



Gloversville Public Library
Meeting of the Board of Trustees
April 18, 2014
6:30pm
Gloversville Public Library

Pledge to the Flag
Public Comment
Public Budget Hearing

1. Accept minutes of last meeting, March 2014
2. Treasurer's Report
3. Budget and Finance
4. Friends
5. Building and Grounds
Windows update
Construction Documents
Technology Consultant
6. AD HOC Steering Committee
7. AD HOC Policy
8. Personnel Committee
Part time update
9. Program Committee
10. PR Committee
11. Director's Report
Election May 6, new time 11am-8pm
12. President's Report
13. Foundation
14. Old Business
15. New Business
16. Adjourn

Next Meeting: May 20, 2014



Draft Minutes of the Gloversville Public Library Board of Trustees Meeting

March 18, 2014

The Gloversville Public Library Board of Trustees held a meeting on March 18, 2014 in the Reading Room at the Library, 58 E. Fulton Street, Gloversville, New York at 6:30 P.M.

The following trustees were present: Jay Ephraim, Vincent De Santis, Christine Pesses, Elizabeth Batchelor, Craig Clark and Eleanor Brooks. Michael J. Frank, Treasurer and Recording Secretary, Barbara J. Madonna, Director of the Gloversville Public, Jean LaPorta, President of the Friends of the Gloversville Public Library and one student from the Participation in Government class from the Johnstown High School also attended the meeting. David Fisher, Hannah McAllister and Robin Lair were excused from the meeting.

Ms. Batchelor, Vice-President of the Board of Trustees, opened the meeting by leading the Trustees in the Pledge of Allegiance.

Ms. Batchelor asked if there was anything anyone from the Public wished to present at this time. Hearing nothing, the regular meeting was convened.

Ms. Batchelor asked the Trustees to review the minutes of the Regular Meeting of the Trustees held on February 18, 2014. Ms. Batchelor asked if there were any corrections or additions to the minutes of the meeting as presented. Hearing none, Mr. De Santis made a motion, seconded by Mrs. Pesses, to approve the minutes as presented. This motion was approved all voting aye.

Ms. Batchelor asked Mr. Frank to review the Treasurer's Report for the month of February 2014 and the fiscal year-to-date through February 28, 2014 with the Trustees. Mr. Frank informed the Trustees that our year-to-date income through February 28, 2014 is up approximately \$2,800 from last year due primarily to the increase in the Tax Levy. The increase of approximately \$5,400 in donations was offset by a lower comparable amount of Interest and Dividend Income from the Library Foundation. Lower Medical Insurance Credit Refunds from the United States Treasury also offset some of the Tax Levy increase since last year's figure included the two prior years. Expenses this year are up approximately \$16,000 over the prior year due primarily to payroll and payroll related benefits and expenses. Mr. Frank asked if there were any questions or comments on the financials for the month of February 2014 or the year to date through February 28, 2014. Hearing none, Mrs. Pesses made a motion, seconded by Mrs. Brooks, to accept the Treasurer's Report as presented. This was approved all voting aye.

Mr. Clark informed the Trustees that he and Ms. Madonna, Mrs. Kuhner and Mr. Frank had attended a workshop put on by Mohawk Valley Library System on March 6, 2014 regarding library financial policies and the New York State audit procedures that generally happen during a State audit. Ms. Madonna reviewed the process that the State auditor used to complete the recent audit of our Library. Ms. Madonna informed the group that we were still waiting for the initial report on our audit.

Mrs. LaPorta informed the Trustees that the Friends of the Gloversville Public Library will be holding a spaghetti dinner fundraiser at the Italian Bistro on April 23, 2014. Mrs. LaPorta also informed the Trustees that another Prince and Princess party is being planned for May 31, 2014 at the Library. Mrs. LaPorta informed the Trustees that the Friends will be holding a book sale on June 10th and 11th and that this year's Celebration will be held at the Library on October 19th with Union Hall doing the catering for the event. The Friends are planning to have local authors attend this year's event. This year's theme for the Celebration is "Celebrating Friends". Mrs. LaPorta also informed the Trustees that the Friends had donated \$50.00 towards the Gloversville Reads program for 2014.

Ms. Madonna informed the Trustees that the bonding company for Eastern Building & Restoration, Inc. is working on finding another contractor to complete the window project. The bonding company will make up any shortfall between the original contract price and the actual cost with the new company. Ms. Madonna also discussed the need for a Technology Consultant in connection with the Master Renovation Plan. Carson Block Consulting has been interviewed for the project. The cost for their services would be \$12,000 plus any out of pocket expenses. Mrs. Pesses made a motion, seconded by Mr. De Santis, to approve going forward with this proposal. This was approved all voting aye. Ms. Madonna also informed the Trustees that the Building Committee should be getting more involved again as the Master Renovation Plan goes forward.

Barbara Madonna
Library Director

2013-2014
Board of Trustees

Elizabeth Batchelor

Craig Clark

Vincent DeSantis

Jay Ephraim

David Fisher

Robin Lair

Hannah McAllister

Christine Pesses

Mrs. Pesses reviewed the progress of the Steering Committee since the last meeting. Various marketing events are being planned for invited guests. The Committee is continuing to work on prospect lists and Mathew Blumenfeld and Mrs. Pesses will be submitting a proposal to the Littauer Foundation Board of Trustees in the hopes of securing a sizeable donation for our project.

Ms. Batchelor informed the Trustees that the AD HOC Policy Committee had not met since the last Trustees meeting.

Ms. Madonna informed the Trustees that it was time to do her Director's review and that Mrs. Lair would be working on completing this soon. Ms. Madonna also informed the Trustees that Catherine Nyland had retired from the Children's Room and moved to Vermont with her daughter.

Mr. Ephraim informed the Trustees that the book for the 2014 Gloversville Reads Program this year is Mohawk by Gloversville native Richard Russo. Mr. Ephraim informed the Trustees that so far he has eight local restaurants that will prepare a special dish called the "Mohawk Special" as part of the year's program. Mr. Ephraim asked the Trustees if they were all getting the event emails from Bonnie Howard. He will have her check to see why some are getting them and some are not.

Mr. Clark informed the Trustees that there was no report from the PR Committee since they had not met since the last Trustees meeting.

Ms. Madonna said that she had nothing else for her report.

Ms. Batchelor said that there was nothing else for the President's report.

Mr. Frank informed the Trustees that the Gloversville Library Foundation Board had a meeting on February 26th and that at that meeting Jill Thaisz was approved to join the Board of Trustees. A Finance Committee will be held sometime in April or early May.

Ms. Batchelor asked if there was any old business to come before the meeting. Hearing none, Ms. Batchelor asked if there was any new business to come before the meeting. Mr. De Santis reminded the Trustees of the meeting at the Boulevard School at 6:30 PM on Thursday, March 20th to continue getting input from the public as part of the City's efforts to update its Comprehensive Plan.

Mrs. Pesses made a motion, seconded by Mr. Clark, to adjourn the meeting at 8:02 PM. This was approved all voting aye.

The next meeting of the Board of Trustees will be held on April 15, 2014 at 6:30 PM.

Michael J. Frank
Recording Secretary

Christine Pesses
Secretary

GLOVERSVILLE PUBLIC LIBRARY

MONTH AND YEAR-TO-DATE INCOME REPORT AND CASH RECONCILIATIONS

MARCH 2014

	Budget July 1, 2013 to June 30, 2014	Amount Received Curr. Month	Amount Received Current Year to Date	Amount Received Prior Year to Date	Remaining Balance to be Received Curr. Year
Tax Levy	\$264,579.00	\$0.00	\$264,579.00	\$259,106.00	\$0.00
Investment Income	200.00	355.40	410.47	217.16	(210.47)
Gloversville Library Foundation Inc. - Int. & Div.	142,000.00	8,804.02	103,091.41	103,911.63	38,908.59
Gloversville Library Foundation Inc. - Don. Reg.	5,000.00	175.00	13,112.50	7,795.00	(8,112.50)
			116,203.91		
Government Affiliations	6,060.00	50.00	6,854.47	7,607.99	(794.47)
Fines & Miscellaneous Income	16,000.00	1,035.21	9,033.38	8,173.86	6,966.62
U.S. Treasury - Medical Ins. Credit Refunds	6,333.00	0.00	4,178.78	7,482.00	2,154.22
Friends of the Gloversville Public Library, Inc.	10,000.00	0.00	10,000.00	10,000.00	0.00
TOTAL RECEIPTS	<u>\$450,172.00</u>	<u>\$10,419.63</u>	<u>\$527,463.92</u>	<u>\$404,293.64</u>	<u>\$38,911.99</u>

	Income Cash Reconcilement
Income Cash Balance on March 1, 2014	<u>\$364,242.43</u>
Plus: Receipts Per Report	10,419.63
Less: Expenses Per Report	<u>32,821.28</u>
Income Cash Balance on March 31, 2014	<u><u>341,840.78</u></u>
Accounts Payable as of 03/31/14	0.00
Prepaid Expenses as of 03/31/14	<u>(5,436.23)</u>
Actual Cash Balance on March 31, 2014	<u><u>\$336,404.55</u></u>

BUILDING FUND

Balance on March 1, 2014	\$380,362.36
Plus: Receipts:	
Interest on Money Market Account	9.71
Less: Paid Outs:	
Carson Block Consulting - Technology Consultant	4,000.00
Butler Rowland Mays Architects, LLP - Construction Documents	<u>8,156.25</u>
Balance on March 31, 2014	<u><u>\$368,215.82</u></u>

Prepared By,
Michael J. Frank, Treasurer

Submitted By,
Craig Clark, Vice President of Finance

GLOVERSVILLE PUBLIC LIBRARY

MONTH AND YEAR-TO-DATE COMPARISON EXPENSE REPORT

MARCH 2014

	Budget July 1, 2013 to June 30, 2014	Amount Expended Curr. Month	Amount Expended Current Year to Date	Amount Expended Prior Year to Date	Current Year Unexpended Balance
Salaries - Full Time Employees	\$164,326.00	\$ 14,248.38	\$ 125,155.38	\$107,504.39	\$39,170.62
Salaries - Part Time Employees	63,753.00	3,709.10	40,984.95	47,202.26	22,768.05
Salaries - Custodians	22,277.00	1,932.26	16,935.30	15,444.75	5,341.70
F I C A & Medicare Tax	19,152.00	1,521.55	14,005.28	13,175.29	5,146.72
Unemployment Insurance	660.00	0.00	499.75	480.25	160.25
Disability Insurance	781.00	0.00	578.78	629.52	202.22
Medical Insurance	35,827.00	2,213.58	24,272.64	20,928.45	11,554.36
Pension Expense	34,632.00	0.00	19,541.25	19,895.50	15,090.75
Heat	9,500.00	1,132.70	4,644.05	5,408.37	4,855.95
Electricity	8,160.00	1,039.69	5,830.22	5,892.85	2,329.78
Telephone	663.00	0.00	1,150.16	1,199.42	(487.16)
Insurance	10,000.00	0.00	10,119.16	9,018.77	(119.16)
Books, Periodicals, etc.	45,900.00	956.19	33,468.29	32,502.58	12,431.71
Computer & Automation Services	17,680.00	1,257.91	8,736.41	14,834.70	8,943.59
Library, Building & Office Supplies	9,579.00	2,136.39	12,266.84	9,847.45	(2,687.84)
Maintenance & Repairs	13,974.00	212.88	3,679.27	3,536.21	10,294.73
Financial Secretary	8,000.00	700.00	6,000.00	6,000.00	2,000.00
Professional Fees	7,140.00	285.00	615.00	975.00	6,525.00
Election Expense	1,020.00	0.00	0.00	0.00	1,020.00
Professional Meetings & Travel	2,040.00	35.84	1,713.09	1,482.88	326.91
Events & Programming	4,590.00	795.09	1,909.19	1,836.50	2,680.81
Promotion Expense	2,040.00	575.07	3,214.57	1,775.34	(1,174.57)
General Expense	1,700.00	69.65	1,147.27	1,445.13	552.73
TOTAL EXPENSE	<u>\$483,394.00</u>	<u>\$32,821.28</u>	<u>\$336,466.85</u>	<u>\$321,015.61</u>	<u>\$146,927.15</u>

GLOVERSVILLE PUBLIC LIBRARY

CHECK AND CASH DISBURSEMENTS

MARCH 2014

<u>Check No.</u>	<u>Payee</u>		<u>Fund</u>
DM	E F T United States Treasury (2,427.83)	\$765.32	FICA & Medicare Expense
		1,662.51	Payroll
4254	Gloversville Public Library	7,256.00	Payroll
4255	Barbara J. Madonna	35.84	Travel Reimbursement
4256	Palmateer Trucking & Container Service	129.00	Maintenance & Repairs
4257	Beth Jacobs	75.00	Events & Programming
4258	Carol Cownie	25.00	Events & Programming
4259	Michael Daly	25.00	Events & Programming
4260	The Leader-Herald	142.50	Promotion Expense
4261	National Grid (2,172.39)	1,132.70	Heat
		1,039.69	Electric
4262	Audio Editions	175.94	A/V - CD's
4263	Unique Management Services, Inc.	69.65	G/E - Collection Expense
4264	Mohawk Valley Library System	860.42	Computer & Automation
4265	McCary & Huff, LLP	285.00	Professional Fees
4266	Derby Office Equipment, Inc.	37.78	Library Supplies
4267	Warren Electric Supply, Inc.	55.33	Maintenance & Repairs
4268	Baker & Taylor Books	188.83	Books
4269	Business Card (2,270.99)	2,064.61	Library Supplies
		20.00	Computer & Automation
		152.38	A/V - CD's
		34.00	Postage
4270	NYS Child Support Processing Center	235.08	Child Support
4271	Donna J. Kuhner	300.00	Petty Cash
4272	Gloversville Public Library	7,170.62	Payroll
4273	NYS Child Support Processing Center	235.08	Child Support
4274	Michael J. Frank	700.00	Treasurer & Recording Secretary
4275	Mohawk Valley Library System (798.76)	421.27	Farley Grant
		377.49	Computer & Automation
4276	Center Point Large Print	52.29	Books
4277	C D P H P	3,102.60	Medical Insurance
4278	Kiwanis Club of Gloversville-Johnstown NY, Inc.	75.00	Promotion Expense
4279	R D J Specialties, Inc.	357.57	Promotion Expense
4280	Paul Larner	343.76	Events & Programming
4281	The Locker Room	270.00	Events & Programming
4282	Gloversville True Value Hardware	28.55	Maintenance & Repairs
4283	Susan A. Robbins	29.99	Fine & Lost Book Income
DM	Oppenheimer Funds - 403b Plan	150.00	Payroll
DM	E F T NYS & Local Retirement System	295.61	Pension - Withholdings
DM	E F T NYS Tax Department	649.58	Payroll
DM	E F T United States Treasury (2,399.65)	756.23	FICA & Medicare Expense
		1,643.42	Payroll
DMS	Jaeger & Flynn Associates, Inc. (Reimbursements)	192.25	Medical Insurance
	CHECK AND EFT PAID OUTS - MARCH 2014	<u>33,618.89</u>	
	PETTY CASH PAID OUTS - MARCH 2014		
	Events & Programming	56.33	
	Newspapers (Books)	<u>386.75</u>	
	TOTAL MARCH 2014 PAID OUTS	<u><u>\$34,061.97</u></u>	
	Less: Farley Grant	(421.27)	
	Less: Lost Book Funds Returned	(29.99)	
	Less: Cobra Reimbursement Bucholtz	(489.43)	
	Less: Petty Cash Check	<u>(300.00)</u>	
	NET TO BALANCE TO EXPENSES	<u><u>\$32,821.28</u></u>	

GLOVERSVILLE PUBLIC LIBRARY
GRANTS AND OTHER ITEMS IN PROCESS

FARLEY GRANT - BULLET AID

Balance as of March 1, 2014			\$421.27
Grant Money Received			0.00
Expenses Paid From Grant Money:	<u>Check No.</u>	<u>Purpose</u>	
Mohawk Valley Library System	4275	Computer & Auto.	421.27
Total Expenses			421.27
Balance of Grant Money Left at March 31, 2014			\$0.00

WGY CHRISTMAS WISH GRANT

Balance as of March 1, 2014			\$300.00
Grant Money Received			0.00
Expenses Paid From Grant Money:	<u>Check No.</u>	<u>Purpose</u>	
None			0.00
Total Expenses			0.00
Balance of Grant Money Left at March 31, 2014			\$300.00

STEWART'S FOUNDATION GRANT

Balance as of March 1, 2014			\$0.00
Grant Money Received			500.00
Expenses Paid From Grant Money:	<u>Check No.</u>	<u>Purpose</u>	
None			0.00
Total Expenses			0.00
Balance of Grant Money Left at March 31, 2014			\$500.00

WORKFORCE LITERACY GRANT

Balance as of March 1, 2014			\$703.79
Grant Money Received			0.00
Expenses Paid From Grant Money:	<u>Check No.</u>	<u>Purpose</u>	
None			0.00
Total Expenses			0.00
Balance of Grant Money Left at March 31, 2014			\$703.79

APPROPRIATION FOR FUTURE AUDIT

Balance as of March 1, 2014			\$9,000.00
Appropriation Provided For In 2013-2014			0.00
Expenses Paid From Appropriation Funds:	<u>Check No.</u>	<u>Purpose</u>	
None			0.00
Total Expenses			0.00
Balance of Appropriation Funds Left at March 31, 2014			\$9,000.00

RESTORATION FUNDS RECONCILEMENT

Balance as of March 1, 2014			\$754.38
Funds Received			0.00
Expenses Paid From Restoration Funds:	<u>Check No.</u>	<u>Purpose</u>	
None			0.00
Total Expenses			0.00
Balance of Restoration Funds Left at March 31, 2014			\$754.38



Gloversville Public Library

Director's Report: March 2014

Barbara Madonna – Director

Patty Franco and Merry Brown of the Friends began giving library tours to City and County politicians during the month to educate about not just the plans for the renovation, but about the programs and services we offer. All of the groups have been delightful and engaged.

Chris Pesses, Betsy Bachelor and I provided a tour to Matt Scanlon, Aide to Congressman Owens later in the month. We hope the Congressman's office will provide access to Federal funding as well as join us for some upcoming events, like the window breaking ceremony.

Dente Engineering performed a geotechnical survey during the month to determine the soil type and density in the location of the additions for the project. This will help to inform the engineer and architect about the structural design of the additions.

The Library had its annual public assembly inspection by the Fire Department. Some year I'll remember to have the boiler inspected *before* the fire fighters walk through. (Not having the inspection done delays the receipt of our new public assembly certificate).

On March 6th Michael Frank, Craig Clark, Donna Kuhner and I attended a finance policy workshop at MVLS. MVLS has a policy review schedule and are inviting member libraries to join in to review, establish, revise and discussion policies that libraries need to have in their organizations. In addition to discussing finances from an accounting standpoint, the workshop reviewed the process of and concerns typically found by the Office of the State Comptroller when auditing libraries. Last word we had from OSC is that our audit is still in editing.

The Friends 8th Celebration will be held during Friends' Week in October (10/19) rather than in late September as in the past. The impact the Capital Campaign will have on the Celebration is as yet unknown and the Friends decided to make it a part of Friends' Week to give it an alternative purpose in case it is not as successful as a standalone fundraiser. This year's theme is Celebrating Friends and will be a terrific opportunity for the Library to thank the Friends for all the work they have put in to support the renovations before the campaign existed.

Planning for Gloversville READS! 2014 wrapped up in March. Programming will take place in April. See the attached flyer of information.

In March I helped celebrate Agriculture Week by reading Who Grew My Soup to Mrs. Naselli's 4th grade class at Boulevard. They kids knew all of the MyPlate food groups, including listing fish as their first item under protein. They also gobbled up the carrots and grape tomatoes I handed out for snack.

Tech class this month was a fascinating discussion that included online classes and activities through the Smithsonian Quest project whereby people can earn badges (certificates of completion essentially) in a huge variety of courses and topics. "Smithsonian Quests™ inspire students to explore their own ideas and interests online, in school, at home, and across the nation. The quests connect and reward learners of different ages and in different regions as they learn through discovery and collaboration. Rewards include digital badges that students (and teachers) take with them for life!" The quests take you on a journey of learning through reading, videos, challenges and activities to assess your ability to retain the material. <http://smithsonianquests.org/badges/>

Meetings and Workshops

- March 4th 1) Bonnie Howard
- 2) Nick Zabowski, Gloversville's grantwriter, and Mayor Dayton King
- March 6th MVLS workshop on finance policy

- March 7th
 - 2) Friends of the Library meeting
 - 1) Staff meeting
 - 2) Gloversville READS! Meeting
- March 11th
 - 1) Gloversville Fire Department
 - 2) Paul Mays, Butler, Rowland and Mays Architects
 - 3) Lynn Kicinski
 - 4) Bonnie Peck, Cornell Cooperative Extension
- March 12th
 - Program Committee meeting
- March 14th
 - Gloversville READS! Meeting
- March 18th
 - 1) Mrs. Naselli's class at Boulevard
 - 2) Board of Trustees meeting
- March 19th
 - 1) Book discussion My Beloved World by Sonia Sotomayor
 - 2) Tech classes: Digital Literacy & Smithsonian Quest
- March 20th
 - 1) MVLS board meeting
 - 2) Matt Scanlin, Aide to Congressman Owens
 - 3) Carson Block
 - 4) Gloversville's Comprehensive Plan forum
- March 21st
 - 1) Staff meeting
 - 2) Gloversville READS! Meeting
- March 31st
 - Epsilone, historic tax credit consultants and Lisa Hays, Butler Rowland Mays Architects



Gloversville Public Library

Children's Room Report: March 2014

Sherry Gennett – Head of Children's Services

Collection development with the regional Apple Books sales representative started out the month. I added a nice combination of fiction titles for grades 3 and up along with new non-fiction to help support this summer's theme "Fizz, Boom, Read".

The Children's Room hosted Boulevard Universal Pre-Kindergarten classes. Four classes were split between a 2 day schedule with morning classes starting at 10:00 am and afternoon classes beginning around 1 pm. There were 2 students the teachers were concerned about regarding their behavior. Well I'm very happy to say both the teachers and I were pleasantly surprised. Everyone enjoyed their visit from story time to tour of the building and back again for guessing game and look and see books.

I have also enjoyed an afterschool group of children visit this month. Ages range from 6-12 year olds. They each have their special interests. They were very good listeners with many questions. This group had time to check out the room from computers to magazines and all kinds of books. Some were able to check items out before leaving. As always I invite them back soon with their parents. They left happy.

This month I participated in 3 webinars. The first was through MVLS which "Analyzing Patron Behavior". The program gave me alternatives to assessing information we gather and viewing it in many ways. LGBT was the next webinar subject. It is an area that requires attention, study, trends and respect. And the third subject I researched was "Digital Badges". Bonnie and I had a meeting with Allyson Dworman who is a parent and a student working towards her PhD in Education. Allyson introduced us to the concept of badges. From the MacArthur Foundation, "Digital badges are an assessment and credentialing mechanism that is housed and managed online. Badges are designed to make visible and validate learning in both formal and informal settings. And hold the potential to help transform where and how learning is valued." For more information please visit www.macfound.org/programs/digital-badges/. These Digital Badges were developed to attach to ones resume. One more new development in the internet to help move us forward and become Lifelong Learners.

Sherry Gennett

Gloversville Public Library

March 2014

Monthly Report

Statistics for March 2014 are as follows (figures in parentheses represent comparable figures for March 2013)

	2014	2013
<u>VISITORS</u>	8,001	(9,298)
<u>CIRCULATION</u>		
Adult Circulation	2,507	(2,701)
Teen Circulation	294	(345)
Juvenile Circulation	1,360	(1,893)
Audiobooks	262	(327)
eBooks	278	(239)
Music	15	(65)
Periodicals	73	(133)
Videos	1,400	(1,573)
Museum Passes	0	0
Subtotal	<u>6,189</u>	<u>(7,276)</u>
<u>In-House Use</u>		
Adult	374	(440)
Juvenile	524	(625)
Other Materials	1,097	(1,231)
Subtotal	<u>1,995</u>	<u>(2,296)</u>
Total March Circulation	8,184	(9,572)
<u>REFERENCE QUESTIONS</u>	585	(620)
<u>MEETINGS/PROGRAMS/OUTREACH</u>		
13 Adult programs and meetings with 71 people		(11 Adult programs and meetings with 116 people)
10 Juvenile programs with 204 children		(9 Juvenile programs with 132 children)
8 Teen programs with 54 people		(5 Teen programs with 54 people)
<u>INTERLIBRARY LOAN</u>	<u>Material Borrowed</u>	<u>Material Loaned</u>
Books	661	622
AV	129	43
Total	<u>790</u>	<u>665</u>
<u>COMPUTER USAGE</u>	1,545	(1,314) users
<u>HISTORICAL ROOM</u>		
Visitors	15	
Books Used	35	
Reference Questions	10	
Telephone Reference	0	
Letters	0	
Computer usage	0	