer Econimicus will conduct interviews of staff from AADL. This will be a random sampling across all job categories and strictly voluntary. The purpose is to determine how well or ill-informed staff of the AADL are about basic information regarding funding, operations, policies, etc.

We do not expect any recommendations before late May or early June.

Please let me know if you have questions.

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#### update on Allerton Hill

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Tue, Mar 26, 2013 11:06 AM

**Subject :** update on Allerton Hill

**To :** AADL AADL <[board@aadl.org](mailto:board@aadl.org)>

**Cc :** [admin@aadl.org](mailto:admin@aadl.org), [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**Subject :** update on Allerton Hill

**To :** AADL AADL <board@aadl.org>

**Cc :** admin@aadl.org, wilsonk@aadl.org

To all,

I wanted to make sure that you were all up-to-date on our progress with the communications audit. We had a phone conference with Joel and his team last week to confirm that AADL had completed our portion of the audit and to discuss with them next steps.

He and his staff will take two weeks to go through all of the pieces in the audit and will communicate with us throughout. In early May, they will make a site visit to follow up. At this visit he and Jennifer Economicus will conduct interviews of staff from AADL. This will be a random sampling across all job categories and strictly voluntary. The purpose is to determine how well or ill-informed staff of the AADL are about basic information regarding funding, operations, policies, etc.

We do not expect any recommendations before late May or early June.

Please let me know if you have questions.

Josie

---

**Re: W9**

**From :** Josie Parker <parkerj@aadl.org>

**Subject :** Re: W9

**To :** Joel Gagne <jg@allerton-hill.com>

Tue, Mar 26, 2013 10:58 AM

 1 attachment

Yes, thanks. Josie

On Saturday, March 23, 2013 at 3:28 PM, Joel Gagne wrote:

Josie,

You requested this.

**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

 **W-9-Allerton 2012.pdf**  
274 KB

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**Fwd: W9**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fwd: W9  
**To :** Ken Nieman <niemank@aadl.org>

Mon, Mar 25, 2013 04:28 PM

📎 1 attachment

This what you need?

Sent from my iPhone

Begin forwarded message:

**From:** "Joel Gagne" <jg@allerton-hill.com>  
**To:** "Josie Parker" <parkerj@aadl.org>  
**Subject:** W9

Josie,

You requested this.

"Connecting schools and communities"

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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**W9**

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Sat, Mar 23, 2013 03:28 PM  
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**Re: May 1st is a go.**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: May 1st is a go.  
**To :** Joel Gagne <jg@allerton-hill.com>

Fri, Mar 22, 2013 01:43 PM

Ok

Sent from my iPhone

On Mar 22, 2013, at 1:43 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

I will be speaking at UM from noon to 1:30, but I am yours the rest of the day.



**"Connecting schools and communities"**

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

On Mar 22, 2013, at 1:16 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

thanks

On Friday, March 22, 2013 at 12:24 PM, Joel Gagne wrote:

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1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: May 1st is a go.  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Fri, Mar 22, 2013 01:16 PM

Cc : Jennifer Economus <je@allerton-hill.com>

thanks

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1215 Polaris Parkway, Suite 114  
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**From :** Joel Gagne <jg@allerton-hill.com>

Fri, Mar 22, 2013 12:24 PM

**Subject :** May 1st is a go.

**To :** Josie Parker <parkerj@aadl.org>, Jennifer Economus <je@allerton-hill.com>

**"Connecting schools and communities"**

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

---

**Re: Call in numbers**

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Call in numbers  
**To :** Joel Gagne <jg@allerton-hill.com>

Thu, Mar 21, 2013 01:00 PM

okay. we are there:)  
On Thursday, March 21, 2013 at 12:56 PM, Joel Gagne wrote:

Participant Access Code: 836167#  
Conference Dial-in Number: (605) 475-4000

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

---

**Call in numbers**

---

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Call in numbers  
**To :** Jennifer Economus <je@allerton-hill.com>, Josie Parker <parkerj@aadl.org>

Thu, Mar 21, 2013 12:56 PM

Participant Access Code: 836167#  
Conference Dial-in Number: (605) 475-4000

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Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

---

**Re: audit checklist draft from AADL**

Thu, Mar 21, 2013 10:26 AM

**From :** Joel Gagne <jg@allerton-hill.com>

**Subject :** Re: audit checklist draft from AADL

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>, josie@aadl.org

Yes. We are looking forward to talking with you.

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 20, 2013, at 12:14 PM, Josie Parker <parkerj@aadl.org> wrote:

> Joel,  
>  
> Attached is our first pass at completing the audit checklist. We look forward to talking with you and Jen tomorrow at 1:00.  
>  
> Did you want me to use the same call in numbers that you provided for the cancelled Monday call?  
>  
> Thanks,  
>  
> Josie  
>  
>  
> <Audit Checklist Reply.doc>

---

**Re: Questions submitted at 3/18/13 AADL Board Meeting**

Wed, Mar 20, 2013 02:41 PM

**From :** Josie Parker <parkerj@aadl.org>

**Subject :** Re: Questions submitted at 3/18/13 AADL Board Meeting

**To :** Margaret Leary <mleary@umich.edu>

It's alright Margaret. I am fretting to get something done, too. Josie  
On Wednesday, March 20, 2013 at 1:39 PM, Margaret Leary wrote:

Josie,  
Of course I am fine with waiting--what appears to be a small step can turn into a leap off a cliff. Thanks for reminding me!  
M

On Wed, Mar 20, 2013 at 11:24 AM, Josie Parker <parkerj@aadl.org> wrote:

Margaret,

We have no qualms about answering questions, but I am reluctant to do anything regarding communications (additions/changes) until we complete the audit and get some direction from Allerton-Hill.

I am also not sure about what we do/how/why, but am glad to have someone looking at all of it for us.

Josie

On Wednesday, March 20, 2013 at 10:46 AM, Margaret Leary wrote:

Josie,

Good for Dr. Saalberg!

I guess my point was that b/c I didn't know about the process I was not sure others did; that it is a great process; and that it might be good for AADL to make sure that the public more generally knows about it--for example, Prue could announce it at our next meeting. I just would hate for it to appear as if people ask us questions in a public meeting and we don't answer them--

But perhaps we don't want to encourage more questions?

Perhaps this is an example of a time when pushing info out is better than providing a way but only informing those who look for the way??? I'm honestly not sure.

Margaret

On Wed, Mar 20, 2013 at 10:29 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Margaret,

What we are doing is what we have done for years only Karen is now highlighting the agenda so that people can't miss the comment periods. The comment sign in forms have been available at every board meeting for all the time I've been here and they have always clearly stated the rules. I can't speak for what Mary Morgan knows or doesn't know about our process.

You'll be interested to know that Dr. Saalberg submitted his questions late last evening via email. We are working on answers to those now.

Josie

On Wednesday, March 20, 2013 at 10:02 AM, Margaret Leary wrote:

Josie,

I'm watching with curiosity to see how the Chronicle handles all the questions that got asked. I wonder whether Mary is aware of our process and what those who sign in are given/told-- since I was not aware till yesterday (or had forgotten! ;) )

M

On Tue, Mar 19, 2013 at 3:03 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Just FYI. These are the questions/answers to Ms. Libby Hunter.

Josie

Forwarded message:

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [zetlir@gmail.com](mailto:zetlir@gmail.com)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Tuesday, March 19, 2013 1:43:32 PM  
**Subject:** Questions submitted at 3/18/13 AADL Board Meeting

Ms. Hunter,

Thank you for taking the time to attend the March 18<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted in writing.

1. How do you feel about having open sub-committee meetings with public (sic) attendance?

The AADL Board committee meetings are attended by three or fewer AADL Board members, and are held in compliance with the Open Meetings Act. The Board is satisfied with this process.

2. How would you feel about CTN televising library board meetings?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

3. How would you feel about holding Board meetings on a Monday when A2 city council is not holding a regular meeting?

The AADL Board acknowledges that its Board meeting dates are sometimes in conflict with those of the City Council of the City of Ann Arbor. The dates are also sometimes in conflict with several of the townships served by the AADL. The meeting dates are established at the beginning of each calendar year. The third Monday of the month has been the established date of AADL Board meetings for over a decade, and the Board has not found that this schedule impedes its ability to conduct the business of the AADL.

4. Are you holding closed meetings before the regular monthly board meetings? How do you reconcile this with the Open Meetings Act?

The AADL Board decides when it is necessary to meet in a closed session, and those meetings are announced and voted on in public at monthly board meetings. Closed Sessions are held in accordance with the Open Meetings Act.

5. How could all members be heard, consistently, to even visitors in the back rows?

AADL Board members will be encouraged to speak into their microphones at meetings. We do apologize for any inconvenience that you experienced at the meeting.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: [\(734\) 327-8311](tel:734-327-8311)  
Fax: [\(734\) 327-8309](tel:734-327-8309)  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
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**Subject :** Re: Questions submitted at 3/18/13 AADL Board Meeting  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Wed, Mar 20, 2013 01:39 PM

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**audit checklist draft from AADL**

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** audit checklist draft from AADL  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>, Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>  
**Cc :** Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>, [josie@aadl.org](mailto:josie@aadl.org)

Wed, Mar 20, 2013 12:14 PM

📎 1 attachment

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Thanks,

Josie

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 **Audit Checklist Reply.doc**  
91 KB

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**audit checklist draft from AADL**

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**Subject :** audit checklist draft from AADL  
**To :** Joel Gagne <jg@allerton-hill.com>, Jennifer Economus <je@allerton-hill.com>  
**Cc :** Tim Grimes <grimest@aadl.org>, josie@aadl.org

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91 KB

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**Re: Questions submitted at 3/18/13 AADL Board Meeting**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Questions submitted at 3/18/13 AADL Board Meeting  
**To :** Margaret Leary <mleary@umich.edu>

Wed, Mar 20, 2013 11:24 AM

Margaret,

We have no qualms about answering questions, but I am reluctant to do anything regarding communications (additions/changes) until we complete the audit and get some direction from Allerton-Hill.

I am also not sure about what we do/how/why, but am glad to have someone looking at all of it for us.

Josie

On Wednesday, March 20, 2013 at 10:46 AM, Margaret Leary wrote:

Josie,

Good for Dr. Saalberg!

I guess my point was that b/c I didn't know about the process I was not sure others did; that it is a great process; and that it might be good for AADL to make sure that the public more generally knows about it--for example, Prue could announce it at our next meeting. I just would hate for it to appear as if people ask us questions in a public meeting and we don't answer them--  
But perhaps we don't want to encourage more questions?

Perhaps this is an example of a time when pushing info out is better than providing a way but only informing those who look for the way???

I'm honestly not sure.

Margaret

On Wed, Mar 20, 2013 at 10:29 AM, Josie Parker <parkerj@aadl.org> wrote:

Margaret,

What we are doing is what we have done for years only Karen is now highlighting the agenda so that people can't miss the comment periods. The comment sign in forms have been available at every board meeting for all the time I've been here and they have always clearly stated the rules. I can't speak for what Mary Morgan knows or doesn't know about our process.

You'll be interested to know that Dr. Saalberg submitted his questions late last evening via email. We are working on answers to those now.

Josie

On Wednesday, March 20, 2013 at 10:02 AM, Margaret Leary wrote:

Josie,

I'm watching with curiosity to see how the Chronicle handles all the questions that got asked.

I wonder whether Mary is aware of our process and what those who sign in are given/told--since I was not aware till yesterday (or had forgotten! ;) )

M

On Tue, Mar 19, 2013 at 3:03 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Just FYI. These are the questions/answers to Ms. Libby Hunter.

Josie

Forwarded message:

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [zetfir@gmail.com](mailto:zetfir@gmail.com)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Tuesday, March 19, 2013 1:43:32 PM  
**Subject:** Questions submitted at 3/18/13 AADL Board Meeting

Ms. Hunter,

Thank you for taking the time to attend the March 18<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted in writing.

1. How do you feel about having open sub-committee meetings with public (sic) attendance?

The AADL Board committee meetings are attended by three or fewer AADL Board members, and are held in compliance with the Open Meetings Act. The Board is satisfied with this process.

2. How would you feel about CTN televising library board meetings?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

3. How would you feel about holding Board meetings on a Monday when A2 city council is not holding a regular meeting?

The AADL Board acknowledges that its Board meeting dates are sometimes in conflict with those of the City Council of the City of Ann Arbor. The dates are also sometimes in conflict with several of the townships served by the AADL. The meeting dates are established at the beginning of each calendar year. The third Monday of the month has been the established date of AADL Board meetings for over a decade, and the Board has not found that this schedule impedes its ability to conduct the business of the AADL.

4. Are you holding closed meetings before the regular monthly board meetings? How do you reconcile this with the Open Meetings Act?

The AADL Board decides when it is necessary to meet in a closed session, and those meetings are announced and voted on in public at monthly board meetings. Closed Sessions are held in accordance with the Open Meetings Act.

5. How could all members be heard, consistently, to even visitors in the back rows?

AADL Board members will be encouraged to speak into their microphones at meetings. We do apologize for any inconvenience that you experienced at the meeting.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104

Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle, 2011, \$25 from [Amazon.com](http://Amazon.com)*

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**Re: Two things**

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**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Mon, Mar 18, 2013 09:31 PM

**Subject :** Re: Two things

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>

Confirmed.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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On Mar 18, 2013, at 1:18 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

That will work. 1:00 Thursday

Sent from my iPhone

On Mar 18, 2013, at 1:02 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Josie,

Sadly we can't do that. How does Thursday at 1 pm look?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 18, 2013, at 9:57 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

We are both available before 3:00 on Friday. Let us know what you prefer. Josie

Sent from my iPhone

On Mar 18, 2013, at 6:51 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

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Thanks, and again, I apologize.  
Josie

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On Mar 18, 2013, at 1:20 AM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Lets reschedule. How is Friday looking?

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On Mar 17, 2013, at 8:09 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

I forgot that I am away from the Library most of tomorrow, and couldn't talk to you before 4:30 tomorrow afternoon. Is that too late? If so, would you send us some times for later in the week. I do apologize.

Josie

On Thursday, March 7, 2013 at 10:49 AM, Joel Gagne wrote:

Josie,

Great talking to you this AM. We will get a few sentences about why a Comm Audit and Plan are needed ASAP.

Two things:

1. I need to push the call back to Noon on Monday the 18th. Please confirm if this works for you.
2. I do not see the reason why we can not get started on the iphone/android app for your library. There is no downside and since it takes 2 months at least to develop, I would like to get started on that from right away. Are you ok with that?

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Twitter: [outreach\\_expert](#)

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Mon, Mar 18, 2013 01:18 PM

**Subject :** Re: Two things

**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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---

**RE: Two things**

---

**From :** Tim Grimes <grimest@aadl.org>  
**Subject :** RE: Two things  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Tim Grimes <grimest@aadl.org>

Mon, Mar 18, 2013 01:17 PM

That would work. The only meeting I have that day is at 1:30 pm and I could actually be late if needed – I am one of a group of people

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue

Ann Arbor, MI 48104  
734-327-4265  
grimest@aadl.org

**From:** Josie Parker  
**Sent:** Monday, March 18, 2013 1:16 PM  
**To:** Tim Grimes  
**Subject:** Fwd: Two things

What about it?

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Date:** March 18, 2013, 1:02:06 PM EDT  
**To:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc:** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>  
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**Fwd: Two things**

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## RE: Two things

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Mon, Mar 18, 2013 09:39 AM

Hi Josie – my Friday is completely open.

I was going to leave around 3 pm (because I am packing up a truck for our scene showcase this weekend) but I can be really flexible on that if needed.

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Ann Arbor District Library  
343 South Fifth Avenue  
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Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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---

**Re: Two things**

Mon, Mar 18, 2013 06:51 AM

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Two things  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>, Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>

I'll check with Tim, but anytime Friday is good for me.  
Thanks, and again, I apologize.  
Josie

Sent from my iPhone

On Mar 18, 2013, at 1:20 AM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Lets reschedule. How is Friday looking?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 17, 2013, at 8:09 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

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**Bcc :** josie@aadl.org, wilsonk@aadl.org

Sun, Mar 17, 2013 08:09 PM

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Sun, Mar 17, 2013 08:09 PM

**Subject :** Re: Two things

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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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---

**Re: Board comments**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Board comments  
**To :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Sun, Mar 17, 2013 02:27 PM

Yes it is ok

Sent from my iPhone

On Mar 17, 2013, at 1:46 PM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Double checking with you, but I would say it's fine to use the name?  
Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

Begin forwarded message:

**From:** nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>  
**Subject:** Board comments  
**Date:** March 17, 2013 11:32:36 AM EDT  
**To:** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Hi Prue,

In thinking about comments for tomorrow regarding Communications Committee --- just want to check with you that it is okay to name Allerton Hill.

I am at a cafe since my computer system is down. If you could leave a phone message, would be great.

Thanks  
Nancy

---

**Fwd: Board comments**

---

**From :** Prudence Rosenthal <pruer@aol.com>  
**Subject :** Fwd: Board comments  
**To :** Josie Parker <parkerj@aadl.org>

Sun, Mar 17, 2013 01:46 PM

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[pruer@aol.com](mailto:pruer@aol.com)  
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**Draft answers for Allerton Hill**

---

**From :** Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>  
**Subject :** Draft answers for Allerton Hill  
**To :** [parkerj@aadl.org](mailto:parkerj@aadl.org)  
**Cc :** Tim Grimes <[grimest@aadl.org](mailto:grimest@aadl.org)>

Fri, Mar 15, 2013 05:11 PM

 1 attachment

Josie – feel free to edit as needed J

Tim Grimes  
Manager, Community Relations and Marketing Dept.  
Ann Arbor District Library  
343 South Fifth Avenue  
Ann Arbor, MI 48104  
734-327-4265  
[grimest@aadl.org](mailto:grimest@aadl.org)

---

 **Audit Checklist Reply.doc**  
90 KB

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**Re: Joel Gagne's info**

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**From :** Josie Parker <parkerj@aadl.org>

Thu, Mar 14, 2013 12:08 PM

**Subject :** Re: Joel Gagne's info

**To :** Prudence Rosenthal <pruer@aol.com>

for the communications audit/plan, yes, I would hope that would be how we handle it.

Josie

On Thursday, March 14, 2013 at 12:08 PM, Prudence Rosenthal wrote:

Okay. I imagine that you will be the main/only/major contact, right?

**Prue Rosenthal**

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 14, 2013, at 12:06 PM, Josie Parker <parkerj@aadl.org> wrote:

Prue,

Below is all of the contact information for Joel Gagne at Allerton Hill.

Josie

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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#### Joel Gagne's info

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#### A Letter from Spokane | EveryLibraryEveryLibrary

---

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** A Letter from Spokane | EveryLibraryEveryLibrary  
**To :** Joel Gagne <jg@allerton-hill.com>

Wed, Mar 13, 2013 05:34 PM

Just something interesting that I found. I followed their campaign and they also had opposition. Josie  
<http://everylibrary.org/a-letter-from-spokane/>

---

#### Re: Quote for the board

Wed, Mar 13, 2013 06:52 AM

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: Quote for the board  
**To :** Josie Parker <parkerj@aadl.org>

My pleasure. I look forward to seeing you again soon.

Sent from my iPhone, please excuse typos

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On Mar 11, 2013, at 12:12 PM, Josie Parker <parkerj@aadl.org> wrote:

Joel,

These both work fine for me. I'll pass them to Nancy Kaplan as chair of communications and to Prue Rosenthal, Board president, and they will decide which to use.

I appreciate this very much. We are working on the audit checklist and will talk to you next Monday afternoon.

Thanks so much.

Josie

On Sunday, March 10, 2013 at 11:01 PM, Joel Gagne wrote:

Josie,

These are the two that we are thinking of. Do you need multiple or just one?

Connecting, informing and showing value to our community are always our priorities. When it comes to communications, there is always room to adapt, improve and expand. That's why we've agreed to take a look at what we currently do and see if it reflects the needs and values of our community and taxpayers.

A communication plan and audit is an exercise that will allow us to self reflect and, with the assistance of communication experts, bring new ideas and best practices that have been proven to be effective tools in ensuring that communities are informed and engaged. We are only as strong as the community we serve and through this transparent process, we hope to meet the expectations of our public of a high quality library system at a good value to taxpayers.

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**Re: Two things**

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Thu, Mar 07, 2013 05:22 PM

**Subject :** Re: Two things

**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Ok let's talk about it. I appreciate that we need an app.  
Josie

Sent from my iPhone

On Mar 7, 2013, at 3:01 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

None. I did not put into the contract but I mentioned that we would include one as long as we had a contract.

I am sorry, I am happy to discuss further with you. I am sorry we did not have a more thorough conversation on it.

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Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

On Mar 7, 2013, at 12:02 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

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| Joel,

I don't remember talking through the details of an app and so I don't know the answer.

Josie

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Two things:

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2. I do not see the reason why we can not get started on the iphone/android app for your library. There is no downside and since it takes 2 months at least to develop, I would like to get started on that from right away. Are you ok with that?

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Columbus, OH 43240

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---

**Re: Two things**

**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** Re: Two things  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Thu, Mar 07, 2013 03:01 PM

None. I did not put into the contract but I mentioned that we would include one as long as we had a contract.

I am sorry, I am happy to discuss further with you. I am sorry we did not have a more thorough conversation on it.

Joel Gagne  
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Re: Two things

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Thu, Mar 07, 2013 12:02 PM

**Subject :** Re: Two things

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>

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Thu, Mar 07, 2013 11:19 AM

**Subject :** Re: Two things

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>

**Bcc :** josie@aadl.org

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## Two things

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Thu, Mar 07, 2013 10:49 AM

**Subject :** Two things

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**Re: Audit Check list**

Wed, Mar 06, 2013 05:34 PM

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: Audit Check list  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Let's do a call in number:  
Conference Dial-in Number: (605) 475-4000

Participant Access Code: 836167#

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On Mar 6, 2013, at 12:14 PM, Josie Parker <parkerj@aadl.org> wrote:

Thanks. I've sent the checklist to Tim Grimes and we will begin to get things to you starting today/tomorrow. I will plan to talk with you on the 18th at 11:30. Do I call you?

Josie  
On Wednesday, March 6, 2013 at 10:12 AM, Joel Gagne wrote:

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so? Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

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<AuditChecklist.doc>

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**Re: Audit Check list**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Audit Check list  
**To :** Joel Gagne <jg@allerton-hill.com>  
**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

Wed, Mar 06, 2013 12:14 PM

 1 attachment

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 **AuditChecklist.doc**  
123 KB

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**Fw: Audit Check list**

Wed, Mar 06, 2013 12:13 PM

**From :** Josie Parker <parkerj@aadl.org>

**Subject :** Fw: Audit Check list

1 attachment

**To :** Eli Neiburger <neiburgere@aadl.org>, Tim Grimes <grimest@aadl.org>

**Cc :** wilsonk@aadl.org

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>  
**Date:** Wednesday, March 6, 2013 10:12:23 AM  
**Subject:** Audit Check list

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 **AuditChecklist.doc**  
123 KB

---

#### Invoice from Allerton- Hill

Wed, Mar 06, 2013 10:36 AM

**From :** Allerton- Hill Consulting <jg@Allerton-Hill.com>

**Subject :** Invoice from Allerton- Hill

1 attachment

**To :** parkerj@aadl.org, jg@allerton-hill.com

**Cc :** jg@Allerton-Hill.com

**Reply To :** jg@Allerton-Hill.com

Dear Josie Parker,

Your invoice is attached. Please remit payment at your earliest convenience.  
Thank you for your business - we appreciate it very much.

Sincerely,  
Allerton- Hill

----- Invoice Summary -----

Invoice # : 1483  
Invoice Date: 03/06/2013  
Due Date: 03/06/2013  
Terms: Due on receipt  
Amount Due: \$7,000.00

The complete version has been provided as an attachment to this email.  
-----

*Delivered by QuickBooks Online*

---

 **Invoice\_1483\_from\_Allerton\_Hill\_Consulting.pdf**  
30 KB

---

### Audit Check list

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Audit Check list  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>

Wed, Mar 06, 2013 10:12 AM

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---

 **AuditChecklist.doc**  
123 KB

## Meeting

---

Sat, Mar 02, 2013 07:45 PM

**From :** nancy kaplan <winterwalker1@gmail.com>

**Subject :** Meeting

**To :** Prudence Rosenthal <pruer@aol.com>, Margaret A. Leary <mleary@umich.edu>, Josie Parker <parkerj@aadl.org>

----- Forwarded message -----

From: **nancy kaplan** <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>

Date: Sat, Mar 2, 2013 at 7:43 PM

Subject: Re: Westgate

To: Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Available: Tuesday 3 or later  
Wednesday 4 or later  
Thursday 4 or later  
Friday all day

I assume we will end by 6:00 PM.

Nancy

On Sat, Mar 2, 2013 at 5:12 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Monday is busy all day

Tuesday 3 or after

Wednesday 1:45 or after

Thursday all day

Friday all day except - I'd like to go hear Donna Brazile at Hill at 8:30 but it isn't critical!

**Prue Rosenthal**

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 2, 2013, at 12:07 PM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,

Josie will know the answer to your question--it would be great to work with A-H on this issue.

I'd rather do the debriefing in person and with all of us so we all have the same information.

I'm available next week all mornings up to 9:30; then Monday after noon, Tuesday after noon, Wednesday morning and after 3, Thursday, and Friday between 11 and 2:30.

Margaret

On Sat, Mar 2, 2013 at 12:53 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

It is fine with me to meet sooner.

I wonder, if we are going to hire Allerton Hill, can we ask Joel/them to work with us on this issue now?

I am very eager to hear about last night's meeting when you get a chance.

**Prue Rosenthal**

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 2, 2013, at 8:04 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,  
THANK YOU, very well said and pointing the way nicely and logically.

However, could we think about meeting sooner rather than later, because I have some thoughts after the meeting (George and Sabha) last night. There were 25-30 people there and Nancy can do much better than I can at who they all were. Mary Morgan was not there, and they video'd it. I think Prue and Josie should hear about what went on.

My opinion at this moment is that AADL should consider making a plan--very broad, no details--and make it public, perhaps in March. Otherwise I fear the "other side" may take away the initiative and create a conversation in which AADL has little role, thus creating political forces and opinions building on what people remember from the election and getting farther and farther from whatever we might decide to do. I am not sure this is a good idea, but could you consider it Prue?

That is, to talk about "what to tell the public." But then I get back to the need for the communication audit, plan and message before we talk, so I am back where I started.

I do think it would be a good idea for the four of us to meet sooner rather than later. For one thing, staff need to what to do. Or, Prue, it could be an Exec Comm meeting--Rebecca knows how Facilities is thinking.

Margaret

On Fri, Mar 1, 2013 at 10:58 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Margaret and Nancy - (and Josie)

It would seem to me that this discussion should be held by both of these critical committees:

1 - Facilities has to look at a plan - e.g. look at the need for a new building, renovating, etc..

2- Finance has to be kept abreast of what is being planned for the building(s) as the plan is being developed.

Both committees need to work closely with each other to be sure they know where they are both going. Jointly, somehow, I hope.

However, I think we should wait before we do anything. We need to get the internal audit and the communications survey completed, look at them and talk in both committees about next steps.

I think this brings up a very good point though. (I started at about 5 pm Alabama time to answer this email and got waylaid by various family things) I read through Nancy and Margaret's second email just now.)

I don't think it's a matter of stepping on toes or anything, it's a matter of defining how these committees move forward in the next period. The issue should be on both FCs and each should work through them from THEIR perspective, which would be a really good way to analyze the different pieces of a new building/renovating etc..

So, lets schedule a meeting for the Josie, Prue, Margaret and Nancy, but there is no great hurry. No plans should be made until we have done the audit and survey.

I think we're fortunate this came up so early because it will be good to sort it out.

Well done committee chairs!!!

Lest you think it is warm and sunny around here, it's cold, snowy, and gray here. VERY unlike Alabama!

**Prue Rosenthal**

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 1, 2013, at 4:10 PM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Nancy and Prue,

Nancy, I very much appreciate that you let me know about this and invited my thoughts, but your email baffles me. It raises many questions. Prue, it is your decision what to do next. And Josie should see this conversation.

My questions may be based on misunderstanding, misinterpretation, or wrong assumptions, so please correct me if any of my understandings are incorrect.

1. Why should Finance be the group to "agree that now is the time for staff to fact find, etc. about West Branch" rather than the Facilities Committee?

- Budget and Finance "reviews long term capital expenditures" (Bylaws) but there is no such expense is being recommended is there? How is this within Finance's charge?
- Facilities "recommends to the Board steps needed to develop and maintain clean safe physical facilities that creatively meet the needs of the community and staff with an emphasis on sustainability, accessibility and flexibility." (Charge to the comm in January) Isn't West Branch a facility, hence this matter for Facilities?

2. Why does Finance think that step is needed now rather than waiting?

3. How does taking that step fit into our decision to find out first what the community thinks about the library, what the community needs from the library, and what our message is, before we do anything significant?

The Facilities committee met on 2/20 with Josie and Ken and heard a report from Ken about all the buildings and specifically decided that our fund balance was adequate to take care of whatever might come up in the next year, and that we don't know enough yet to take steps toward any facilities improvements. That's what I intend to report to the Board.

Facilities must weigh in on the West Branch issue, because this is about Facilities.

My understanding from the Communications Committee meeting on 2/13 is that we decided to "go slowly" and "not take any steps" until we have done the communications audit, created a communications plan, and figured out the Library's "message." And the Communications Comm wasn't ready yet to do that. (I don't know where the communications audit stands right now).

The next step is up to Prue. The four of us might want to get together, but that's just one idea.

Margaret

On Thu, Feb 28, 2013 at 8:40 PM, nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)> wrote:

Hi Margaret,

At the Finance Committee meeting we discussed future needs and plans and expenditures of the library. In that context, the consideration of a replacement for the Westgate branch came up. We agreed that it is time for staff to fact find as to cost to build, lease, renovate some property and what locations are options. We see this as part of future fiscal planning. Josie suggested that the Facilities Committee should know what the FC is considering.

We welcome your thoughts.

Nancy

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103

[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)

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**Re: Westgate**

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**Subject :** Re: Westgate  
**To :** Margaret Leary <mleary@umich.edu>  
**Cc :** nancy kaplan <winterwalker1@gmail.com>, Josie Parker <Parkerj@aadl.org>

Sat, Mar 02, 2013 05:12 PM

Monday is busy all day  
Tuesday 3 or after  
Wednesday 1:45 or after  
Thursday all day  
Friday all day except - I'd like to go hear Donna Brazile at Hill at 8:30 but it isn't critical!

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
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Sat, Mar 02, 2013 01:59 PM

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Prue Rosenthal

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 1, 2013, at 4:10 PM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

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Nancy, I very much appreciate that you let me know about this and invited my thoughts, but your email baffles me. It raises many questions. Prue, it is your decision what to do next. And Josie should see this conversation.

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We welcome your thoughts.



Nancy

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**Re: Westgate**

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**From :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>  
**Subject :** Re: Westgate  
**To :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Cc :** nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Josie Parker <[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>

Sat, Mar 02, 2013 01:07 PM

Prue,  
Josie will know the answer to your question--it would be great to work with A-H on this issue.

I'd rather do the debriefing in person and with all of us so we all have the same information.  
I'm available next week all mornings up to 9:30; then Monday after noon, Tuesday after noon, Wednesday morning and after 3, Thursday, and Friday between 11 and 2:30.  
Margaret

On Sat, Mar 2, 2013 at 12:53 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:  
It is fine with me to meet sooner.  
I wonder, if we are going to hire Allerton Hill, can we ask Joel/them to work with us on this issue now?  
I am very eager to hear about last night's meeting when you get a chance.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Mar 2, 2013, at 8:04 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,  
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Sat, Mar 02, 2013 12:53 PM

**Subject :** Re: Westgate

**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>

**Cc :** nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Josie Parker <[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>

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**Re: Conf Call-tomorrow 10 AM**

---

Wed, Feb 27, 2013 10:47 AM

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Conf Call-tomorrow 10 AM  
**To :** Joel Gagne <jg@allerton-hill.com>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Yes please call my cell. Thanks. Josie

Sent from my iPhone

On Feb 27, 2013, at 10:44 AM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Josie,

Want to confirm our call for tomorrow at 10 AM. Should we just call your cell?

This will be a quick call. (20 mins?)

We will cover the following:

*-Intro to Jen*

*-Possible meeting with your staff*

*-Beginning of the audit process*

*-Jen will talk about the communications plan a bit and what to expect.*

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

---

**Re: Got the contract**

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: Got the contract  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Jennifer Economus <je@allerton-hill.com>

Mon, Feb 25, 2013 10:56 AM

Confirmed.

Joel Gagne  
Allerton Hill Consulting, LLC

1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Feb 25, 2013, at 10:54 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Yes. I am off that day, but can talk to you via my cell phone. 734.330.6628.

Josie

On Monday, February 25, 2013 at 10:35 AM, Joel Gagne wrote:

Josie,

Can you, Jen, and I have a conf call on Thursday at 10 AM to discuss next steps?

THANKS!

Joel Gagne  
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On Feb 22, 2013, at 5:15 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Thank you, Joel. Josie

Sent from my iPhone

On Feb 22, 2013, at 4:45 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

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Got the contract.

I will be in touch with you next week to discuss next steps.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

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**Fwd: Got the contract**

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Fwd: Got the contract  
**To :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Fri, Feb 22, 2013 05:16 PM

Just FYI. Josie

Sent from my iPhone

Begin forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Date:** February 22, 2013, 4:45:26 PM EST  
**To:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject:** Got the contract

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"Communications & marketing specialists for schools and public entities"

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**Re: Got the contract**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Got the contract  
**To :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Fri, Feb 22, 2013 05:15 PM

Thank you, Joel. Josie

Sent from my iPhone

On Feb 22, 2013, at 4:45 PM, "Joel Gagne" <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)> wrote:

Josie,

Got the contract.

I will be in touch with you next week to discuss next steps.

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"Communications & marketing specialists for schools and public entities"

---

**Re: Facilities Comm agenda**

---

**From :** Margaret Leary <mleary@umich.edu>  
**Subject :** Re: Facilities Comm agenda  
**To :** Rebecca Head <R\_Head@sbcglobal.net>, Ed Surovell <Esurovell@aol.com>, Josie Parker <Parkerj@aadl.org>  
**Cc :** Karen Wilson <Wilsonk@aadl.org>

Tue, Feb 19, 2013 01:45 PM

It adds up to 52-72 minutes I think. If we hold Gagne to 30 and Ken to 10, and talk fast, well under an hour!  
Margaret

On Tue, Feb 19, 2013 at 9:09 AM, Margaret Leary <mleary@umich.edu> wrote:  
Rebecca, Ed, and Josie

Below is an agenda for the Facilities Comm meeting tomorrow at 9 in Josie's office  
Josie, could you please bring copies of the Allerton-Hill proposal for Ed and Rebecca? Thanks.

1. Presentation by Joel Gagne of Allerton-Hill to explain what they could do for AADL. See also <http://allerton-hill.com/> 30-45 minutes  
--The issue: Should AADL engage A-H to a)do an audit of AADL's communications b)conduct a survey in our district to identify issues and then c)prepare and carry out a communications strategy. These three activities are a package. Because this decision is crucial, Prue has asked not only Communications but Facilities for our opinion.
2. Request by architects George Kachadoorian and Sabha Laal to present their ideas to the Board. 2 minutes  
--Suggested response: let them know they can make an appt and talk to Josie. Because AADL is not in the market for an architect right now, doing more than that is not necessary or appropriate. We have a process to use should we decide to engage an architect.
3. Report on general condition of our four branches and downtown facility: Ken. 10-15 minutes
4. Next steps? 10 minutes Possibilities include
  - a. Commit to simple maintenance of all buildings--and nothing else facilities-wise-- for the next year or so while we figure things out more broadly.
  - b. Get another assessment of downtown (what could we do to make it as good as possible, cost no object)
  - c. Start a process for deciding whether or not to move forward with a new or replacement branch (West side probably).
  - d. Other?
4. Next meetings: do we want to establish a schedule and then cancel meetings we don't need? (My preference, to save all of us time).

See you tomorrow!  
Margaret

--  
Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle*, 2011, \$25 from Amazon.com

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#### Fwd: Facilities Comm agenda

---

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Fwd: Facilities Comm agenda  
**To :** Ken Nieman <[niemank@aadl.org](mailto:niemank@aadl.org)>

Tue, Feb 19, 2013 10:19 AM

FYI

Sent from my iPhone

Begin forwarded message:

**From:** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>  
**Date:** February 19, 2013, 9:09:54 AM EST  
**To:** Rebecca Head <[R\\_Head@sbcglobal.net](mailto:R_Head@sbcglobal.net)>, Ed Surovell <[Esurovell@aol.com](mailto:Esurovell@aol.com)>, Josie Parker <[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>  
**Cc:** Karen Wilson <[Wilsonk@aadl.org](mailto:Wilsonk@aadl.org)>  
**Subject:** Facilities Comm agenda

Rebecca, Ed, and Josie

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## Facilities Comm agenda

**From :** Margaret Leary <mleary@umich.edu>

Tue, Feb 19, 2013 09:09 AM

**Subject :** Facilities Comm agenda

**To :** Rebecca Head <R\_Head@sbcglobal.net>, Ed Surovell <Esurovell@aol.com>, Josie Parker <Parkerj@aadl.org>

**Cc :** Karen Wilson <Wilsonk@aadl.org>

Rebecca, Ed, and Josie

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**Re: Wed Feb 20th**

**From :** Joel Gagne <jg@allerton-hill.com>

Mon, Feb 11, 2013 10:56 AM

**Subject :** Re: Wed Feb 20th

**To :** Josie Parker <parkerj@aadl.org>

Thanks!

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

**Email:** [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
**Phone:** 800-549-2285  
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**Twitter:** [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Feb 10, 2013, at 7:46 PM, Josie Parker <parkerj@aadl.org> wrote:

Ok. I will decide and you can object or not!

Travel carefully,  
Josie

Sent from my iPhone

On Feb 10, 2013, at 5:14 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

I am open for anything. I have always enjoyed the food in Ann Arbor.

I will see you on the 20th.

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Feb 9, 2013, at 2:06 PM, "Josie Parker" <parkerj@aadl.org> wrote:

Thank you. 3:00 is best for us. 6:30 is good for dinner. What do you like/dislike to eat. AA has about everything.  
Josie

Sent from my iPhone

On Feb 9, 2013, at 12:06 PM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Ops! I did not see this email.

3 is fine. (2:30 is now better)

I will be driving.

Feel free to name the place for dinner. Will 6:30 work?

Sent from my iPhone, please excuse typos

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Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

On Feb 8, 2013, at 2:37 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Thanks, Joel. 3:00 is fine, and I'll gladly go to dinner with you, but there is no need for you to treat. If AADL is paying for travel, will you be driving or flying?

Josie

On Friday, February 8, 2013 at 1:56 PM, Joel Gagne wrote:

Wonderful.

Shall we say 3 pm?

So to confirm: one mtg will be at 9am and 3pm.

Also I am open for dinner, if you would like me to treat you and anyone who might need to bend my ear...

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Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

On Feb 8, 2013, at 1:51 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

Yes, the 20th works for us, and thank you. I already had a Facilities committee planned for that morning at 9:00 AM and hope that you can meet then. The afternoon meeting is with two Board members you have not met and I just need to know your available time frame. Two of them have an evening engagement and you need the midday free. What is your available window for that afternoon?

Josie

On Thursday, February 7, 2013 at 12:12 PM, Joel Gagne wrote:

Josie,

I could do this day both morning and evening. (I need the lunch time free)

Could this work for you?

Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
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Twitter: outreach\_expert

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**Re: Wed Feb 20th**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Re: Wed Feb 20th  
**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>  
**Cc :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>, [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

Mon, Feb 11, 2013 10:50 AM

Hi Margaret,

Yes, Joel Gagne is able to come to the Facilities committee meeting, and later that day he is meeting with Prue, Barbara and Jan.

Thanks for being flexible with your meeting agenda.

Josie

On Monday, February 11, 2013 at 9:15 AM, Margaret Leary wrote:

Sorry to be late to this conversation, I was out of email contact.  
That is fine with me--do you mean for him to talk to facilities, josie, so Ed and Rebecca hear him? Again, that's great.  
The rest is up to Prue and Nancy.  
Margaret

On Thu, Feb 7, 2013 at 1:07 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel Gagne is available to be in meetings with Board members the morning of the 20th and the evening. That morning the Facilities committee is already scheduled. Do you wish for me to confirm with him on the strength of that, and then try to get a meeting together in the evening that includes Barbara and Jan?

Josie

Forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**To:** [parkerj@aadl.org](mailto:parkerj@aadl.org) <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Thursday, February 7, 2013 12:12:53 PM  
**Subject:** Wed Feb 20th

Josie,

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Could this work for you?

Sent from my iPhone, please excuse typos

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**Cc :** Prue Rosenthal <pruer@aol.com>, wilsonk@aadl.org

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Wed Feb 20th  
**To :** Joel Gagne <jg@allerton-hill.com>

Sun, Feb 10, 2013 07:46 PM

Ok. I will decide and you can object or not!

Travel carefully,  
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**Re: Wed Feb 20th**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Sat, Feb 09, 2013 02:54 PM

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**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Sat, Feb 09, 2013 12:02 PM

Josie,

Would 2:30 work for the afternoon meeting? (I now have a 4:30 talk at UM I am giving)

Dinner: how does 6:30 work for you? Bring anyone you feel is appropriate, name a place that works for you.

I look forward to seeing you again.

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Feb 08, 2013 12:32 PM

**Subject :** Re: Wed Feb 20th

**To :** Prudence Rosenthal <pruer@aol.com>

okay:)

On Friday, February 8, 2013 at 12:31 PM, Prudence Rosenthal wrote:

Will call in about 15 minutes

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 735-395-0203

Sent from my iPhone. Please excuse any mistakes.

On Feb 8, 2013, at 12:13 PM, Josie Parker <parkerj@aadl.org> wrote:

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**Cc:** [wilsonk@aadl.org](mailto:wilsonk@aadl.org) <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**Date:** Thursday, February 7, 2013 1:07:37 PM  
**Subject:** Fw: Wed Feb 20th

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Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

---

**Fw: Wed Feb 20th**

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Thu, Feb 07, 2013 01:07 PM

**Subject :** Fw: Wed Feb 20th

**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>, 'Prue Rosenthal' <[pruer@aol.com](mailto:pruer@aol.com)>

**Cc :** [wilsonk@aadl.org](mailto:wilsonk@aadl.org)

Joel Gagne is available to be in meetings with Board members the morning of the 20th and the evening. That morning the Facilities committee is already scheduled. Do you wish for me to confirm with him on the strength of that, and then try to get a meeting together in the evening that includes Barbara and Jan?

Josie

Forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**To:** [parkerj@aadl.org](mailto:parkerj@aadl.org) <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Thursday, February 7, 2013 12:12:53 PM  
**Subject:** Wed Feb 20th

Josie,

I could do this day both morning and evening. (I need the lunch time free)

Could this work for you?

Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
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"The communications & marketing experts for schools and public entities"

---

**Wed Feb 20th**

**From :** Joel Gagne <jg@allerton-hill.com>

Thu, Feb 07, 2013 12:12 PM

**Subject :** Wed Feb 20th

**To :** parkerj@aadl.org

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Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: jg@allerton-hill.com  
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Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

---

**Re: Observation**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Feb 05, 2013 11:46 AM

**Subject :** Re: Observation

**To :** Margaret Leary <mleary@umich.edu>

**Cc :** Prue Rosenthal <pruer@aol.com>, nancy kaplan <winterwalker1@gmail.com>

Thanks Margaret. I was only saying that we identify the dilemma, not that we know all that we need to know:)

Josie

Sent from my iPhone

On Feb 5, 2013, at 11:38 AM, "Margaret Leary" <mleary@umich.edu> wrote:

Josie,

I think he makes two points: one about voter confusion (dichotomy between perception that library is fine, and library wanting a new building). That we do know.

His second point, which relates to Communications, is our inability to express what we want AADL to become that it is not (yet). That's what I think Allerton Hill can help us with, and my understanding is that they would design that message only after finding out what single fairly simple "thing" that resonates with most voters. The equivalent of "tearing down the hospital" which was really a euphemism.

So I see two take-aways from Mr. Rorke's comments.  
Margaret

On Tue, Feb 5, 2013 at 11:09 AM, Josie Parker <parkerj@aadl.org> wrote:

This is the dilemma, but I think that we know that now.  
Josie

Sent from my iPhone

Begin forwarded message:

**From:** Bob Rorke <rorke@comcast.net>  
**Date:** February 5, 2013, 8:48:23 AM EST  
**To:** Josie Parker <parkerj@aadl.org>  
**Subject:** Observation



Josie-- Kathy Griswold talked with me following your meeting. After reviewing my AADL data this week end I thought it might be important to state that in my dealings with Protect Our Libraries PAC, I have not heard any criticism of you, the trustees, or the staff in regards to the operation of the library. From my limited contact with individuals in this group, I have a sense that they are quite happy with the operation of AADL. Your success in a way was your political weakness in passing the bond. The 400 seat auditorium, the cafe, demolition of the building, and the possible operational liabilities of a new library appear to them to jeopardize the viability of AADL. I think that you can find evidentiary support for my point from the surveys conducted for AADL prior to putting the bond before the voters. In these surveys the public seems very pleased with the manner that the libraries in Ann Arbor have provided services to them but show less support for the amenities that are proposed in the \$65 million bond.

This dichotomy between AADL operations and the vision of the future as proposed in the bond perplexes me and I believe confused many voters in November. After the January Board meeting I asked, "What is the vision for the future of the libraries?" I may be dense, but after reading all the material on the AADL web site, I still lack understanding of how the question would be answered.

I hope that this communication is helpful. I would be happy to discuss this further with you.

Bob Rorke

Sent from my iPad

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544

Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle, 2011, \$25 from [Amazon.com](http://Amazon.com)*

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**Cc :** Prue Rosenthal <pruer@aol.com>, nancy kaplan <winterwalker1@gmail.com>

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Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle*, 2011, \$25 from Amazon.com

---

**Re: Allerton Hill**

---

**From :** nancy kaplan <winterwalker1@gmail.com>  
**Subject :** Re: Allerton Hill  
**To :** Josie Parker <parkerj@aadl.org>

Mon, Feb 04, 2013 10:52 PM

Let's see if he accepts. If he does, that's okay. We will not feel obligated to him.

On Mon, Feb 4, 2013 at 9:30 PM, Josie Parker <parkerj@aadl.org> wrote:  
I offered because Nancy suggested it.  
Travel costs are what I was offering.  
Josie  
Sent from my iPhone

On Feb 4, 2013, at 8:52 PM, "Prudence Rosenthal" <pruer@aol.com> wrote:

What will he charge us? He is still "selling us" his product. Since we have to have the whole board vote on this, I don't see why he will charge us to come and "sell the product"?

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Feb 4, 2013, at 6:22 PM, Josie Parker <parkerj@aadl.org> wrote:

Nancy and Prue,

Joel Gagne will return to AA at AADL expense. He is going to send some available dates to me in the next day or so. He was on his way to DC when I spoke with him today.

Josie

---

**Re: Allerton Hill**

**From :** Prue Rosenthal <pruer@aol.com>

Mon, Feb 04, 2013 10:19 PM

**Subject :** Re: Allerton Hill

**To :** Josie Parker <parkerj@aadl.org>

Okay, it's fine either way, I was just curious.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

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Mon, Feb 04, 2013 09:30 PM

**Subject :** Re: Allerton Hill

**To :** Prue Rosenthal <pruer@aol.com>

**Cc :** Nancy Kaplan <winterwalker1@gmail.com>

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**Re: Allerton Hill**

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Mon, Feb 04, 2013 08:51 PM

**Subject :** Re: Allerton Hill

**To :** Josie Parker <parkerj@aadl.org>

**Cc :** Nancy Kaplan <winterwalker1@gmail.com>

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[pruer@aol.com](mailto:pruer@aol.com)  
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**Allerton Hill**

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Mon, Feb 04, 2013 06:22 PM

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---

**Re: Our meeting**

---

**From** : Prudence Rosenthal <pruer@aol.com>

Sun, Feb 03, 2013 11:01 AM

**Subject** : Re: Our meeting**To** : Josie Parker <parkerj@aadl.org>

Enjoy!

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 735-395-0203

Sent from my iPhone. Please excuse any mistakes.

On Feb 3, 2013, at 9:16 AM, "Josie Parker" <parkerj@aadl.org> wrote:

Thanks Prue. I am off in Monday but will see email and am available by my cell: 330.6628.  
Josie

Sent from my iPhone

On Feb 2, 2013, at 3:59 PM, "Prudence Rosenthal" <pruer@aol.com> wrote:

Josie - Good comments.

The board should decide on the comments at the end of the meetings and the vidoing.

The board should lead the forum for the community by introducing the staff.

Re the party, probably Sunday night might be good for everyone? March 17, April 7, 14 are good for us.

We should talk more together about what we heard on Friday.

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I went to the Hill to the 100 year celebration, which was great! Especially on a cold snowy day!

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
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Prue,

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Josie

Sent from my iPhone

On Feb 2, 2013, at 7:36 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

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- We do want to have a party but we still haven't set a date! If Karen has everyone schedules, can she help find a date?

Thanks Josie! It was another interesting day in the life of the library!!

plr

**Prue Rosenthal**

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

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cell (734) 395-0203

---

**Re: Our meeting**

---

**From :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Sat, Feb 02, 2013 03:58 PM

**Subject :** Re: Our meeting

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

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Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
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**Re: Our meeting**

---

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- Have a retreat where we would ask staff to make presentations on "the state of our library" including the visioning, the construction issues, repairs, etc. that might/will come up in the next year. And discuss these issues in detail

- We do want to have a party but we still haven't set a date! If Karen has everyone schedules, can she help find a date?

Thanks Josie! It was another interesting day in the life of the library!!  
plr

Prue Rosenthal

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

---

## Our meeting

**From :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Sat, Feb 02, 2013 07:35 AM

**Subject :** Our meeting

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

**Cc :** Prue Rosenthal <[PrueR@aol.com](mailto:PrueR@aol.com)>

Good morning Josie-

I am still sort flabbergasted by our meeting yesterday, going over and over it in my head! I have a strange feeling that she was putting us on. From all I have heard about her she is a tiger of tenacity and drive and we saw a weak, meek "victimized" person. Extremely odd.

I want to be sure we are on the same page with the decisions we made yesterday.

- video the board meetings starting in March

Should someone make a motion or proposal? I think you said that isn't necessary? I will tell the other board members.

- Provide an opportunity for comments at the end of the board meetings
- Ask staff members to hold ?forums? at branches and downtown, as you and they determine, to update people on what we do, what we are planning to do (?) and describe current trends are in information science and "the state of the library."

- We would not make a decision to hire Allerton-Hill now.

- You would ask Joel if he would meet with the other board members to discuss with them our process going forward.

- Have a retreat where we would ask staff to make presentations on "the state of our library" including the visioning, the construction issues, repairs, etc. that might/will come up in the next year. And discuss these issues in detail

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---

**Re: Next Steps**

---

**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>

Fri, Feb 01, 2013 08:54 AM

**Subject :** Re: Next Steps

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

I understand. If there is anything I can do on my end, let me know.

Sometimes opposition feels so empowered by a bond election they act as if THEY are the elected representatives of the library. It can be tough to overcome.

I look forward to hearing from you this afternoon.

Joel Gagne

Allerton Hill Consulting, LLC

1215 Polaris Parkway, Suite 114

Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)

Phone: 800-549-2285

Fax: 614-453-8542

Website: [www.allerton-hill.com](http://www.allerton-hill.com)

Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)

Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Feb 1, 2013, at 8:49 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

Thank you so much for coming. I am meeting today with my Board President and will be back in touch with you after that conversation.

They were all impressed, however, they remain cautious.

Josie

Sent from my iPhone

On Jan 31, 2013, at 7:19 PM, "Joel Gagne" <[jq@allerton-hill.com](mailto:jq@allerton-hill.com)> wrote:

Josie,

Thank you again for the meeting. I know we can help you.

Is there a time you would like to chat next week? How would you like to proceed?

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On Jan 30, 2013, at 6:58 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Yes. Come to back entrance off William street. You can park in reserved space in the staff lot. I'll meet you at the loading dock door.  
Josie

Sent from my iPhone

On Jan 30, 2013, at 6:52 AM, "Joel Gagne" <[jq@allerton-hill.com](mailto:jq@allerton-hill.com)> wrote:

I assume the Library is where we will meet?

Sent from my iPhone, please excuse typos

Joel Gagne  
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"The communications & marketing experts for schools and public entities"

**Re: Next Steps**

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Next Steps  
**To :** Joel Gagne <jg@allerton-hill.com>

Fri, Feb 01, 2013 08:49 AM

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Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

---

## Next Steps

---

**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Next Steps  
**To :** Josie Parker <parkerj@aadl.org>

Thu, Jan 31, 2013 07:19 PM

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Is there a time you would like to chat next week? How would you like to proceed?

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**Re: See you this morning at 8:30**

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**From :** Joel Gagne <jg@allerton-hill.com>  
**Subject :** Re: See you this morning at 8:30  
**To :** Josie Parker <parkerj@aadl.org>

Wed, Jan 30, 2013 07:34 AM

Great. I will see you then.

Joel Gagne  
Allerton Hill Consulting, LLC  
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**Re: See you this morning at 8:30**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Jan 30, 2013 06:58 AM

**Subject :** Re: See you this morning at 8:30

**To :** Joel Gagne <jg@allerton-hill.com>

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**See you this morning at 8:30**

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Wed, Jan 30, 2013 06:52 AM

**Subject :** See you this morning at 8:30

**To :** parkerj@aadl.org

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---

**Re: AA library**

**From :** Joel Gagne <jg@allerton-hill.com>

Thu, Jan 24, 2013 02:19 PM

**Subject :** Re: AA library

**To :** Josie Parker <parkerj@aadl.org>

I am glad! I look forward to seeing you on Wed. Call me if you need anything.

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My cell is 734.330.6628 if something happens to change your plans.

All best,

Josie

On Thursday, January 24, 2013 at 1:55 PM, Joel Gagne wrote:

Josie,

I still plan on attending. Remember, the proposal is to reclaim the narrative about the library.

I think you need to have a far more assertive communication strategy on where you go from here. Unless the opposition PAC is against the AA library doing any communications with its stakeholders, this should be embraced. I have yet to see any public entity receive criticism for wanting to invest in doing a better job in talking to the people who are footing the bill.

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**Re: AA library**

**From :** Josie Parker <parkerj@aadl.org>

Thu, Jan 24, 2013 02:05 PM

**Subject :** Re: AA library

**To :** Joel Gagne <jg@allerton-hill.com>

**Bcc :** josie@aadl.org

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**Subject :** Re: AA library  
**To :** Josie Parker <parkerj@aadl.org>

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Josie

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**The Ann Arbor Chronicle | AADL Acts on Communications, Facilities**

---

**From :** Josie Parker <parkerj@aadl.org>

Thu, Jan 24, 2013 01:54 PM

**Subject :** The Ann Arbor Chronicle | AADL Acts on Communications, Facilities

**To :** Joel Gagne <jg@allerton-hill.com>

<http://annarborchronicle.com/2013/01/24/aadl-acts-on-communications-facilities/>

---

**AA library**

---

**From :** Josie Parker <parkerj@aadl.org>

Thu, Jan 24, 2013 01:21 PM

**Subject :** AA library

**To :** Joel Gagne <jg@allerton-hill.com>

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All best,

Josie

---

**Re: Link to 2007 survey/2012 March Survey attached**

---

**From :** Josie Parker <parkerj@aadl.org>

Wed, Jan 16, 2013 12:38 PM

**Subject :** Re: Link to 2007 survey/2012 March Survey attached

**To :** Joel Gagne <jg@allerton-hill.com>

Yes. I am at my desk until 2:00 and then after 3:30 until 5:30.  
734.327.4263

Josie

On Wednesday, January 16, 2013 at 12:36 PM, Joel Gagne wrote:

Josie,

Is there a good time to call you today?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Jan 16, 2013, at 12:15 PM, Josie Parker <parkerj@aadl.org> wrote:

Joel,

I can meet with you at either time on the 30th, however, my board has decided to form a communications committee (a good thing), but they have to be appointed and approved publicly. I'm not sure that will happen before the 30th, and because of this committee's existence I have to wait on going forward formally.

I will understand if you are not interested in giving us your time until we are ready to make firm decisions. I do plan to call your references and be ready to present your proposal to the committee as soon as I can.

Josie

On Tuesday, January 15, 2013 at 10:19 PM, Joel Gagne wrote:

Josie,

Good news. After reviewing this I am confident we can put a solid plan together for you. HOWEVER, I really want to push getting some new data as soon as possible. This data is a bit dated and we can agree a lot has happened since this was collected.

More good news. I will be in AA on the 30th. I will be speaking from 10-11:30 at U of M. I need to be back in Ohio by late afternoon. Is it possible to set up something around lunch on the 30th?

Please let me know ASAP if this works for you.

Thank you.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Jan 11, 2013, at 3:20 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

<AA DL Survey Analysis 2-1.docx>

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**Re: Link to 2007 survey/2012 March Survey attached**

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**From :** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Subject :** Re: Link to 2007 survey/2012 March Survey attached  
**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Wed, Jan 16, 2013 12:36 PM

Josie,

Is there a good time to call you today?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Jan 16, 2013, at 12:15 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

I can meet with you at either time on the 30th, however, my board has decided to form a communications committee (a good thing), but they have to be appointed and approved publicly. I'm not sure that will happen before the 30th, and because of this committee's existence I have to wait on going forward formally.

I will understand if you are not interested in giving us your time until we are ready to make firm decisions. I do plan to call your references and be ready to present your proposal to the committee as soon as I can.

Josie

On Tuesday, January 15, 2013 at 10:19 PM, Joel Gagne wrote:

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More good news. I will be in AA on the 30th. I will be speaking from 10-11:30 at U of M. I need to be back in Ohio by late afternoon. Is it possible to set up something around lunch on the 30th?

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**Cc :** Eli Neiburger <[neiburgere@aadl.org](mailto:neiburgere@aadl.org)>, Celeste Choate <[choatec@aadl.org](mailto:choatec@aadl.org)>

Wed, Jan 16, 2013 12:17 PM

I have told Joel that everything is on hold until the Communications Committee is appointed and approved. I will let you know if he continues to be interested in working with AADL as we get organized.

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Mon, Jan 14, 2013 05:47 PM

**Subject :** References

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**Cc :** Jennifer Economus <[je@allerton-hill.com](mailto:je@allerton-hill.com)>

Josie,

Here are the references you asked for:

**David Conley-RW Baird. Mobile 513-260-1495**

*David works for an investment bank that specializes in public bonds throughout the med-west. David has seen our communication work first hand. We have helped their clients pass millions in bonds. We currently enjoy a partnership with them developing communication plans. They are based in Milwaukee.*

**David Axner-Superintedent Dublin City Schools. Mobile 614-312-8373**

*We worked with their campaign team this last November. They lost their operation issue the year before, they had strong opposition in the form of the conservative Buckeye Institute, we were able to overcome this with strong messaging and better organization.*

**Vicki Gnezda- Communications Worthington City Schools. Mobile: 614-883-3012**

*We are working with the district on their long term communications issues. They have had long standing opposition, which includes a board member. With our help they were successful in passing their last two issues and overcoming their opposition.*

**RIck Hanes Superintendent Piqua City Schools. Mobile: 937-760-3536**

*We worked with them both from a district end and a campaign end to pass a bond in 2010. No real organized opposition. Very conservative part of the state, our polling only had them at 35% approval for the project.*

I hope this helps. Let me know if you need anything else.

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**Re: Proposal from Allerton Hill**

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**From :** Margaret Leary <mleary@umich.edu>  
**Subject :** Re: Proposal from Allerton Hill  
**To :** Prudence Rosenthal <pruer@aol.com>  
**Cc :** Josie Parker <parkerj@aadl.org>

Sun, Jan 13, 2013 06:01 PM

📎 1 attachment

Prue,  
Here is the first version, attached. Sorry, I can't tell what Gmail does and doesn't include when I forward emails.  
Margaret

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**Prue Rosenthal**  
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cell (734) 395-0203

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Sent from my iPhone

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This is something we should be sure to cover on Monday.

This gmail confuses me sometimes. You should get a couple of emails between me and Josie, an email from Mr. Gagne to Josie, and the proposal itself. Let me know if anything is missing.

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**To:** Margaret Leary <mleary@umich.edu>

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Are you free to discuss this? Would tomorrow at 4 PM work?

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 **AllertonHill Proposal.pdf**  
246 KB

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Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: [800-549-2285](tel:800-549-2285)  
Fax: [614-453-8542](tel:614-453-8542)  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

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Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
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## Re: Proposal from Allerton Hill

**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> Sun, Jan 13, 2013 11:36 AM  
**Subject :** Re: Proposal from Allerton Hill  
**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>  
**Cc :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

I have an updated proposal received this morning but it is mostly change in \$ amounts so this copy while a draft gives you some idea of what is proposed. I'd prefer to talk to you about what they would need in terms of data specific to a survey.  
Josie

Sent from my iPhone

On Jan 13, 2013, at 11:13 AM, "Margaret Leary" <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,  
Here is a proposal from Atherton Hill and the conversation Josie and I had about it. I apologize for not including you in this stream earlier.  
This is something we should be sure to cover on Monday.

This gmail confuses me sometimes. You should get a couple of emails between me and Josie, an email from Mr. Gagne to Josie, and the proposal itself. Let me know if anything is missing.  
Margaret

----- Forwarded message -----  
From: **Josie Parker** <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
Date: Fri, Jan 11, 2013 at 6:48 PM  
Subject: Re: Proposal from Allerton Hill  
To: Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>

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**From:** Joel Gagne <jg@allerton-hill.com>  
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**Date:** Wednesday, January 9, 2013 10:57:10 AM  
**Subject:** Proposal

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Are you free to discuss this? Would tomorrow at 4 PM work?

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Sun, Jan 13, 2013 11:13 AM

**Subject :** Fwd: Proposal from Allerton Hill

**To :** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

**Cc :** Josie Parker <[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>

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**Subject :** Re: Link to 2007 survey/2012 March Survey attached

Sun, Jan 13, 2013 09:19 AM  
 1 attachment

**To :** Josie Parker <parkerj@aadl.org>

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Director  
Ann Arbor District Library  
[josie@aadl.org](mailto:josie@aadl.org) | 734.327.4263  
Forwarded message:

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**To:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Friday, January 11, 2013 3:08:38 PM  
**Subject:** Link to 2007 survey

<http://planning.aadl.org/2004/results/survey>

-eli

<Ann Arbor Dist Lib\_Svy\_FREQ March '12.docx> <AA DL Survey Analysis 2-1.docx>

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 **Ann\_Arbor\_Library\_Proposal.pdf**  
246 KB

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2 attachments

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**Date:** Friday, January 11, 2013 3:08:38 PM  
**Subject:** Link to 2007 survey

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 **Ann Arbor Dist Lib\_Svy\_FREQ March '12.docx**  
50 KB

 **AA DL Survey Analysis 2-1.docx**  
381 KB

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**Re: Can we push the call to 2:30**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Can we push the call to 2:30

Fri, Jan 11, 2013 02:34 PM



**To :** Joel Gagne <jg@allerton-hill.com>

734.327.4263

On Friday, January 11, 2013 at 2:31 PM, Joel Gagne wrote:

I am ready. Best number to reach you?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

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Yes, that is just fine.

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Sent from my iPhone, please excuse typos.

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Allerton Hill Consulting  
339-499-8623

---

**Re: Proposal**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Proposal  
**To :** Joel Gagne <jg@allerton-hill.com>

Wed, Jan 09, 2013 11:26 AM

Thank you. Josie

Director  
Ann Arbor District Library

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Confirmed. Looking forward to talking with you again.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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"Communications & marketing specialists for schools and public entities"

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**Fwd: Proposal**

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**Subject :** Fwd: Proposal  
**To :** Admin <[admin@aadl.org](mailto:admin@aadl.org)>

Wed, Jan 09, 2013 11:26 AM

Director  
Ann Arbor District Library

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**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Date:** January 9, 2013 11:24:31 AM EST  
**To:** "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject:** Re: Proposal

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Wed, Jan 09, 2013 11:01 AM

 2 attachments

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 **AADL-Proposal.pdf**  
246 KB


 **ATT1843822.htm**  
8 KB

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**Re: Doyle Research/Alice Morgan**

**From :** Josie Parker <parkerj@aadl.org>

Thu, Dec 20, 2012 02:35 PM

**Subject :** Re: Doyle Research/Alice Morgan

**To :** Margaret Leary <mleary@umich.edu>

**Cc :** Prudence Rosenthal <pruer@aol.com>

Margaret and Prue,

I am not at all worried about getting at cross-purposes with either of you, or any other board member, but I am worried about how we as a group do not succumb to outside pressure to "make a decision about how to go forward". Everyday that passes is going forward:)

Josie

On Thursday, December 20, 2012 at 2:12 PM, Margaret Leary wrote:

Josie,

I appreciate all that, and understand that there is a lot coming at you. I also appreciate your description of the phone conversation. Whenever I or Prue and I have conversations or meetings that don't include you, we will certainly let you know about them (I know you know that, just want to put it in writing which always helps me remember).

See you tomorrow.

Margaret

On Thu, Dec 20, 2012 at 11:22 AM, Josie Parker <parkerj@aadl.org> wrote:

Margaret,

I am taking in so much information right now from every direction and am purposefully NOT trying to make decisions or make judgements. The consultant from Allerton Hill was very blunt about our chances of success anytime in the next couple of years: not possible. I'm hearing that from everyone who wants to talk to me, and I am listening. It is humbling, but not hopeless.

I think we talk to Tom Jensen tomorrow, and then we talk together to map out how to proceed through the next six or seven months. I know I am being ambiguous but it is the best I can do right now. The City/DDA property debate is a big issue for the AADL and is not going to resolve soon, either, and now the AAPS is front and center with a huge deficit and a school restructuring plan.

Josie

On Thursday, December 20, 2012 at 8:45 AM, Margaret Leary wrote:

Josie,

Thanks. I looked at their website and immediately saw things we did less well than we could have. First lesson I saw: Never surprise the voters.

I can see that we may need more than one of the groups we've talked to (and will--another tomorrow), and that if so, we need to orchestrate and time carefully.

What do you see as the process for decided among the various folks we're talking to?

Margaret

On Wed, Dec 19, 2012 at 2:47 PM, Josie Parker <parkerj@aadl.org> wrote:

Thanks so much Margaret. Eli, Celeste and I were on the phone today with Joel Gagne from Allerton Hill, and we were impressed.

I sent him more information and he is going to look things over and talk to me again next week. After that, they may make a proposal. He asked us why it failed, and after discussing it with us pretty much summed it up. We were working blind.

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**Re: Doyle Research/Alice Morgan**

**From :** Margaret Leary <mleary@umich.edu>  
**Subject :** Re: Doyle Research/Alice Morgan  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Prudence Rosenthal <pruer@aol.com>

Thu, Dec 20, 2012 02:12 PM

Josie,  
I appreciate all that, and understand that there is a lot coming at you. I also appreciate your description of the phone conversation. Whenever I or Prue and I have conversations or meetings that don't include you, we will certainly let you know about them (I know you know that, just want to put it in writing which always helps me remember).  
See you tomorrow.  
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"Communications & marketing specialists for schools and public entities"

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Joel,

It was a pleasure speaking with you today. Below are links to the AADL website and our information on the building project since 2006, and numerous links to the two local media outlets in Ann Arbor, both online newspapers.

The advocacy website is:  
<http://ournewlibrary.com/>

There were three groups against the bond, but in the end they joined together at "Protect Our Libraries" and this is the url:  
<http://protectourlibraries.org/>

[www.aadl.org/directorsblog](http://www.aadl.org/directorsblog)  
[www.aadl.org/aboutus/building\\_projects](http://www.aadl.org/aboutus/building_projects)

Please let me know if there is more information that I can provide, and I look forward to hearing from you.

Happy Holidays!

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[annarborchronicle.com/search-results/?cx=003083320230527424487%3Aqyqadm22aik&cof=FORID%3A11&ie=UTF-8&q=downtown+library&sa=Search&siteurl=annarborchronicle.com%2F&ref=annarborchronicle.com%2F2009%2F11%2F18%2Flibrary-nears-deal-on-newspaper-archives%2F&ss=2455j436421j20](http://annarborchronicle.com/search-results/?cx=003083320230527424487%3Aqyqadm22aik&cof=FORID%3A11&ie=UTF-8&q=downtown+library&sa=Search&siteurl=annarborchronicle.com%2F&ref=annarborchronicle.com%2F2009%2F11%2F18%2Flibrary-nears-deal-on-newspaper-archives%2F&ss=2455j436421j20)

[www.annarbor.com/tag/Library%20bond%20proposal/](http://www.annarbor.com/tag/Library%20bond%20proposal/)

[www.annarbor.com/news/opinion/lack-of-education-not-responsible-for-failing-library-millage/](http://www.annarbor.com/news/opinion/lack-of-education-not-responsible-for-failing-library-millage/)

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## Ann Arbor District library bond failure

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Ann Arbor District library bond failure  
**To :** Joel Gagne <jg@allerton-hill.com>  
**Cc :** josie@aadl.org

Wed, Dec 19, 2012 02:07 PM

Joel,

It was a pleasure speaking with you today. Below are links to the AADL website and our information on the building project since 2006, and numerous links to the two local media outlets in Ann Arbor, both online newspapers.

The advocacy website is:  
<http://ournewlibrary.com/>

There were three groups against the bond, but in the end they joined together at "Protect Our Libraries" and this is the url:  
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[www.aadl.org/aboutus/building\\_projects](http://www.aadl.org/aboutus/building_projects)

Please let me know if there is more information that I can provide, and I look forward to hearing from you.

Happy Holidays!

Josie

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**Re: Joel Gagne**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Re: Joel Gagne  
**To :** Celeste Choate <choatec@aadl.org>

Fri, Dec 14, 2012 03:18 PM

Ok

Director  
Ann Arbor District Library

On Dec 14, 2012, at 3:00 PM, "Celeste Choate" <choatec@aadl.org> wrote:

Yes -- count me in.

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Friday, December 14, 2012 1:17 PM  
**To:** Eli Neiburger; Celeste Choate  
**Cc:** Karen Wilson  
**Subject:** Joel Gagne

I am speaking with Joel Gagne from Allerton-Hill Consulting next Wednesday at 10:30. I doubt he'll mind it being a conference call if you wish to sit in, and then Tom Jensen from PPP will be here Friday(still working on time) and you are both welcome to join that meeting. Margaret and Jan will be there, and hopefully, Ed, too.

Josie

---

**Fw: Introduction to my Colleague Joel Gagne**

**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Introduction to my Colleague Joel Gagne  
**To :** 'Celeste Choate' <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Fri, Dec 14, 2012 01:34 PM

📎 1 attachment

I'm not sure this is any different from what Dave and Naomi tried to do, but I'll talk to him all the same.  
Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Luke Shaefer <lshaefer@umich.edu>  
**Date:** Friday, December 14, 2012 12:51:49 PM  
**Subject:** Re: Introduction to my Colleague Joel Gagne

Great...how does 10:30 on Wed look for you?

My cell is 339-499-8623

Here is our business brief so you get an idea on who we are.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](https://twitter.com/outreach_expert)

"Communications & marketing specialists for schools and public entities"

On Dec 14, 2012, at 11:32 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel,

Thank you, I am available on Tuesday, but not until after 2:30. My schedule on Wednesday is open until 4:00 PM.

I appreciate your interest in our library issue, and I appreciate Luke caring enough to reach out to us both.

Regards,

Josie

Josie Parker  
Director  
Ann Arbor District Library  
[josie@aadl.org](mailto:josie@aadl.org)|734.327.4263

On Friday, December 14, 2012 at 12:19 PM, Joel Gagne wrote:

Hi Josie,

I would love to connect. Are you free for an informal chat next week? How does Tuesday at 10:30 look for you?

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

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Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
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"Communications & marketing specialists for schools and public entities"

On Dec 14, 2012, at 8:50 AM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Luke,

Thank you very much for your email, and the possible link to Mr. Gagne. We are happy to talk to him, and to you, about the AADL and the unsuccessful bond proposal for a new downtown library. I shared your interest in our situation with my executive committee, and they too, would appreciate joining a conversation if we decide to have one.

My office number is 734.327.4263, and my email is [josie@aadl.org](mailto:josie@aadl.org).

Regards,

Josie

Josie Parker  
Director  
Ann Arbor District Library  
Ann Arbor, MI 48104  
[josie@aadl.org](mailto:josie@aadl.org)|734.327.4263

On Wednesday, December 12, 2012 at 10:00 AM, Luke Shaefer wrote:

Hi Ms. Parker-

I am an Ann Arbor resident who watched the library bond issue with interest. My colleague and friend, Joel Gagne, runs a consulting firm that helps public entities communicate more effectively with the public, particularly around tax levies. His firm has a track record of working on campaigns that have resulted in hundreds of millions of additional dollars in public investments.

<http://allerton-hill.com>

If you have any interest in an informal conversation with him, I think Joel would like to hear more about the Library's recent experience, and tell you about the type of work his firm does.

I have ccd him to this email. I know he is at Vice President Biden's Holiday Party today in Washington, so he may be out-of-touch today. But I am sure he will be back on email tomorrow.

Very best,  
Luke

=====  
H. Luke Shaefer, Ph.D.  
Assistant Professor  
University of Michigan School of Social Work  
1080 S. University Ave.  
Ann Arbor, MI 48109  
734.936.5065  
[lshaefer@umich.edu](mailto:lshaefer@umich.edu)

---

 **Business Brief Campaign .pdf**  
261 KB

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**aadl "stuff"**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** aadl "stuff"  
**To :** Ed Surovell <[esurovell@aol.com](mailto:esurovell@aol.com)>

Fri, Dec 14, 2012 01:29 PM

Ed,

Margaret, Prue, Jan and my admin group met with John Cavanaugh from EPIC-MRA on Wednesday. He did a fine job describing what a post election survey instrument might include and why. They discussed with him what happened from their point of view, etc. He will get a proposal to AADL about the scope and cost of a phone survey to 400 persons that would likely occur in late January with a report in late February.

Tom Jensen, who grew up here and graduated with Marion from Pioneer, also son of a retired librarian and an employee himself as a student, is one of the wonder boys of PPP (Public Policy Polling) in Washington. He is interested in talking to us about our millage failure and what PPP might do to help us position for the future. He is coming on Friday, December 21 and I would like for you to be here if you can make it. Margaret and Jan will be here. Prue will be away.

Can you come on December 21? Either before 11:00 or after 3:00?

In the meantime a company, Allerton-Hill Consulting out of Columbus OH, has been introduced to us by a UM professor, and I am talking to them on Wednesday via phone. It is a preliminary discussion. I am mindful of your desire that we get a very competent group to help us build an image and communicate effectively with our public. From their website that is what they do although they specialize in school district millages. We will see what they want and offer.

I don't know if it is odd or not, but Dave Waymire has not communicated with me at all since about 2 weeks before the election.

I hope you have a good weekend, and do let me know if you are available on the 21st and if so AM or PM.

Thank you, sir.

Josie

---

Joel Gagne

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Dec 14, 2012 01:17 PM

**Subject :** Joel Gagne

**To :** Eli Neiburger <neiburgere@aadl.org>, 'Celeste Choate' <choatec@aadl.org>

**Cc :** wilsonk@aadl.org

I am speaking with Joel Gagne from Allerton-Hill Consulting next Wednesday at 10:30. I doubt he'll mind it being a conference call if you wish to sit in, and then Tom Jensen from PPP will be here Friday(still working on time) and you are both welcome to join that meeting. Margaret and Jan will be there, and hopefully, Ed, too.

Josie

---

**Re: Introduction to my Colleague Joel Gagne**

---

**From :** Joel Gagne <jg@allerton-hill.com>

Fri, Dec 14, 2012 01:15 PM

**Subject :** Re: Introduction to my Colleague Joel Gagne

**To :** Josie Parker <parkerj@aadl.org>

Confirmed

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"Communications & marketing specialists for schools and public entities"

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That is fine. I will call you at 10:30 on Wednesday.

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Director  
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My cell is 339-499-8623

Here is our business brief so you get an idea on who we are.

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H. Luke Shaefer, Ph.D.  
Assistant Professor  
University of Michigan School of Social Work  
1080 S. University Ave.  
Ann Arbor, MI 48109  
734.936.5065  
[lshaefer@umich.edu](mailto:lshaefer@umich.edu)

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"Communications & marketing specialists for schools and public entities"

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Director  
Ann Arbor District Library  
[josie@aadl.org](mailto:josie@aadl.org) | 734.327.4263

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Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
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**Cc :** Luke Shaefer <[lshaefer@umich.edu](mailto:lshaefer@umich.edu)>

Fri, Dec 14, 2012 12:51 PM  
1 attachment

Great...how does 10:30 on Wed look for you?

My cell is 339-499-8623

Here is our business brief so you get an idea on who we are.

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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 **Business Brief Campaign .pdf**  
261 KB

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**Fw: Introduction to my Colleague Joel Gagne**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Fw: Introduction to my Colleague Joel Gagne  
**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>

Fri, Dec 14, 2012 10:24 AM

This is the latest email about the possible contact with Joel Gagne. I'll let you know how it develops.  
Josie  
Forwarded message:

**From:** Luke Shaefer <[lshaefer@umich.edu](mailto:lshaefer@umich.edu)>  
**To:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Cc:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**Date:** Friday, December 14, 2012 10:20:50 AM  
**Subject:** Re: Introduction to my Colleague Joel Gagne

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**EPIC • MRA ANN ARBOR DISTRICT LIBRARY SURVEY**  
**[FREQUENCY REPORT OF SURVEY RESPONSES – 400 SAMPLE – ERROR ±4.9%]**  
**Polling Dates: March 3, 2012 through March 5, 2012**

**JURIS** \_\_\_\_\_ **DATE:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**PHONE #** \_\_\_\_\_ **INTERVIEWER** \_\_\_\_\_

=====

Hello, this is (NAME) from EPIC-MRA, a Lansing based survey research firm. We're conducting a random survey with voters in your area about important local issues. We are not trying to sell anything, you will not be asked for a donation, and you will not be called in the future because you participated in this survey. It is strictly survey research about important local issues and I'd like to take a few minutes to include the opinions of your household.

=====

We need to have a balance of men and women in this survey, and we also need to have young voters represented. May I please speak to the youngest [MALE/FEMALE, depending on specified quota] registered voter, age 18 or older, who is home now?

**IF YES: REPEAT INTRO FOR NEW RESPONDENT & CONTINUE.**

**IF NO, ASK:** "Is there any other [MALE/FEMALE, as specified] registered voter, 18 years or older, who is at home right now?" **IF NOT, TERMINATE.**

Are you currently registered to vote at the address I am calling?

If **YES** --- **GO TO Q.1**

If **NO** --- "Is there another [MALE/FEMALE, as specified] registered voter at home who I can talk to?" If not, **TERMINATE INTERVIEW.**

\_\_01. Did you get a chance to vote in the 2010 November election when [ROTATE] Rick Snyder and Virg Bernero were running for Governor? How about in the 2008 November election when [ROTATE] John McCain and Barack Obama were running for President? [ASK BOTH Q'S, CODE AS VOTING IN BOTH, VOTING ONLY IN 2010 OR ONLY IN 2008, OR OTHER RESPONSE]

2% | Yes, only in 2010

6% | Yes, only in 2008

92% | Yes, both 2010 & 2008

--- | Too young to vote in either election (**VOLUNTEERED/CONTINUE INTERVIEW**)

--- | Undecided/Refused --- **TERMINATE INTERVIEW**

--- | Did not vote -- **ASK:** ["Was the reason you did not vote in either election because you were too young then or were not registered to vote?" -- **IF YES, CODE AS "4" & CONTINUE -- IF NO, TERMINATE INTERVIEW**]

\_\_02. Voter turnout in local elections for Ann Arbor City and county, and township offices, bonding or tax proposals for the city, county, or schools, is usually much lower than turnout for offices like governor or president, sometimes even lower than August primary elections. How often do you vote in these kind of local elections - all the time, most of the time, half the time, seldom or never?

43%	All the time
30%	Most of the time
12%	Half of the time
12%	Seldom
2%	Never
1%	Undecided/Refused

\_\_03. Now I am going to read a list of some of the problems or issues area residents say **THEY** are concerned about. After I read the following list of eight problems or issues, please tell me which one **YOU** are personally concerned about the most? **[READ AND ROTATE 1 TO 8 BELOW]**

29%	The condition of the economy and jobs
27%	The quality of local schools
14%	Maintaining area roads
7%	Controlling crime and drugs
7%	The level of local government taxation
6%	The quality of services provided by your local government
4%	Addressing growth & development
2%	The quality of the Ann Arbor District Library
---	More than one <b>[ASK: "But which problem concerns you the most?" AND CODE BEST RESPONSE]</b>
4%	Undecided/Refused

Now I am going to read a list of some of the assets and attractions that are present in the Ann Arbor area and which some people say contribute to the quality of life for area residents. For each item I mention, please rate it on a scale of zero to ten in terms of its importance for making the Ann Arbor area a place where someone would want to live and work, with Zero meaning Not

Important at All, and Ten meaning Extremely Important and Five being more or less neutral to rating the area quality of life. The first item is . . .

**[READ AND ROTATE Q.4 TO Q.13]**

The University of Michigan	<b><u>Q.4</u></b>
<b>RATING:</b>	
0 to 4	2%
5	6%
6 to 8	26%
9 to 10	66%
Undecided/Refused/NA	---
<b>MEAN:</b>	<b>8.752</b>
Ann Arbor District Library	<b><u>Q.5</u></b>
<b>RATING:</b>	
0 to 4	10%
5	12%
6 to 8	48%
9 to 10	30%
Undecided/Refused/NA	---
<b>MEAN:</b>	<b>7.286</b>
Michigan Theatre	<b><u>Q.6</u></b>
<b>RATING:</b>	
0 to 4	16%
5	20%
6 to 8	50%
9 to 10	13%
Undecided/Refused/NA	1%
<b>MEAN:</b>	<b>6.293</b>

Ann Arbor Public Schools	<b><u>Q.7</u></b>
<b>RATING:</b>	
0 to 4	6%
5	8%
6 to 8	36%
9 to 10	49%
Undecided/Refused/NA	1%
<b>MEAN:</b>	<b>8.063</b>

Restaurants and Entertainment Opportunities	<b><u>Q.8</u></b>
<b>RATING:</b>	
0 to 4	6%
5	12%
6 to 8	57%
9 to 10	25%
Undecided/Refused/NA	---
<b>MEAN:</b>	<b>7.293</b>

The Ann Arbor Art Fair	<b><u>Q.9</u></b>
<b>RATING:</b>	
0 to 4	20%
5	15%
6 to 8	44%
9 to 10	21%
Undecided/Refused/NA	---
<b>MEAN:</b>	<b>6.414</b>

Zingerman's	<b><u>Q.10</u></b>
<b>RATING:</b>	
0 to 4	27%
5	18%
6 to 8	39%
9 to 10	15%
Undecided/Refused/NA	1%

**MEAN:** 5.742

Ann Arbor Hands on Museum **Q.11**

**RATING:**

0 to 4 18%

5 18%

6 to 8 49%

9 to 10 13%

Undecided/Refused/NA 2%

**MEAN:** 6.162

U of M Hospital **Q.12**

**RATING:**

0 to 4 4%

5 4%

6 to 8 36%

9 to 10 56%

Undecided/Refused/NA ---

**MEAN:** 8.414

The Ark **Q.13**

**RATING:**

0 to 4 23%

5 21%

6 to 8 41%

9 to 10 12%

Undecided/Refused/NA 3%

**MEAN:** 5.767

\_\_14. Thinking about the quality of city, township, emergency service, library district and other services you receive from various local government and special assessment districts in return for the property taxes and fees you pay to fund those services, do you think your taxes and fees are too high, too low, or about right for what you get back in local services? **[IF TOO HIGH, ASK: "Would that be much or somewhat?" AND CODE BEST RESPONSE]**

16% Much too high

17% Somewhat too high

33% **TOTAL TOO HIGH**

61% About right

3% Too low

3% Undecided/Refused

\_\_\_ 15. With the development and growth of computers and the Internet, including access from the home or office, do you think local libraries are more important to the community, less important, or about the same importance as they have always been?

34% More important

15% Less important

50% About the same importance

1% Undecided/Refused

\_\_\_ 16. Do you most often visit the local library located closest to where you live, do you visit some other local library that is not located as close, or, would you say you don't visit any libraries at all [**Probe to find the most used branch**]

27% Primarily visits the DOWNTOWN Library ----- **GO TO Q.18**

16% Primarily visits the MALLETT'S CREEK Library ----- **GO TO Q.18**

15% Primarily visits the TRAVERWOOD Library ----- **GO TO Q.18**

14% Primarily visits the WEST Library ----- **GO TO Q.18**

12% Primarily visits the PITTSFIELD Library ----- **GO TO Q.18**

2% Visits some other library that is NOT located as close

14% Never visits a library at all

--- Undecided/Refused



17A-B. What would you say are the one or two main reasons why you DO NOT visit any local library in your community? [WRITE UP TO TWO COMMENTS AS STATED – THEN GO TO Q.26]

24%	Use Internet at Home
12%	Prefer to Buy Books
11%	No Need To
8%	No Interest
7%	Too Old
6%	Location Inconvenient
6%	No Time
4%	Handicapped-Disabled
4%	Kids Grown-No Kids
4%	No Transportation
2%	None
2%	Parking
2%	Poor Selection
2%	Use U of M Library
1%	Meet Friends At Other
1%	Use Work Library
4%	Undecided/Refused

\_\_18. How often do you or someone else in your household use of the branches of the Ann Arbor District Library – every day, a few times a week, a few times a month, a few times a year, seldom or never?

2%	Every day
24%	A few times a week
35%	A few times a month
20%	A few times a year
3%	Seldom

--- Never ----- **GO TO Q.23**  
16% Undecided/Refused ----- **GO TO Q.23**

**\_\_19 A-F. What library services have you used? [DO NOT READ - CODE ALL RESPONSES MENTIONED – IF “BORROWING” IS RESPONSE, PROBE FOR MORE SPECIFIC ANSWER – ALSO PROBE WITH: “Are there any other services you have used?” UNTIL 6 RESPONES MENTIONED OR UNPRODUCTIVE]**

25%	Borrowing books
17%	Borrowing DVD's
10%	Borrowing fiction best seller books
8%	Borrowing non-fiction best sellers
6%	Borrowing books on tape or compact disc
4%	Borrowing children's books
4%	Using a library computer for Internet Access
3%	Borrowing non-fiction, homework or research books
3%	Getting research assistance from librarians
3%	Using databases for research, both online and on CD ROM, at the library and remotely
2%	Attending a meeting at the library in rented space
2%	Attending programs for adults
2%	Attending programs for children
2%	Borrowing gardening, landscaping, craft, or home decorating books
2%	Using quiet study space
1%	Buying books and other materials at the Friends of the Library Bookshop
1%	Friends of the Library Programs and lectures
1%	Renting space at the library for non-library purposes
1%	Taking my child/children to play at the library
1%	Using the library WiFi service to use your own computer
2%	Other/Undecided/Refused

**\_\_20. Overall, how would you rate the quality of the downtown Ann Arbor District Library facility -- would you give it a positive rating of excellent or pretty good, or a negative rating of just fair or poor?**

41%	Excellent -----	<b>ASK Q.21</b>
41%	Pretty Good -----	<b>ASK Q.21</b>
<b>82%</b>	<b>TOTAL POSITIVE</b>	
<b>6%</b>	<b>TOTAL NEGATIVE</b>	
5%	Just Fair -----	<b>GO TO Q.22</b>
1%	Poor -----	<b>GO TO Q.22</b>
12%	Undecided/Refused -----	<b>GO TO Q.23</b>

\_\_21. Why did you offer a positive rating of (**Excellent/Pretty Good**) for the quality of the downtown Ann Arbor District Library facility? [**WRITE COMMENT AS STATED, THEN GO TO Q.23**]

43%	Good Selection
16%	Customer Service-Staff
4%	Good Facility
3%	Book Orders-Lending
3%	Clean
3%	Location
3%	Special Events
2%	Do Well With Resources
2%	Important to Community
2%	Kids Books-Programs
2%	Organized
2%	Relaxing
2%	Well Maintained
1%	Accessible
1%	Book Sales
1%	Good Size
1%	Handicap Access
1%	Hours of Operation
1%	Meeting Space
1%	New Technology
1%	Reference Materials
1%	Other
4%	Undecided/Refused

\_\_22. Why did you offer a negative rating of (**Just Fair/Poor**) for the quality of the downtown Ann Arbor District Library facility? [**WRITE COMMENT AS STATED**]

20%	Construction
20%	Parking
15%	Needs Upgrades
10%	Location
10%	Too Small
5%	Homeless Hang Out
5%	Internet Made Obsolete
5%	Poor Selection
5%	Taxes Paid for It
5%	Undecided/Refused

23A-B. What are the one or two things that you think are most needed to improve the downtown Ann Arbor District Library facility? ? **[WRITE COMMENTS FOR UP TO 2 RESPONSES]**

30%	More-Better Parking
13%	None
4%	Free Parking
3%	End Construction
3%	Print Selection
3%	Upgrade Interior
2%	Better Selection-General
2%	Homeless Hangout
1%	Audio Books
1%	Better Computers
1%	Communication-Awareness
1%	Community Center
1%	Congested Entrance
1%	Control Spending
1%	Drop Box
1%	eBooks
1%	HVAC
1%	Kids Programs
1%	Longer Hours

1%	More Computers
1%	More Space
1%	New Location
1%	Outdoor Park
1%	Universal Design
6%	Other
18%	Undecided/Refused

\_\_24. Thinking about the quality of the Ann Arbor District Library services, the collection of books, periodicals and other resource materials that are available, as well as the equipment, computers and other technology, how would you rate the quality of the services and collection of books and materials provided by the Ann Arbor District Library – would you give them a positive rating of excellent or pretty good, or a negative rating of only fair or poor?

44%	Excellent -----	<b>GO TO Q.26</b>
37%	Pretty Good -----	<b>GO TO Q.26</b>
<b>81%</b>	<b>TOTAL POSITIVE</b>	
1%	<b>TOTAL NEGATIVE</b>	
1%	Just Fair -----	
---	Poor -----	
18%	Undecided/Refused -----	<b>GO TO Q.26</b>

\_\_25. Why did you offer a negative rating of (**Just Fair/Poor**) for the quality of the Ann Arbor District Library services and collection of books and other library materials? [**WRITE COMMENT AS STATED**]

100%	Poor Selection
------	----------------

\_\_26. The Ann Arbor Library District may place a bond proposal on a future election ballot to fund major renovations to the downtown library facility or replace that facility with a new building. It is anticipated that the cost will be approximately \$65 million to execute the renovation or new construction project, meaning that the voters of the district would have to approve of a bond proposal to repay the cost of the bonds to finance the project. Such a bond proposal would result in a property tax increase of approximately 0.69 mills, meaning that for every \$200,000 in market value and a taxable value of \$100,000, a typical homeowner would pay an additional \$69 per year, or \$5.75 per month, in property taxes. Knowing this, if the election were held today, would you vote “YES” in favor of the proposal or “NO” to oppose it?

**[IF UNDECIDED, ASK: “Well, if the election were held today and you had to decide right now, would you lean toward voting “YES” or “NO?” AND CODE BEST RESPONSE]**

45%	Vote Yes	<b>GO TO Q.30</b>
-----	----------	-------------------

15%	Leans toward voting Yes	<b>GO TO Q.30</b>
<b>60%</b>	<b>TOTAL YES</b>	
<b>37%</b>	<b>TOTAL NO</b>	
33%	Vote No	<b>ASK Q.27</b>
4%	Leans toward voting No	<b>ASK Q.27</b>
3%	Undecided/Refused	<b>GO TO Q.28</b>

27. What stood out for you as the main reason you would vote “No” to oppose the library bond proposal? [**WRITE COMMENT AS STATED**]

31%	Not Needed
24%	Tax Increase
9%	Other Mill More Important
8%	Wasteful Government Spending
7%	Too Much Money
5%	Do Not Use It
3%	Cannot Afford
3%	Need More Info
2%	Historic Building
1%	e-readers
1%	Last Design Poor
1%	Loss of Older Books
1%	Materials not Build
1%	Renovate not Build
3%	Undecided/Refused

28. If the Ann Arbor Library District scaled back its plans to renovate or replace the downtown library facility and presented the voters with a ballot proposal that would increase assessments on property by 0.51 mills, meaning that for every \$200,000 in market value and a taxable value of \$100,000, a typical homeowner would pay an additional \$51 per year, or \$4.25 per month, in property taxes. Knowing this, if the election were held today, would you vote “YES” in favor of the proposal or “NO” to oppose it?

[**IF UNDECIDED, ASK: “Well, if the election were held today and you had to decide right now, would you lean toward voting “YES” or “NO?” AND CODE BEST RESPONSE**]

**TOTAL YES COMBINED WITH Q.26**

47%	Vote Yes	<b>GO TO Q.30</b>
16%	Leans toward voting Yes	<b>GO TO Q.30</b>

61%	<b>TOTAL YES</b>	
33%	<b>TOTAL NO</b>	
30%	Vote No	<b>ASK Q.29</b>
3%	Leans toward voting No	<b>ASK Q.29</b>
4%	Undecided/Refused	<b>ASK Q.29</b>

\_\_\_29. If the Ann Arbor Library District scaled back its plans even further, to renovate or replace the downtown library facility and presented the voters with a ballot proposal that would increase assessments on property by 0.25 mills, meaning that for every \$200,000 in market value and a taxable value of \$100,000, a typical homeowner would pay an additional \$25 per year, or \$2.08 per month, in property taxes. Knowing this, if the election were held today, would you vote “YES” in favor of the proposal or “NO” to oppose it?

**[IF UNDECIDED, ASK: “Well, if the election were held today and you had to decide right now, would you lean toward voting “YES” or “NO?” AND CODE BEST RESPONSE]**

**TOTAL YES COMBINED WITH Q.26 AND Q.28**

51%	Vote Yes
21%	Leans toward voting Yes
72%	<b>TOTAL YES</b>
25%	<b>TOTAL NO</b>
24%	Vote No
1%	Leans toward voting No
3%	Undecided/Refused

\_\_\_30A-E. People get information about their local community from many sources, but where do you get the information that influences your opinions the most? **[DO NOT READ -- RECORD RESPONSES OR WRITE IN UNDER ‘OTHER’ – PROBE WITH: ‘Is there anywhere else?’ UNTIL 5 RESPONSES CODED OR UNPRODUCTIVE]**

43%	Ann Arbor News/Ann Arbor.com
-----	------------------------------



18%	The Ann Arbor Observer
14%	General word-of-mouth
9%	Radio news reports
6%	Television news reports
1%	Detroit Free Press
1%	Google
1%	MLive
1%	None; have <u>no source</u> of information
1%	The Ann Arbor Chronicle
1%	The <u>district</u> or building newsletters from your local schools
3%	Other
1%	Undecided/Refused

Finally, I would like to ask you a few questions about yourself for statistical purposes.

\_\_31. Are there any school age or younger children, age 18 years or under, living in your household?

34%	Yes
66%	No ----- <b>GO TO Q. 33</b>
---	Undecided/Refused ----- <b>GO TO Q. 33</b>

\_\_32A-D. What grades do your children attend? [**DO NOT READ -- CODE ALL RESPONSES**]

9%	Preschool/Early childhood
31%	Elementary - K-6th Grade
22%	Middle school - 7th and 8th grades
32%	High school -- 9th through 12th
3%	Not yet in school
3%	Undecided/Refused

\_\_33. Could you please tell me in what year you were born? **[IF REFUSED, ASK: ‘Would you please tell me into which of the following categories your age would fall? Please stop me when I get to a category that applies to you.’ AND READ 1 TO 6]**

**[RECORD YEAR HERE \_\_\_\_\_ AND THEN CODE BELOW]**

2%	18 to 29 years ---	<b>(1983 to 1994)</b>
9%	30 to 40 -----	<b>(1972 to 1982)</b>
20%	41 to 49 -----	<b>(1963 to 1971)</b>
17%	50 to 55 -----	<b>(1957 to 1962)</b>
22%	56 to 64 -----	<b>(1948 to 1956)</b>
26%	65 and over -----	<b>(1947 or before)</b>
4%	Undecided/Refused	

\_\_34. What is the last grade or level of schooling you completed? **[DO NOT READ]**

1%	1st to 11th Grade
3%	High School Graduate
---	Non-college post high school (technical training)
4%	Some college
43%	College graduate
48%	Post graduate school
1%	Undecided/Refused

\_\_35. Would you please tell me into which of the following categories your total yearly household income falls --- including everyone in the household? Please stop me when I get to the category that applies to you? **[READ 1 TO 6]**

3%	Under \$25,000
8%	\$25,000 to \$50,000
12%	\$50,000 to \$75,000
12%	\$75,000 to \$100,000
18%	\$100,000 to \$150,000
16%	Over \$150,000
---	Retired ( <b>VOLUNTEERED - ASK: “But is there an income category I read that would apply to your household?” AND CODE BEST RESPONSE</b> )
31%	Undecided/Refused

\_\_36. Gender of respondent (**DO NOT ASK -- BY OBSERVATION ONLY**)

47%	Male
53%	Female

**THANK RESPONDENT FOR HIS OR HER TIME AND TERMINATE**



# Allerton Hill Consulting<sub>LLC</sub>

## Proposal: Ann Arbor District Library

Prepared for: Josie Parker, Director

Prepared by: Joel Gagne, Owner

**January 13, 2013**

## **Situation Analysis**

The Ann Arbor District Library (AADL) system is proactive, valuing communications with the larger community and frequently finding ways to stay ahead of stakeholder needs. The timing is right for Allerton Hill Consulting (AHC) to help. Constituents of the AADL desire communications through today's technological mediums and have high expectations of its Library. Likewise, the Library needs to become more savvy and cognizant about their communications and narrative with the public.

## **Objectives**

Our objectives for this project include:

- Provide high quality survey research on voter attitudes on the Library;
- Offer high quality, long-term strategic messaging and targeting so that AADL is successful in its public initiatives;
- Offer communications and marketing mentorship to AADL Leadership Team.

## **Measures of Success**

Our success metrics will include:

- More strategic communications and messaging by the AADL's Communications Team;
- Increased community awareness and understanding of AADL's value to the community it serves;
- A raised level of community engagement and dialogue about AADL's future challenges.

## **Value to Ann Arbor District Library**

The value to AADL:

- Access to more than 75 years of marketing, communications and campaign experience;
- An educated public on library system facts to dispel current misinformation;
- Assistance with targeted, effective research-based messages;
- Access to best practices through work with other high achieving and excellent public entities and communities throughout the Mid-West.

## **Methodology**

### ***Option 1 (Survey Research)***

***Cost \$17,000***

- AHC will use its own polling firm to conduct a high quality, 300 person random sampling telephonic survey of the community to discern how Ann Arbor citizens view the Library system. The poll will contain 30-35 questions.
- AHC will run a comprehensive debriefing session with the Library leadership to discuss what the data reveals. This will also include a breakdown on voter attitudes based on demographic information and messaging suggestions according to data gathered from the survey. Developed from the survey, AHC will suggest communication tactics, including how to utilize library system staff within the communication structure, and the identification of strategic messages for AADL. This is traditionally a one to two hour presentation which includes an hour for discussion. The presentation can be provided for multiple groups if they are held on the same day.

### ***Option 2 (Develop Communications Audit & Plan)***

***Cost \$28,000***

- Conduct an audit to assess how AADL communicates with its public (including use of offline and online techniques and content) and put forward strategic and data-driven methods for how to improve both the messages (what is said and how it is said) and the vehicles (where it is said) of communication.
- Deliver a comprehensive long-term communication plan and structure. This plan will be approximately 30-40 pages in length.
- Bi-weekly calls to discuss execution of the communications plan and trouble shoot additional communications challenges that face the AADL.
- Email and phone consultation on an as needed basis as well to discuss on going challenges.

### ***Option 3 (Communications Audit & Plan and Survey)***

***Cost \$40,000***

- All of Option 1 included.
- All of Option 2 included.

## **Joint Accountabilities for Communication Consulting Services**

*Our Accountability includes:*

- Prompt response to all inquiries and requests.
- Strict adherence to agreed-on deadlines.
- All administrative, travel, and office costs will be paid by AHC, with no “hidden extras.”
- General availability to AADL’s needs, barring previous notification or extenuating circumstances.

*Your Accountability includes:*

- Access on mutually convenient dates for consultation.
- Payment for all third party costs.

*Our joint Accountabilities include:*

- We will return all calls and emails promptly.
- We will check in regularly to assess where the service is going and what, if any, improvements need to be made.
- We will respect each other’s confidentiality, proprietary materials and approaches.
- We will achieve reasonable accommodation for conflicts, unforeseen events, and other priorities.

## **Terms and Conditions**

The terms and conditions of this proposal are effective from February 1, 2013, through January 31, 2014. Acceptance after that date may necessitate increased fees or altered conditions.

You choose the following option: \_\_\_\_\_

Allerton Hill Consulting’s fee for performance of the above items will be \$\_\_\_\_\_.

**Acceptance**

Your signature indicates Acceptance of the terms of this proposal.

We accept the proposal as written. (Please keep a copy for your records and sign and return a second copy to Allerton Hill Consulting 1215 Polaris Parkway, Suite 114 Columbus, OH 43240.)



Joel Gagne  
Owner  
Allerton Hill Consulting

\_\_\_\_\_  
Ann Arbor Library District

\_\_\_\_\_  
DATE





**Allerton Hill**  
Consulting<sub>LLC</sub>

Allerton- Hill Consulting  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

(800)549-2285  
jg@Allerton-Hill.com  
http://Allerton-Hill.com

# Invoice

Date	Invoice #
03/06/2013	1483
Terms	Due Date
Due on receipt	03/06/2013

Bill To
Josie Parker Ann Arbor Library

Amount Due	Enclosed
\$7,000.00	

Please detach top portion and return with your payment.

Activity	Quantity	Rate	Amount
• Communication Services			7,000.00
<b>Total</b>			<b>\$7,000.00</b>

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on page 2.

Name (as shown on your income tax return) Allerton Hill Consulting, LLC

Business name, if different from above

Check appropriate box:  Individual/Sole proprietor  Corporation  Partnership  
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) C.  Exempt payee  
 Other (see instructions) ▶

Address (number, street, and apt. or suite no.) 1215 Polaris Parkway, Ste 114 Requester's name and address (optional)

City, state, and ZIP code Columbus OH 43240

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
or
Employer identification number <u>75-2582648</u>

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person [Signature] Date 6/25/12

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

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## Allerton Hill at AADL

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**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:20 PM

**Subject :** Allerton Hill at AADL

**To :** Sherlonya Turner <turners@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Tim Grimes <grimest@aadl.org>, Andra Williams <williamsa@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>, Josie Parker <parkerj@aadl.org>

To all,

Allerton Hill consultants will be here on Friday conducting interviews. The schedule is below. Please make sure that these persons are free to come at the appointed time. I have spoken with everyone, so we should be all set. Please do go ahead and make sure they know that you know they are participating and confirm the time with them, too.

Thanks for all of your help in changing this date and shuffling schedules around.  
Josie

Friday, May 10, 4th Floor Conference A Downtown

9:00 AM Shayna Houghton, Casual IDC  
9:25 AM Lara Post, Circulation Clerk  
9:45 AM Tom Smith, Casual Technician  
10:15 AM Amy Cantu, Librarian  
10:40 AM Shirlina Coleman, Book Pro  
11:00 AM Cecile Dunham, Library Technician  
11:25 AM Kathy Randles, Supervisor  
11:45 AM Greg Mathews, Facilities

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**Re: The 10th**

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**From :** Josie Parker <parkerj@aadl.org>

Tue, May 07, 2013 04:13 PM

**Subject :** Re: The 10th

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Josie Parker <parkerj@aadl.org>

Joel and Jen,

I have set up interviews for you beginning at 9:00 AM on Friday until Noon. You should park in a Reserve space in our staff lot with the entrance from William Street and come in through the staff door at the loading dock. We will be expecting you.

Let me know what else you plan to accomplish on Friday other than the 8 interviews. Do you wish to speak with any other staff? For how long? etc.

We are looking forward to the day.

Josie

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**RE: next week schedule question**

**From :** Karen Wilson <wilsonk@aadl.org>

Thu, May 02, 2013 02:28 PM

**Subject :** RE: next week schedule question

**To :** Ken Raynor <raynork@aadl.org>

Ken,

That meeting does not need to be posted - it is an internal meeting.  
Thanks!

Karen

-----Original Message-----

From: Ken Raynor

Sent: Thursday, May 02, 2013 2:19 PM

To: Karen Wilson

Subject: next week schedule question

Hi Karen,

Is the meeting next Friday for Allerton Hill an outside group that

should go on the events poster, or is that an AADL staff meeting of some kind?

thanks,

Ken

Ken Raynor  
Ann Arbor District Library  
Community Relations & Marketing  
734-327-4269  
raynork@aadl.org

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### Allerton Hill discussion

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**From :** Josie Parker <parkerj@aadl.org>

Wed, May 01, 2013 11:01 AM

**Subject :** Allerton Hill discussion

**To :** Amy Cantu <cantua@aadl.org>

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Amy,

Thank you for agreeing to meet with consultants from Allerton Hill on May 10, at 10:15 AM. The meeting will be in Conference Room A, and either Karen or Celeste will greet you and introduce you.

Thanks again.

Josie

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### Allerton Hill Discussion

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**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 11:01 AM

**Subject :** Allerton Hill Discussion

**To :** Greg Matthews <matthewsg@aadl.org>

**Cc :** Andra Williams <williamsa@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Eli Neiburger

<neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Greg,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

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## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org> Tue, Apr 30, 2013 10:59 AM  
**Subject :** Allerton Hill discussion  
**To :** Kathy Randles <randlesk@aadl.org>  
**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate  
<choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Dear Kathy,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:25 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

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## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:59 AM

**Subject :** Allerton Hill discussion

**To :** Cecile Dunham <dunhamc@aadl.org>

**Cc :** Sherlonya Turner <TurnerS@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Cecile,

We have rescheduled the meeting with Allerton Hill consultants for Friday, May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 11:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

## Allerton Hill discussion

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:57 AM

**Subject :** Allerton Hill discussion

**To :** Shirlina Coleman <colemansh@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Shirlina,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 10:40 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

## Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:55 AM

**Subject :** Allerton Hill

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Dear Tom,

We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:45 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

---

## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:54 AM

**Subject :** Allerton Hill discussion

**To :** Shayna Houghton <houghtons@aadl.org>

**Cc :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shayna,



We have rescheduled the meeting with Allerton Hill consultants for Friday May 10, and your time has not changed. Thanks for agreeing to this discussion and I do apologize for the inconvenience. It could not be helped.

Your time slot is 9:00 AM in Conference Room A Downtown. Karen Wilson or Celeste Choate will greet you and introduce you.

Thanks again.

Josie

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## Allerton Hill discussion

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:49 AM

**Subject :** Allerton Hill discussion

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Diane Dahlem <dahlemd@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Marianne,

Allerton Hill is not able to reschedule a visit to AADL until May 10. I understand that you are not available on that date. I wanted to let you know that I do appreciate your willingness to talk with them, but that it will not work out.

Thanks again.

Josie

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## Allerton Hill Visit

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**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 30, 2013 10:34 AM

**Subject :** Allerton Hill Visit

**To :** Tom Smith <SmithT@aadl.org>

**Cc :** Tim Grimes <grimest@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Celeste Choate

<choatec@aadl.org>, Kenneth Nieman  
<niemank@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>, Diane Dahlem  
<dahlemd@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Tom,

The date has been changed to May 10 and I appreciate that you are still available and willing to meet on that date. I will let you know the time as soon as I have gotten it all worked out.

Thanks,

Josie

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#### 4/15/13 Board minutes

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**From :** Karen Wilson <wilsonk@aadl.org> Wed, Apr 24, 2013 01:23 PM  
**Subject :** 4/15/13 Board minutes  2 attachments  
**To :** Rebecca Head <r\_head@sbcglobal.net>  
**Cc :** Josie Parker <parkerj@aadl.org>

Rebecca,

I have attached the draft 4/15/13 minutes from the closed & open meetings for your review. Please let me know if any changes/corrections are necessary. Thanks!

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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 **Executive Session Minutes Confidential.doc**  
61 KB

 **Regular Board Meeting Minutes 4-15-13.doc**  
107 KB

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## 4/15/13 Board minutes

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**From :** Karen Wilson <wilsonk@aadl.org> Wed, Apr 24, 2013 01:23 PM  
**Subject :** 4/15/13 Board minutes  2 attachments  
**To :** Rebecca Head <r\_head@sbcglobal.net>  
**Cc :** Josie Parker <parkerj@aadl.org>

Rebecca,

I have attached the draft 4/15/13 minutes from the closed & open meetings for your review. Please let me know if any changes/corrections are necessary. Thanks!

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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 **Executive Session Minutes Confidential.doc**  
61 KB

 **Regular Board Meeting Minutes 4-15-13.doc**  
107 KB

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## Re: Allerton Hill

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**From :** Prudence Rosenthal <pruer@aol.com> Tue, Apr 23, 2013 12:50 PM  
**Subject :** Re: Allerton Hill  
**To :** Josie Parker <parkerj@aadl.org>  
**Cc :** Margaret Leary <mleary@umich.edu>, nancy kaplan

<winterwalker1@gmail.com>, Karen Wilson  
<wilsonk@aadl.org>

QThat's fine with me. How scary to have a sick kid.

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 734- 395-0203

Sent from my iPhone. Please excuse any mistakes.

On Apr 23, 2013, at 11:38 AM, "Josie Parker" <parkerj@aadl.org> wrote:

> To all,  
>  
> Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to  
phone in to the meeting Friday morning and will reschedule the visit here for a later date.  
>  
> Is a phone conference call fine with all of you? We would still meet at 8:00 in my  
office.  
>  
> Josie  
>  
>  
> Sent from my iPhone

---

## Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 11:38 AM

**Subject :** Allerton Hill

**To :** Prue Rosenthal <pruer@aol.com>, Margaret Leary  
<mleary@umich.edu>, nancy kaplan  
<winterwalker1@gmail.com>

**Cc :** Karen Wilson <wilsonk@aadl.org>

To all,

Joel Gagne's toddler has been very ill this week ( she is recovering) and he needs to  
phone in to the meeting Friday morning and will reschedule the visit here for a later date.

Is a phone conference call fine with all of you? We would still meet at 8:00 in my office.

Josie

Sent from my iPhone

---

**Allerton hill**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 11:34 AM

**Subject :** Allerton hill

**To :** Karen Wilson <wilsonk@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>

Joel Gagne's young daughter is quite ill but recovering. However he can't make it here on Friday. Karen you can release the room, Celeste and Eli, I will send emails this afternoon to the people involved. Ill be working with Joel to come up with a new date,  
Josie

Sent from my iPhone

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**FW: Questions submitted 4/15/13**

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**From :** Karen Wilson <wilsonk@aadl.org>

Tue, Apr 23, 2013 11:33 AM

**Subject :** FW: Questions submitted 4/15/13

**To :** Board <Board@aadl.org>

**Cc :** Admin <Admin@aadl.org>

For your Information.

Karen

---

**From:** Josie Parker

**Sent:** Tuesday, April 23, 2013 11:28 AM

**To:** Karen Wilson

**Subject:** Re: Questions submitted 4/15/13

Forward it onto admin and board please. Josie

Sent from my iPhone

On Apr 23, 2013, at 8:40 AM, "Karen Wilson" <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:

Mr. Woodford's response below.

Karen

**From:** John Woodford [<mailto:johnwood@umich.edu>]

**Sent:** Monday, April 22, 2013 5:27 PM

**To:** Karen Wilson

**Subject:** Re: Questions submitted 4/15/13

Dear Ms. Wilson:

I thank you and the board for this response. I was apparently misinformed as to the types of meetings that are not open. I suppose that so long as the decisions of the committees are duly reported in the public meetings, the interested citizens of A2 can follow what's going on.

As a regular library user, I appreciate the achievements of the AADL boards through the years. I continue to maintain, however, that there is no evidence that we need a new main building, nor does the Library need to take on the role of an ersatz chamber of commerce.

Few overflow events take place at any of the Library's sites, and if some business persons want a convention center, they should step up and plan for one out in the open so the people can decide such matters on the merits.

Again, thanks for your response.

John Woodford

On Mon, Apr 22, 2013 at 4:22 PM, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

1. Given that the OMA specifically allows for the videotaping of open meetings, why is the Library continuing to refuse to televise the program for public meetings by CTN?

On May 16, 2011, the AADL Board voted in open session against televising AADL Board meetings.

2. Why did you hire a public relations consulting firm, Allerton Hill, known for its political consulting?

In the AADL strategic plan adopted in 2010 is an objective to audit the

communications structure and practices of AADL and to develop a communications plan. Allerton Hill is known for its emphasis on data collection for making strategic decisions, and that is in keeping with AADL's practices. The communications plan that will be developed from this contract will extend to all communications, to and from AADL, and will encompass all aspects of the library's services and programs as it works to achieve its mission.

3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?

Yes, Allerton Hill pays for all travel expenses.

4. Does it make sense for you (AADL) to spend \$28,000.00 public dollars on what looks like another bond campaign?

The contract with Allerton Hill is to audit the communications of the AADL and to work with AADL to develop a comprehensive communications plan. The AADL Board is not able to control how any one individual might interpret an action that it takes; it can only state its purpose and intent.

5. We are aware that a citizen's library committee was recommended to the Board, so why are you hiring an expensive consulting firm, Allerton Hill, rather than forming a citizen's advisory committee?

One is not related to the other from the AADL Board's point of view.

6. The public library should stand for freedom of inquiry, expression and information. So, I wonder why any library meetings should be held in secret?

Library meetings are posted as required by law and conducted according to the law. No library meetings are held in secret. Committee meetings are not posted, nor are they required to be. Committee meetings are all reported on in the public monthly AADL Board meetings by committee chairpersons.

We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
wilsonk@aadl.org

---

**Re: Questions submitted 4/15/13**

---

**From :** Josie Parker <parkerj@aadl.org>

Tue, Apr 23, 2013 11:28 AM

**Subject :** Re: Questions submitted 4/15/13

**To :** Karen Wilson <wilsonk@aadl.org>

Forward it onto admin and board please. Josie

Sent from my iPhone

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Mr. Woodford's response below.

Karen

**From:** John Woodford [<mailto:johnwood@umich.edu>]

**Sent:** Monday, April 22, 2013 5:27 PM

**To:** Karen Wilson

**Subject:** Re: Questions submitted 4/15/13

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As a regular library user, I appreciate the achievements of the AADL boards through the years. I continue to maintain, however, that there is no evidence that we need a new main building, nor does the Library need to take on the role of an ersatz chamber of commerce.

Few overflow events take place at any of the Library's sites, and if some business persons want a convention center, they should step up and plan for one out in the open so the people can decide such matters on the merits.

Again, thanks for your response.

John Woodford

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3. In addition to the \$28,000.00 PR contract with Allerton Hill, if that is an accurate sum, are there provisions in it for travel expenses?

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: [\(734\) 327-8311](tel:(734)327-8311)  
Fax: [\(734\) 327-8309](tel:(734)327-8309)  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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**FW: Questions submitted 4/15/13**

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**From :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Tue, Apr 23, 2013 08:40 AM

**Subject :** FW: Questions submitted 4/15/13

**To :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

Mr. Woodford's response below.

Karen

**From:** John Woodford [<mailto:johnwood@umich.edu>]

**Sent:** Monday, April 22, 2013 5:27 PM

**To:** Karen Wilson

**Subject:** Re: Questions submitted 4/15/13

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Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
wilsonk@aadl.org

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**Re: Questions submitted 4/15/13**

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**From :** Ed Surovell <esurovell@aol.com>

Mon, Apr 22, 2013 11:57 PM

**Subject :** Re: Questions submitted 4/15/13

**To :** Jan B. Newman <jbnewman2000@comcast.net>

**Cc :** Josie Parker <parkerj@aadl.org>, Board  
<board@aadl.org>, Admin <admin@aadl.org>,  
Karen Wilson <wilsonk@aadl.org>

In response to Dr. S's request for a justification for the Allerton Hill audit, it might be pointed out that any responsible organization serving half a county and employing several hundred people benefits from a well-conducted periodic communications audit. We strive to understand our patrons' needs and expectations, and try to continue to improve on what we feel is our already outstanding record.

Sent from my iPhone

On Apr 22, 2013, at 5:37 PM, "Jan Barney Newman" <jbnewman2000@comcast.net> wrote:

I was surprised to have these questions from John. But, the answers are fine. You

don't think mentioning the need to let the community know all the services that are available to them by better communication? We've become aware that people who use only one or two services aren't aware of the full scope of AADL's offerings. Doesn't that seem like a reasonable reason for a communication audit?

Just wondering.

Jan

**From:** Josie Parker [mailto:parkerj@aadl.org]  
**Sent:** Monday, April 22, 2013 4:35 PM  
**To:** AADL AADL  
**Cc:** [admin@aadl.org](mailto:admin@aadl.org); [wilsonk@aadl.org](mailto:wilsonk@aadl.org)  
**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>  
**To:** [johnwood@umich.edu](mailto:johnwood@umich.edu)  
**Cc:** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

Mr. Woodford,

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Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

**RE: Questions submitted 4/15/13**

---

**From :** Jan Barney Newman  
<jbnewman2000@comcast.net>

Mon, Apr 22, 2013 05:37 PM

**Subject :** RE: Questions submitted 4/15/13

**To :** Josie Parker <parkerj@aadl.org>, Board  
<board@aadl.org>

**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

I was surprised to have these questions from John. But, the answers are fine. You don't think mentioning the need to let the community know all the services that are available to them by better communication? We've become aware that people who use only one or two services aren't aware of the full scope of AADL's offerings. Doesn't that seem like a reasonable reason for a communication audit?

Just wondering.

Jan

**From:** Josie Parker [mailto:parkerj@aadl.org]

**Sent:** Monday, April 22, 2013 4:35 PM

**To:** AADL AADL

**Cc:** admin@aadl.org; wilsonk@aadl.org

**Subject:** Fw: Questions submitted 4/15/13

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>

**To:** johnwood@umich.edu

**Cc:** Josie Parker <parkerj@aadl.org>

**Date:** Monday, April 22, 2013 4:22:16 PM

**Subject:** Questions submitted 4/15/13

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant



Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

---

**Re: Questions submitted 4/15/13**

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**From :** John Woodford <[johnwood@umich.edu](mailto:johnwood@umich.edu)>

Mon, Apr 22, 2013 05:26 PM

**Subject :** Re: Questions submitted 4/15/13

**To :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Dear Ms. Wilson:

I thank you and the board for this response. I was apparently misinformed as to the types of meetings that are not open. I suppose that so long as the decisions of the committees are duly reported in the public meetings, the interested citizens of A2 can follow what's going on.

As a regular library user, I appreciate the achievements of the AADL boards through the years. I continue to maintain, however, that there is no evidence that we need a new main building, nor does the Library need to take on the role of an ersatz chamber of commerce.

Few overflow events take place at any of the Library's sites, and if some business persons want a convention center, they should step up and plan for one out in the open so the people can decide such matters on the merits.

Again, thanks for your response.

John Woodford

On Mon, Apr 22, 2013 at 4:22 PM, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:

Mr. Woodford,

Thank you for taking the time to attend the April 15<sup>th</sup> AADL Board meeting, and for exercising your right to speak to elected officials. Below we have answered the questions that you submitted.

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We thank you for your interest in the Ann Arbor District Library.

Sincerely,

Karen Wilson

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue

Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
wilsonk@aadl.org

---

**Re: Questions submitted 4/15/13**

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**From :** Josie Parker <parkerj@aadl.org> Mon, Apr 22, 2013 04:35 PM  
**Subject :** Re: Questions submitted 4/15/13  
**To :** Board <board@aadl.org>  
**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

I should also let you know that Dr. Salberg has arranged to come in tomorrow to gather the material that he requested at the March Board meeting.

Josie

On Monday, April 22, 2013 at 4:34 PM, Josie Parker wrote:

FYI to all.

Josie

Forwarded message:

**From:** Karen Wilson <wilsonk@aadl.org>  
**To:** johnwood@umich.edu  
**Cc:** Josie Parker <parkerj@aadl.org>  
**Date:** Monday, April 22, 2013 4:22:16 PM  
**Subject:** Questions submitted 4/15/13

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Fw: Questions submitted 4/15/13  
**To :** Board <board@aadl.org>  
**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Mon, Apr 22, 2013 04:34 PM

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Josie  
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**From:** Karen Wilson <wilsonk@aadl.org>  
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## Questions submitted 4/15/13

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Mon, Apr 22, 2013 04:22 PM

**Subject :** Questions submitted 4/15/13

**To :** [johnwood@umich.edu](mailto:johnwood@umich.edu)

**Cc :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

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Mon, Apr 22, 2013 04:22 PM

**Subject :** Questions submitted 4/15/13

**To :** [johnwood@umich.edu](mailto:johnwood@umich.edu)

**Cc :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

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### response to Mr. Woodford

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** response to Mr. Woodford  
**To :** Karen Wilson <wilsonk@aadl.org>

Mon, Apr 22, 2013 02:01 PM

 1 attachment

Response to Mr. Woodford attached. Prue has vetted these responses and approved.

Josie

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 **DRAFTAnswers to Mrwoodford.docx**  
155 KB

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### Allerton Hill consultant appointment

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**From :** Josie Parker <parkerj@aadl.org>  
**Subject :** Allerton Hill consultant appointment  
**To :** Greg Matthews <matthewsg@aadl.org>  
**Cc :** Kenneth Nieman <niemank@aadl.org>, Andra Williams <williamsa@aadl.org>, Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Fri, Apr 19, 2013 04:45 PM

Greg,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:45 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

### **Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:44 PM

**Subject :** Allerton Hill consultant appointment

**To :** Kathy Randles <randlesk@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Kathy,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 11:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

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Regards,

Josie

---

### **Allerton Hill consultant appointment**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:43 PM

**Subject :** Allerton Hill consultant appointment

**To :** Cecile Dunham <dunhamc@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Cecile,

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Regards,

Josie

---

## **Allerton Hill consultant interview**

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:42 PM

**Subject :** Allerton Hill consultant interview

**To :** Shirlina Coleman <colemansh@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shirlina,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 10:40 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

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communications audit process. If you have questions, just let me know.

Regards,

Josie

---

### Allerton Hill consultant appointment

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:40 PM

**Subject :** Allerton Hill consultant appointment

**To :** Beth Andersen <andersenb@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Beth,

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Regards,

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### Allerton Hill consultant appointment

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:39 PM

**Subject :** Allerton Hill consultant appointment

**To :** Tom Smith <smitht@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Diane Dahlem

<dahlemd@aadl.org>, Tim Grimes  
<grimest@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

Tom,

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Josie

---

## Allerton Hill consultant meeting

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:38 PM

**Subject :** Allerton Hill consultant meeting

**To :** Marianne Taylor <taylorm@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Eli Neiburger  
<neiburgere@aadl.org>, Sherlonya Turner  
<TurnerS@aadl.org>, Diane Dahlem  
<dahlemd@aadl.org>, Karen Wilson  
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Marianne,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:25 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

## meeting with Allerton Hill consultants

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 19, 2013 04:37 PM

**Subject :** meeting with Allerton Hill consultants

**To :** Shayna Houghton <houghtons@aadl.org>

**Cc :** Celeste Choate <choatec@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Karen Wilson <wilsonk@aadl.org>

Shayna,

Thank you for agreeing to meet with consultants from Allerton Hill on Friday, April 26 at the Downtown Library in the 4th Floor conference room. Your appointment is for 9:00 AM. If you go to the admin reception area, Celeste or Karen Wilson will greet you and take you to the conference room.

Thanks again for talking with me, and for agreeing to help the AADL with this communications audit process. If you have questions, just let me know.

Regards,

Josie

---

## Allerton Hill interviews

---

**From :** Josie Parker <parkerj@aadl.org>

Thu, Apr 18, 2013 01:33 PM

**Subject :** Allerton Hill interviews

**To :** Celeste Choate <choatec@aadl.org>, Eli Neiburger <neiburgere@aadl.org>, Diane Dahlem <dahlemd@aadl.org>, Sherlonya Turner <TurnerS@aadl.org>, Tim Grimes <grimest@aadl.org>, Kenneth Nieman <niemank@aadl.org>, Karen Wilson <wilsonk@aadl.org>

To all,

Joel Gagne and Jen Economicus from Allerton Hill will be interviewing staff on Friday morning, April 26, between 9 and Noon. Allerton Hill has been contracted by the AADL Board to do a communications audit of AADL and to help us to devise a new communications plan. This is a major objective in our current strategic plan.

I have invited the following people on staff to speak to Joel and Jen and they have accepted. I knew their schedules for Friday the 26 before I spoke with them and below is a schedule that I have developed based on their schedules. The interviews will be held in Conference Room A on the 4th floor Downtown. People coming from branches should park in reserved spaces, but only if they are here for these interviews and not to work a shift. Karen or Celeste will meet each person outside of A and let them know when they are to go in. No one from Admin will be present in these interviews, and all responses are confidential except as reported in aggregate or with express permission from the individuals. I talked personally to each person and everyone understands what is being asked of them and willingly agreed to talk to Joel and Jen.

I realize that I am taking two people from Pittsfield on the same morning, but I have them going first so that they can then travel to work with as little lost time at their work location as possible. I apologize now for any inconvenience this may cause. Greg Mathews is last because he needs to make the materials delivery around the system earlier that morning.

This group represent a range of employees but does not include anyone from the manager or administration group and that is purposeful.

If my proposed schedule is problematic please let me know and do also let me know a solution. When the schedule is final, I will contact each person to let them know their interview time. I would ask Associate Directors/Managers to clear this with any Supervisor who needs to be notified of schedule changes.

Friday, April 26 4th Floor Conference Room A Downtown

9:00 Shayna Houghton, casual IDC  
9:25 Marianne Taylor, Clerk  
9:45 Tom Smith, casual technician  
10:15 Beth Andersen, Librarian  
10:40 Shirlina Coleman, Book Pro  
11:00 Cecile Dunham, Library Technician  
11:25 Kathy Randles, Supervisor  
11:45 Greg Mathews, Facilities

Thanks in advance for all of your help.

Josie

---

**Re: Meeting**

---



Sat, Apr 13, 2013 02:05 PM

**From :** Josie Parker <parkerj@aadl.org>

**Subject :** Re: Meeting

**To :** Prue Rosenthal <pruer@aol.com>

**Cc :** Margaret Leary <mleary@umich.edu>, Nancy N Kaplan <winterwalker1@gmail.com>, Karen Wilson <wilsonk@aadl.org>

An hour at the most

Sent from my iPhone

On Apr 13, 2013, at 10:17 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

That works for me. Josie -how much time do we need?

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 734- 395-0203

Sent from my iPhone. Please excuse any mistakes.

On Apr 13, 2013, at 8:59 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

I'm excited to meet with them but it will have to be before 9.  
Margaret

On Sat, Apr 13, 2013 at 6:58 AM, Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Dear Margaret Nd Nancy,  
Joel Gagne and Jennifer Economicus from Allerton-Hill have asked to meet with me and two other board members on Friday, April 26 before 9 or after 1. As chairs of the Facilities and Finance I would like to ask you to join me at the meeting. Let me k ow when you can meet, (I can do either) and Josie and Karen will schedule the meeting.  
Thanks, plr

Prue Rosenthal  
[Pruer@aol.com](mailto:Pruer@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544  
Author, *Giving it all away: the story of William W. Cook and his  
Michigan Law Quadrangle, 2011, \$25 from [Amazon.com](http://Amazon.com)*

---

## Re: Meeting

---

**From :** Prudence Rosenthal <pruer@aol.com> Sat, Apr 13, 2013 10:17 AM  
**Subject :** Re: Meeting  
**To :** Margaret Leary <mleary@umich.edu>  
**Cc :** Nancy N Kaplan <winterwalker1@gmail.com>, Josie  
Parker <ParkerJ@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

That works for me. Josie -how much time do we need?

Prue Rosenthal  
(Home)734-665-0941  
(Cell) 734- 395-0203

Sent from my iPhone. Please excuse any mistakes.

On Apr 13, 2013, at 8:59 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

I'm excited to meet with them but it will have to be before 9.  
Margaret

On Sat, Apr 13, 2013 at 6:58 AM, Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:  
Dear Margaret Nd Nancy,  
Joel Gagne and Jennifer Economicus from Allerton-Hill have asked to meet  
with me and two other board members on Friday, April 26 before 9 or after  
1. As chairs of the Facilities and Finance I would like to ask you to join me  
at the meeting. Let me k ow when you can meet, (I can do either) and Josie

and Karen will schedule the meeting.  
Thanks, plr

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[Pruer@aol.com](mailto:Pruer@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
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Quadrangle*, 2011, \$25 from [Amazon.com](http://Amazon.com)

---

## Re: Meeting

---

**From :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> Sat, Apr 13, 2013 08:59 AM  
**Subject :** Re: Meeting  
**To :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Cc :** Nancy N Kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Josie  
Parker <[ParkerJ@aadl.org](mailto:ParkerJ@aadl.org)>, Karen Wilson  
<[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

I'm excited to meet with them but it will have to be before 9.  
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On Sat, Apr 13, 2013 at 6:58 AM, Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

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Thanks, plr

Prue Rosenthal  
[Pruer@aol.com](mailto:Pruer@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

--

Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544  
Author, *Giving it all away: the story of William W. Cook and his Michigan Law  
Quadrangle, 2011, \$25 from Amazon.com*

---

## Meeting

---

**From :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Sat, Apr 13, 2013 06:58 AM

**Subject :** Meeting

**To :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>, Nancy N  
Kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>

**Cc :** Josie Parker <[ParkerJ@aadl.org](mailto:ParkerJ@aadl.org)>, Karen Wilson  
<[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Dear Margaret Nd Nancy,  
Joel Gagne and Jennifer Economicus from Allerton-Hill have asked to meet with me and  
two other board members on Friday, April 26 before 9 or after 1. As chairs of the  
Facilities and Finance I would like to ask you to join me at the meeting. Let me k ow when  
you can meet, (I can do either) and Josie and Karen will schedule the meeting.  
Thanks, plr

Prue Rosenthal  
[Pruer@aol.com](mailto:Pruer@aol.com)  
home (734)-665-0941  
Cell (734)-395-0203

Sent from my iPad

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**Re: Allerton Hill**

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 12, 2013 11:54 AM

**Subject :** Re: Allerton Hill

**To :** Prue Rosenthal <pruer@aol.com>

**Cc :** Karen Wilson <wilsonk@aadl.org>

Thanks Prue. Do you have a preference about what board members should be included?  
Josie

Sent from my iPhone

On Apr 12, 2013, at 11:47 AM, "Prudence Rosenthal" <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Yes, I can meet with them at 7:30/ 8 am or after 1 pm whenever they want.

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Apr 12, 2013, at 8:51 AM, "Josie Parker" <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Prue,  
Joel Gagne and Jennifer Economicus will be here Friday April 26.  
Can you meet with them before 9:00 that morning or after 1:00?  
They would like an hour with you and two other Board members.  
I'm thinking Margaret and Nancy as Treasurer and Communications  
Chair, but that is up to you and their availability.

Thanks, Josie

Sent from my iPhone

---

## Allerton Hill

---

**From :** Josie Parker <parkerj@aadl.org>

Fri, Apr 12, 2013 08:51 AM

**Subject :** Allerton Hill

**To :** Prue Rosenthal <pruer@aol.com>

**Cc :** Karen Wilson <wilsonk@aadl.org>

Prue,

Joel Gagne and Jennifer Economicus will be here Friday April 26. Can you meet with them before 9:00 that morning or after 1:00? They would like an hour with you and two other Board members. I'm thinking Margaret and Nancy as Treasurer and Communications Chair, but that is up to you and their availability.

Thanks, Josie

Sent from my iPhone

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## March Board Mintues

---

**From :** Karen Wilson <wilsonk@aadl.org>

Wed, Apr 03, 2013 09:22 AM

**Subject :** March Board Mintues

 1 attachment

**To :** Rebecca Head <r\_head@sbcglobal.net>

Rebecca,

Attached please find the draft minutes from the 3/18/13 board meeting for your review. Thanks!

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311

Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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 **Regular Board Meeting Minutes 3-18-13.doc**  
100 KB

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## update on Allerton Hill

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**From :** Josie Parker <parkerj@aadl.org> Tue, Mar 26, 2013 11:06 AM  
**Subject :** update on Allerton Hill  
**To :** Board <board@aadl.org>  
**Cc :** Admin <admin@aadl.org>, Karen Wilson  
<wilsonk@aadl.org>

To all,

I wanted to make sure that you were all up-to-date on our progress with the communications audit. We had a phone conference with Joel and his team last week to confirm that AADL had completed our portion of the audit and to discuss with them next steps.

He and his staff will take two weeks to go through all of the pieces in the audit and will communicate with us throughout. In early May, they will make a site visit to follow up. At this visit he and Jennifer Econimicus will conduct interviews of staff from AADL. This will be a random sampling across all job categories and strictly voluntary. The purpose is to determine how well or ill-informed staff of the AADL are about basic information regarding funding, operations, policies, etc.

We do not expect any recommendations before late May or early June.

Please let me know if you have questions.

Josie

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## Re: Two things

---

**From :** Josie Parker <parkerj@aadl.org>

Mon, Mar 18, 2013 06:51 AM

**Subject :** Re: Two things

**To :** Joel Gagne <jg@allerton-hill.com>

**Cc :** Jennifer Economus <je@allerton-hill.com>, Tim Grimes <grimest@aadl.org>

I'll check with Tim, but anytime Friday is good for me.

Thanks, and again, I apologize.

Josie

Sent from my iPhone

On Mar 18, 2013, at 1:20 AM, "Joel Gagne" <jg@allerton-hill.com> wrote:

Lets reschedule. How is Friday looking?

Sent from my iPhone, please excuse typos.

Joel Gagne  
Allerton Hill Consulting  
339-499-8623

On Mar 17, 2013, at 8:09 PM, Josie Parker <parkerj@aadl.org> wrote:

Joel,

I forgot that I am away from the Library most of tomorrow, and couldn't talk to you before 4:30 tomorrow afternoon. Is that too late? If so, would you send us some times for later in the week. I do apologize.

Josie

On Thursday, March 7, 2013 at 10:49 AM, Joel Gagne wrote:

Josie,

Great talking to you this AM. We will get a few sentences about why a Comm Audit and Plan are needed ASAP.

Two things:

1. I need to push the call back to Noon on Monday the 18th. Please confirm if this works for you.
2. I do not see the reason why we can not get started on the iphone/android app for your library. There is no



downside and since it takes 2 months at least to develop, I would like to get started on that from right away. Are you ok with that?

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"

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## **Fw: Audit Check list**

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**From :** Josie Parker <parkerj@aadl.org>

Wed, Mar 06, 2013 12:13 PM

**Subject :** Fw: Audit Check list

 1 attachment

**To :** Eli Neiburger <neiburgere@aadl.org>, Tim Grimes  
<grimest@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>

The checklist from Allerton Hill is attached. Let me know if you see anything that is going to be a problem. I will confirm a phone meeting with him on the 18th at 11:30 AM. We can do that from my office.

Josie

Forwarded message:

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** Josie Parker <parkerj@aadl.org>  
**Cc:** Jennifer Economus <je@allerton-hill.com>, Joel Gagne <jg@allerton-hill.com>  
**Date:** Wednesday, March 6, 2013 10:12:23 AM  
**Subject:** Audit Check list

Josie,

Here is the check list as promised. This list might expand if we find other things of interest. Many of the items you and I have covered, but I would like to go through the list so we do not miss anything and Jen can get a good feel for what is on the ground.

Send what you can electronically and feel free to fax or mail to the address below.

Can we plan on a follow up call to see how things are going in a week or so?  
Would Monday the 18th work? Say 11:30 AM?

Do not hesitate to contact us if you have any questions.

Joel Gagne  
**Allerton Hill Consulting, LLC**  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240

Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: 800-549-2285  
Fax: 614-453-8542  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com/blog](http://www.allerton-hill.com/blog)  
Twitter: [outreach\\_expert](#)

"Communications & marketing specialists for schools and public entities"



**AuditChecklist.doc**

123 KB

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**RE: 3-6-13 Communications Committee Reminder**

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**From :** Karen Wilson <wilsonk@aadl.org>

Wed, Mar 06, 2013 07:48 AM

**Subject :** RE: 3-6-13 Communications Committee Reminder

1 attachment

**To :** Margaret Leary <mleary@umich.edu>

**Cc :** Nancy Kaplan <snowshore@comcast.net>, Ed Surovell <esurovell@aol.com>, Josie Parker <parkerj@aadl.org>

Margaret,

I thought I had attached an agenda to the email, my apologies. Please find it attached to this one.

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

**From:** Margaret Leary [mailto:mleary@umich.edu]

**Sent:** Tuesday, March 05, 2013 8:35 PM

**To:** Karen Wilson

**Cc:** Nancy Kaplan; Ed Surovell; Josie Parker

**Subject:** Re: 3-6-13 Communications Committee Reminder

THANK YOU, Karen!

Nancy, do we have an agenda? Or to put it more directly, do we need to meet?

ED: I'm happy to give you a ride. Will you be at the office?

I have to be home by 3:30.

Margaret

On Tue, Mar 5, 2013 at 1:56 PM, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:  
Greetings!

This is a reminder of the Communications Committee meeting scheduled for tomorrow (Wednesday), 3/6 at 2:00 p.m. in Josie's office.

Please find the meeting agenda attached.

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: [\(734\) 327-8311](tel:(734)327-8311)  
Fax: [\(734\) 327-8309](tel:(734)327-8309)  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

--  
Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544  
Author, *Giving it all away: the story of William W. Cook and his Michigan Law Quadrangle*,  
2011, \$25 from [Amazon.com](http://Amazon.com)


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 **Communications Committee Agenda.doc**  
35 KB

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### 3-6-13 Communications Committee Reminder

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**From :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> Tue, Mar 05, 2013 01:56 PM  
**Subject :** 3-6-13 Communications Committee Reminder  1 attachment  
**To :** Nancy Kaplan <[snowshore@comcast.net](mailto:snowshore@comcast.net)>, Margaret  
Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>, Ed Surovell

<esurovell@aol.com>

**Cc :** Josie Parker <parkerj@aadl.org>

Greetings!

This is a reminder of the Communications Committee meeting scheduled for tomorrow (Wednesday), 3/6 at 2:00 p.m. in Josie's office.

Please find the meeting agenda attached.

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)


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 **Communications Committee Agenda.doc**  
35 KB

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### 3-6-13 Communications Committee Reminder

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**From :** Karen Wilson <wilsonk@aadl.org> Tue, Mar 05, 2013 01:56 PM  
**Subject :** 3-6-13 Communications Committee Reminder  1 attachment  
**To :** Nancy Kaplan <snowshore@comcast.net>, Margaret Leary <mleary@umich.edu>, Ed Surovell <esurovell@aol.com>  
**Cc :** Josie Parker <parkerj@aadl.org>

Greetings!

This is a reminder of the Communications Committee meeting scheduled for tomorrow (Wednesday), 3/6 at 2:00 p.m. in Josie's office.

Please find the meeting agenda attached.

Karen

Karen L. Wilson

Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

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 **Communications Committee Agenda.doc**  
35 KB

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## Re: Agendas for Committee Meetings

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**From :** nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>

Tue, Mar 05, 2013 09:57 AM

**Subject :** Re: Agendas for Committee Meetings

**To :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

I did not know you were away all week. Hope all is resolved well. Not a concern about the minutes.

Nancy

On Tue, Mar 5, 2013 at 9:44 AM, Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)> wrote:

Nancy,

I'll format these agendas and attach them to a reminder today. I hope to have minutes of the previous Communications Committee meeting ready to hand out tomorrow. I was off almost all of last week with a family emergency and am working on catching up.

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

**From:** nancy kaplan [<mailto:winterwalker1@gmail.com>]

**Sent:** Monday, March 04, 2013 9:59 PM

**To:** Karen Wilson

**Subject:** Agendas for Committee Meetings

Hello Karen,

Sending 2 simple agendas for this week's meeting, do you want to write these up or should I just do them as they are?

Will we have the minutes of the preceding meeting when we meet?

Thank you.

Nancy

Communications Committee Wednesday 3/7/13 @ 2:00

1. Next steps/expectations -- Allerton Hill
2. To do while waiting for AH input
3. Announcements at next Board meeting
4. Other
5. Schedule next meeting

Conclude

Finance Committee Thursday 3/8/13 @ 2:30 - 4:00

1. Budget -
  - a) Merit raises?
  - b) Health care increases?
  - c) Millage change?
2. Fund Balance
  - a) Rules for use?
3. Announcements at next Board meeting
4. Other
5. Schedule next meeting

Conclude

---

## RE: Agendas for Committee Meetings

---

**From :** Karen Wilson <wilsonk@aadl.org>

Tue, Mar 05, 2013 09:44 AM

**Subject :** RE: Agendas for Committee Meetings

**To :** nancy kaplan <winterwalker1@gmail.com>

Nancy,

I'll format these agendas and attach them to a reminder today. I hope to have minutes of the previous Communications Committee meeting ready to hand out tomorrow. I was off almost all of last week with a family emergency and am working on catching up.

Karen

Karen L. Wilson  
Administrative Assistant  
Ann Arbor District Library  
343 S. Fifth Avenue  
Ann Arbor, MI 48104  
Phone: (734) 327-8311  
Fax: (734) 327-8309  
[wilsonk@aadl.org](mailto:wilsonk@aadl.org)

**From:** nancy kaplan [mailto:[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)]

**Sent:** Monday, March 04, 2013 9:59 PM

**To:** Karen Wilson

**Subject:** Agendas for Committee Meetings

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Sending 2 simple agendas for this week's meeting, do you want to write these up or should I just do them as they are?

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Thank you.

Nancy

Communications Committee Wednesday 3/7/13 @ 2:00

1. Next steps/expectations -- Allerton Hill
2. To do while waiting for AH input



3. Announcements at next Board meeting

4. Other

5. Schedule next meeting

Conclude

Finance Committee Thursday 3/8/13 @ 2:30 - 4:00

1. Budget -

a) Merit raises?

b) Health care increases?

c) Millage change?

2. Fund Balance

a) Rules for use?

3. Announcements at next Board meeting

4. Other

5. Schedule next meeting

Conclude

---

## Agendas for Committee Meetings

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**From :** nancy kaplan <winterwalker1@gmail.com>

Mon, Mar 04, 2013 09:59 PM

**Subject :** Agendas for Committee Meetings

**To :** Karen Wilson <wilsonk@aadl.org>

Hello Karen,

Sending 2 simple agendas for this week's meeting, do you want to write these up or should I just do them as they are?

Will we have the minutes of the preceding meeting when we meet?

Thank you.

Nancy

Communications Committee Wednesday 3/7/13 @ 2:00

1. Next steps/expectations -- Allerton Hill
2. To do while waiting for AH input
3. Announcements at next Board meeting
4. Other
5. Schedule next meeting

Conclude

Finance Committee Thursday 3/8/13 @ 2:30 - 4:00

1. Budget -
  - a) Merit raises?
  - b) Health care increases?
  - c) Millage change?
2. Fund Balance
  - a) Rules for use?
3. Announcements at next Board meeting
4. Other
5. Schedule next meeting

Conclude

---

**Fwd: Meeting**

---

**From :** nancy kaplan <winterwalker1@gmail.com>

Sat, Mar 02, 2013 07:48 PM

**Subject :** Fwd: Meeting

**To :** Karen Wilson <wilsonk@aadl.org>

Hi Karen,  
I, too, missed sending this to you.

Nancy

----- Forwarded message -----

From: **nancy kaplan** <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>

Date: Sat, Mar 2, 2013 at 7:45 PM

Subject: Meeting

To: Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>, "Margaret A. Leary" <[mleary@umich.edu](mailto:mleary@umich.edu)>, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>

----- Forwarded message -----

From: **nancy kaplan** <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>

Date: Sat, Mar 2, 2013 at 7:43 PM

Subject: Re: Westgate

To: Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

Available: Tuesday 3 or later

Wednesday 4 or later

Thursday 4 or later

Friday all day

I assume we will end by 6:00 PM.

Nancy

On Sat, Mar 2, 2013 at 5:12 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Monday is busy all day

Tuesday 3 or after

Wednesday 1:45 or after

Thursday all day

Friday all day except - I'd like to go hear Donna Brazile at Hill at 8:30 but it isn't critical!

Prue Rosenthal

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 2, 2013, at 12:07 PM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,  
Josie will know the answer to your question--it would be great to work with A-H on this issue.

I'd rather do the debriefing in person and with all of us so we all have the same information.

I'm available next week all mornings up to 9:30; then Monday after noon, Tuesday after noon, Wednesday morning and after 3, Thursday, and Friday between 11 and 2:30.

Margaret

On Sat, Mar 2, 2013 at 12:53 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

It is fine with me to meet sooner.

I wonder, if we are going to hire Allerton Hill, can we ask Joel/them to work with us on this issue now?

I am very eager to hear about last night's meeting when you get a chance.

Prue Rosenthal

[pruer@aol.com](mailto:pruer@aol.com)

home (734) 665-0941

cell (734) 395-0203

On Mar 2, 2013, at 8:04 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Prue,  
THANK YOU, very well said and pointing the way nicely and logically.

However, could we think about meeting sooner rather than later, because I have some thoughts after the meeting (George and Sabha) last night. There were 25-30 people there and Nancy can do much better than I can at who they all were. Mary Morgan was not there, and they video'd it. I think Prue

and Josie should hear about what went on.

My opinion at this moment is that AADL should consider making a plan--very broad, no details--and make it public, perhaps in March. Otherwise I fear the "other side" may take away the initiative and create a conversation in which AADL has little role, thus creating political forces and opinions building on what people remember from the election and getting farther and farther from whatever we might decided to do. I am not sure this is a good idea, but could you consider it Prue?

That is, to talk about "what to tell the public." But then I get back to the need for the communication audit, plan and message before we talk, so I am back where I started.

I do think it would be a good idea for the four us to meet sooner rather than later. For one thing, staff need to what to do. Or, Prue, it could be an Exec Comm meeting--Rebecca knows how Facilities is thinking.

Margaret

On Fri, Mar 1, 2013 at 10:58 PM, Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)> wrote:

Margaret and Nancy - (and Josie)

It would seem to me that this discussion should be held by both of these critical committees:

1 - Facilities has to look at a plan - e.g. look at the need for a new building, renovating, etc..

2- Finance has to be kept abreast of what is being planned for the building(s) as the plan is being developed.

Both committees need to work closely with each other to be sure they know where they are both going. Jointly, somehow, I hope.

However, I think we should wait before we do anything. We need to get the internal audit and the communications survey completed, look at them and talk in both committees about next steps.

I think this brings up a very good point though. (I started at about 5 pm Alabama time to answer this email and got waylaid by various family things) I read through Nancy and Margaret's second email just now.)

I don't think it's a matter of stepping on toes or

anything, it's a matter of defining how these committees move forward in the next period. The issue should be on both FCs and each should work through them from THEIR perspective, which would be a really good way to analyze the different pieces of a new building/renovating etc..

So, lets schedule a meeting for the Josie, Prue, Margaret and Nancy, but there is no great hurry. No plans should be made until we have done the audit and survey.

I think we're fortunate this came up so early because it will be good to sort it out.

Well done committee chairs!!!

Lest you think it is warm and sunny around here, it's cold, snowy, and gray here. VERY unlike Alabama!

Prue Rosenthal  
[pruer@aol.com](mailto:pruer@aol.com)  
home (734) 665-0941  
cell (734) 395-0203

On Mar 1, 2013, at 4:10 PM, Margaret Leary  
<[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Nancy and Prue,

Nancy, I very much appreciate that you let me know about this and invited my thoughts, but your email baffles me. It raises many questions. Prue, it is your decision what to do next. And Josie should see this conversation.

My questions may be based on misunderstanding, misinterpretation, or wrong assumptions, so please correct me if any of my

understandings are incorrect.

1. Why should Finance be the group to "agree that now is the time for staff to fact find, etc. about West Branch" rather than the Facilities Committee?

- Budget and Finance "reviews long term capital expenditures" (Bylaws) but there is no such expense is being recommended is there? How is this within Finance's charge?
- Facilities "recommends to the Board steps needed to develop and maintain clean safe physical facilities that creatively meet the needs of the community and staff with an emphasis on sustainability, accessibility and flexibility." (Charge to the comm in January) Isn't West Branch a facility, hence this matter for Facilities?

2. Why does Finance think that step is needed now rather than waiting?

3. How does taking that step fit into our decision to find out first what the community thinks about the library, what the community needs from the library, and what our message is, before we do anything significant?

The Facilities committee met on 2/20 with Josie and Ken and heard a report from Ken about all the buildings and specifically decided that our fund balance was adequate to take care of whatever might come up in the next year, and that we don't know enough yet to take steps toward any facilities improvements. That's what I intend to report to the Board.

Facilities must weigh in on the West Branch issue, because this is about Facilities.

My understanding from the Communications Committee meeting on 2/13 is that we decided to "go slowly" and "not take any steps" until we have done the communications audit, created a communications plan, and figured out the Library's "message." And the Communications Comm wasn't ready yet to do that. (I don't know

where the communications audit stands right now).

The next step is up to Prue. The four of us might want to get together, but that's just one idea.

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On Thu, Feb 28, 2013 at 8:40 PM, nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)> wrote:

Hi Margaret,

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We welcome your thoughts.

Nancy

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Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
[734-663-7324](tel:734-663-7324); [734-277-2544](tel:734-277-2544)  
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**From :** Prudence Rosenthal <pruer@aol.com>

Sat, Mar 02, 2013 05:19 PM

**Subject :** Fwd: Westgate

**To :** Karen Wilson <wilsonk@aadl.org>

Karen - Josie said I should send this to you. Thanks for figuring out a good time for us to meet!!

plr

Prue Rosenthal

pruer@aol.com

home (734) 665-0941

cell (734) 395-0203

Begin forwarded message:

**From:** Prudence Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>

**Subject: Re: Westgate**

**Date:** March 2, 2013 4:12:15 PM CST

**To:** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>

**Cc:** nancy kaplan <[winterwalker1@gmail.com](mailto:winterwalker1@gmail.com)>, Josie Parker <[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>

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**Re: Facilities Comm agenda**

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**From :** Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)>

Tue, Feb 19, 2013 01:45 PM

**Subject :** Re: Facilities Comm agenda

**To :** Rebecca Head <[R\\_Head@sbcglobal.net](mailto:R_Head@sbcglobal.net)>, Ed  
Surovell <[Esurovell@aol.com](mailto:Esurovell@aol.com)>, Josie Parker  
<[Parkerj@aadl.org](mailto:Parkerj@aadl.org)>

**Cc :** Karen Wilson <[Wilsonk@aadl.org](mailto:Wilsonk@aadl.org)>



It adds up to 52-72 minutes I think. If we hold Gagne to 30 and Ken to 10, and talk fast, well under an hour!

Margaret

On Tue, Feb 19, 2013 at 9:09 AM, Margaret Leary <[mleary@umich.edu](mailto:mleary@umich.edu)> wrote:

Rebecca, Ed, and Josie

Below is an agenda for the Facilities Comm meeting tomorrow at 9 in Josie's office  
Josie, could you please bring copies of the Allerton-Hill proposal for Ed and Rebecca?  
Thanks.

1. Presentation by Joel Gagne of Allerton-Hill to explain what they could do for AADL.  
See also <http://allerton-hill.com/> 30-45 minutes

--The issue: Should AADL engage A-H to a)do an audit of AADL's communications  
b)conduct a survey in our district to identify issues and then c)prepare and carry out a  
communications strategy. These three activities are a package. Because this decision is  
crucial, Prue has asked not only Communications but Facilities for our opinion.

2. Request by architects George Kachadoorian and Sabha Laal to present their ideas to  
the Board. 2 minutes

--Suggested response: let them know they can make an appt and talk to Josie. Because  
AADL is not in the market for an architect right now, doing more than that is not  
necessary or appropriate. We have a process to use should we decide to engage an  
architect.

3. Report on general condition of our four branches and downtown facility: Ken. 10-15  
minutes

4. Next steps? 10 minutes Possibilities include

a. Commit to simple maintenance of all buildings--and nothing else facilities-wise-- for  
the next year or so while we figure things out more broadly.

b. Get another assessment of downtown (what could we do to make it as good as  
possible, cost no object)

c. Start a process for deciding whether or not to move forward with a new or  
replacement branch (West side probably).

d. Other?

4. Next meetings: do we want to establish a schedule and then cancel meetings we  
don't need? (My preference, to save all of us time).

See you tomorrow!

Margaret

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## Facilities Comm agenda

---

**From :** Margaret Leary <mleary@umich.edu>

Tue, Feb 19, 2013 09:09 AM

**Subject :** Facilities Comm agenda

**To :** Rebecca Head <R\_Head@sbcglobal.net>, Ed Surovell <Esurovell@aol.com>, Josie Parker <Parkerj@aadl.org>

**Cc :** Karen Wilson <Wilsonk@aadl.org>

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See you tomorrow!  
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**Re: Wed Feb 20th**

---

**From :** Josie Parker <parkerj@aadl.org> Mon, Feb 11, 2013 10:50 AM  
**Subject :** Re: Wed Feb 20th  
**To :** Margaret Leary <mleary@umich.edu>  
**Cc :** Prue Rosenthal <pruer@aol.com>, Karen Wilson <wilsonk@aadl.org>

Hi Margaret,

Yes, Joel Gagne is able to come to the Facilities committee meeting, and later that day he is meeting with Prue, Barbara and Jan.

Thanks for being flexible with your meeting agenda.

Josie

On Monday, February 11, 2013 at 9:15 AM, Margaret Leary wrote:

Sorry to be late to this conversation, I was out of email contact.  
That is fine with me--do you mean for him to talk to facilities, josie, so Ed and Rebecca hear him? Again, that's great.  
The rest is up to Prue and Nancy.  
Margaret

On Thu, Feb 7, 2013 at 1:07 PM, Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)> wrote:

Joel Gagne is available to be in meetings with Board members the morning of the 20th and the evening. That morning the Facilities committee is already scheduled. Do you wish for me to confirm with him on the strength of that, and then try to get a meeting together in the evening that includes Barbara and Jan?

Josie

Forwarded message:

**From:** Joel Gagne <[jg@allerton-hill.com](mailto:jg@allerton-hill.com)>  
**To:** [parkerj@aadl.org](mailto:parkerj@aadl.org) <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Date:** Thursday, February 7, 2013 12:12:53 PM  
**Subject:** Wed Feb 20th

Josie,

I could do this day both morning and evening. (I need the lunch time free)

Could this work for you?

Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: [800-549-2285](tel:800-549-2285)  
Fax: [614-453-8542](tel:614-453-8542)  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

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Margaret

On Thu, Feb 7, 2013 at 1:07 PM, Josie Parker <parkerj@aadl.org> wrote:  
Joel Gagne is available to be in meetings with Board members the morning of the 20th and the evening. That morning the Facilities committee is already scheduled. Do you wish for me to confirm with him on the strength of that, and then try to get a meeting together in the evening that includes Barbara and Jan?

Josie  
Forwarded message:

---

**From:** Joel Gagne <jg@allerton-hill.com>  
**To:** parkerj@aadl.org <parkerj@aadl.org>  
**Date:** Thursday, February 7, 2013 12:12:53 PM  
**Subject:** Wed Feb 20th

Josie,

I could do this day both morning and evening. (I need the lunch time free)

Could this work for you?

Sent from my iPhone, please excuse typos

Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
Phone: [800-549-2285](tel:800-549-2285)  
Fax: [614-453-8542](tel:614-453-8542)  
Website: [www.allerton-hill.com](http://www.allerton-hill.com)  
Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

"The communications & marketing experts for schools and public entities"

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Margaret A. Leary, Librarian Emerita, Michigan Law School  
1056 Newport Road, Ann Arbor MI 48103  
734-663-7324; 734-277-2544

Author, *Giving it all away: the story of William W. Cook and his Michigan Law  
Quadrangle*, 2011, \$25 from Amazon.com

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**Fw: Wed Feb 20th**

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**From :** Josie Parker <[parkerj@aadl.org](mailto:parkerj@aadl.org)>  
**Subject :** Fw: Wed Feb 20th  
**To :** Prue Rosenthal <[pruer@aol.com](mailto:pruer@aol.com)>  
**Cc :** Karen Wilson <[wilsonk@aadl.org](mailto:wilsonk@aadl.org)>

Fri, Feb 08, 2013 12:13 PM

Prue,

I did not hear from you or Margaret about having Joel Gagne return to AA. If you haven't left already could you give me a call please?

Josie  
Forwarded message:

**From:** Josie Parker <parkerj@aadl.org>  
**To:** Margaret Leary <mleary@umich.edu>, 'Prue Rosenthal' <pruer@aol.com>  
**Cc:** wilsonk@aadl.org <wilsonk@aadl.org>  
**Date:** Thursday, February 7, 2013 1:07:37 PM  
**Subject:** Fw: Wed Feb 20th

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Josie

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**To:** parkerj@aadl.org <parkerj@aadl.org>  
**Date:** Thursday, February 7, 2013 12:12:53 PM  
**Subject:** Wed Feb 20th

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Joel Gagne  
Allerton Hill Consulting, LLC  
1215 Polaris Parkway, Suite 114  
Columbus, OH 43240  
Email: [jg@allerton-hill.com](mailto:jg@allerton-hill.com)  
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Blog: [www.allerton-hill.com](http://www.allerton-hill.com)  
Twitter: outreach\_expert

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**Fw: Wed Feb 20th**

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**From :** Josie Parker <parkerj@aadl.org>

Thu, Feb 07, 2013 01:07 PM

**Subject :** Fw: Wed Feb 20th

**To :** Margaret Leary <mleary@umich.edu>, Prue Rosenthal <pruer@aol.com>

**Cc :** Karen Wilson <wilsonk@aadl.org>

Joel Gagne is available to be in meetings with Board members the morning of the 20th and the evening. That morning the Facilities committee is already scheduled. Do you wish for me to confirm with him on the strength of that, and then try to get a meeting together in the evening that includes Barbara and Jan?

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Twitter: outreach\_expert

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## Joel Gagne

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**From :** Josie Parker <parkerj@aadl.org>

Fri, Dec 14, 2012 01:17 PM

**Subject :** Joel Gagne

**To :** Eli Neiburger <neiburgere@aadl.org>, Celeste Choate  
<choatec@aadl.org>

**Cc :** Karen Wilson <wilsonk@aadl.org>

I am speaking with Joel Gagne from Allerton-Hill Consulting next Wednesday at 10:30. I doubt he'll mind it being a conference call if you wish to sit in, and then Tom Jensen from PPP will be here Friday(still working on time) and you are both welcome to join that meeting. Margaret and Jan will be there, and hopefully, Ed, too.

Josie

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**Ann Arbor District Library Board  
Communications Committee**

Wednesday, March 6, 2013  
Director's Office  
2:00 p.m.

Agenda

1. *Call to Order*
2. *Next Steps/Expectations – Allerton Hill*
3. *To do While Waiting for Allerton Hill Input*
4. *Announcements at Next Board Meeting*
5. *Other*
6. *Schedule Next Meeting*
7. *Adjournment*