The Indianapolis-Marion County Public Library Board met at Nora Branch Library, 8625 Guilford Avenue, Indianapolis, Indiana, on Monday, September 26, 2016 at 6:30 p.m., pursuant to notice given in accordance with the rules of the Board.

1. **Call To Order**

   Dr. Wantz presided as Chairman. Ms. Charleston acted as Secretary.

2. **Roll Call**

   Members present: Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

   Members absent: Ms. Payne, Rev. Robinson.

3. **Branch Manager’s Report**

   Delia Blanchard, Branch Manager, Nora Branch Library, discussed her Report that was presented to the Board. Ms. Blanchard noted that since the last Board Meeting that was held at the Nora Branch in 2014, there has been an increase in the total base population of 3%. The majority of this increase is their foreign born population. The Nora Branch has made a number of efforts to better serve these populations:
   - They have relocated their foreign language collections to be more visible to their patrons
   - They offer toddler story times targeted toward their Hispanic population
   - They have guest readers and translators at some of their story times
   - Staff have taken language courses to better communicate with their patrons
   - They are partnering with Jessica Moore to begin offering conversational language classes in the Spring, 2017
   - Ms. Blanchard is a member of or partners with a number of organizations (Refugee Immigrant Collaboration Committee, Nora Community Council, Washington Township Schools) to understand how to best serve their foreign born populations

   Ms. Blanchard noted there have been decreases in door count, circulation, and computer use since 2014. Nora’s patrons are checking out more digital content now and bringing their own devices into the branch. Ms. Blanchard observed that there is now a need for more electrical outlets in the branch. They have recently rearranged their collection in order to allow for
growth in certain collections (feature film DVDs, music CDs) while picking up the slack from other collections that have shrunk (juvenile non-fiction). This re-organization has allowed for a new study area to open up and is used by students and tutors on a daily basis throughout the school year.

Ms. Blanchard called attention to the Nora Alliance. The Nora Alliance is a non-profit organization which has recently formed whose focus is to support and promote the Nora community. More information on this organization may be found at www.noraindy.org/nora-2021. They are working to prepare for the 150th anniversary of the Nora community in December, 2021. The Nora Branch will be celebrating their 50th anniversary that year as well and will be part of the Nora Alliance’s community celebration.

Sr. Mary Luke Jones asked Ms. Blanchard how many languages are spoken in the Nora community. Ms. Blanchard responded that, in Washington Township, there are about 78 languages spoken.

Dr. Jett asked Ms. Blanchard about the diversity of the Nora Branch staff. Sharon Bernhardt, Area Resource Manager for the North/South region, responded that three of their clerical staff are African-American while the rest of their staff are White/Caucasian.

4. Public Comment and Communications

a. Public Comment

Mr. William Joyner spoke in praise of the Nora Branch. Mr. Joyner stated that Nora is a wonderful information center and Ms. Blanchard and her staff have done a wonderful job of making him feel very welcome at the Library.

b. Dear CEO Letters and Responses were circulated for the Board’s general information.

c. Correspondence was circulated for the Board’s general information.

5. Approval Of Minutes: Executive Session, Regular and Special Meetings

a. Regular Meeting, August 22, 2016

The minutes were approved on the motion of Dr. Fennema, seconded by Ms. Crenshaw, and the “yes” votes of Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

COMMITTEE REPORTS

6. Finance Committee (Oscar A. Gutierrez, Chair; Lillian L. Charleston, Dr. Terri Jett)

Carolyn Adams, Accounting Manager, discussed the Report of the Treasurer as follows:

Revenue Projections – Actual revenue was 52% more than projected due to the timing of the grant – expected in July and E-rate funds were up this month.

Expenditure Projections – Actual expenditures were 10% more than projected. The increase was in collection materials.

Compared to August, 2015 the Library’s revenue is 57% more due to the timing of the grant and expenditures were 16% higher than last year due to the increases in collection material expenditures.

Fines/Fees – The Library’s fines and fees are approximately 7% less than last year.

Future items – The Library’s 2017 Budget will be adopted at the City-County Council Meeting on October 10, 2017 at 7 p.m. at the City-County Building, Room 260.

Mr. Gutierrez made the motion, which was seconded by Dr. Jett, that the Report of the Treasurer be filed for audit.

Motion carried.

The Report is attached to, and made a part of, these minutes.

b. Resolution 41– 2016 (Appropriation of Gift/Grant Proceeds and Transfer Between Accounts and Classifications)

Mr. Gutierrez advised that the Library is seeking to appropriate Gifts and Grants in the amount of $20,954 for Library programming. These funds come primarily from donations from the Library Foundation, Amica Insurance, Ricoh, and Comcast.

The transfers between accounts are primarily from Beech Grove operations that were absorbed by the Indianapolis Public Library and are budget neutral.

After full discussion and careful consideration of Resolution 41 – 2016, the resolution was adopted on the motion of Mr. Gutierrez, and the “yes” votes of Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

Motion carried.

The resolution is appended to, and made a part of, these minutes.

c. Resolution 42 – 2016 (Resolution of the Indianapolis-Marion County Public Library Authorizing Issuance of Bonds for the Purpose of Providing Funds to Pay for the Brightwood Branch Facility Improvement Project and Expenses Related Thereto)

Mr. Gutierrez noted this is the final step for the Library to take before taking these
bonds to market. The Board has completed a lengthy process to be able to issue these bonds, including obtaining the approval of the City-County Council. The bonds for the Brightwood Branch Facility Improvement Project will total $5,945,000 and are scheduled to be issued in November, 2016.

After full discussion and careful consideration of Resolution 42 – 2016, the resolution was adopted on the motion of Mr. Gutierrez, and the “yes” votes of Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

Motion carried.

The resolution is appended to, and made a part of, these minutes.

d. Resolution 43 – 2016 (Resolution of the Indianapolis-Marion County Public Library Authorizing Issuance of Bonds for the Purpose of Providing Funds to Pay for the Michigan Road Branch Facility Improvement Project and Expenses Related Thereto)

Mr. Gutierrez advised that the Library has completed the same process for the Michigan Road Branch Facility Improvement bonds as they have for the Brightwood Branch Project. The bonds relating to the Michigan Road Branch Facility Improvement will total $7,565,000 and are scheduled to be issued in November, 2016.

After full discussion and careful consideration of Resolution 43 – 2016, the resolution was adopted on the motion of Mr. Gutierrez, and the “yes” votes of Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

Motion carried.

The resolution is appended to, and made a part of, these minutes.

On another matter, Mr. Gutierrez noted that the Library had recently received a AA+ rating from Fitch Ratings. This is one of the highest ratings possible for a public institution to achieve. It ensures the Library can get the lowest interest rate possible when they issue bonds. Dr. Wantz asked Mr. Gutierrez what rating companies look at when they rate an organization. Mr. Gutierrez responded that they look at a variety of factors including the organization’s financial management policies, budgetary performance, and liquidity.

Dr. Wantz reminded the Board to complete their Internal Controls training and return the form to Ms. Dixon.

7. Diversity, Policy and Human Resources Committee (Dorothy R. Crenshaw, Chair; Dr. William Fennema, Sister Mary Luke Jones, Patricia A. Payne, Rev. T. D. Robinson)


Katherine Lerg, HR Director, noted that in order to streamline the process of reviewing and implementing the new PTO policy, it has been incorporated into the
Library’s annual policy review process. The Board was provided with a redline version of all of the Human Resource policy revisions, which includes the new PTO policy. Ms. Lerg noted that, at this time, the Union has not voted to amend their contract to be covered by the PTO policy. This means that there will be two leave policies in the manual, one pertaining to Union eligible employees (who will continue to use Annual and Sick leave) and non-Union eligible employees (who will use PTO).

Ms. Lerg also noted there is a proposed change to the attendance policy which will apply to all employees. Employees will be allowed eight “occurrences” within a review year (which runs from August 31st through September 1st) before progressive discipline will take effect. Occurrences are defined as unscheduled absences such as the employee being out sick or late to work. Should an employee be out of work due to illness for multiple days and provide a doctor’s note on their return to work, their absence will only count as one occurrence.

b. Briefing Report – Internal Control Standards, Materiality, Confidential Reporting and Notice of Misappropriation

Ms. Lerg deferred to Robert Scott to review the new policies that are being proposed in order to comply with new State Board of Accounts (SBOA) guidelines and State statutes. Mr. Scott advised there are four main policies the Library is adopting in order to comply with these standards:

1. The Library accepts and agrees to follow the internal control guidelines set by the SBOA. Included in these guidelines is the requirement that all Library staff, including the Board, complete internal control training by the start of 2017. Dr. Wantz noted that the Board has been asked to complete their training by their October 24th meeting by Ms. Dixon, the Library’s CFO.

2. A whistleblower policy that would allow staff to confidentially report suspected fraud or abuse of local policies without risking their position with the organization.

3. A policy stating that public officials who are aware of misappropriation are required to notify the SBOA and the prosecuting attorney immediately.

4. A policy on materiality that defines the threshold for losses which are required to be reported to the SBOA by public officials.

c. Briefing Report – FLSA New Ruling

Ms. Lerg discussed the revisions to the Fair Labor Standards Act that were released in May, 2016. This new ruling goes into effect December 1, 2016. These changes are federally mandated and increase the number of white collar workers who are eligible for overtime pay. In order to determine whether a position is exempt or non-exempt from receiving overtime pay, the position must pass a number of tests. The first test the position must pass is the salary threshold. This threshold was last updated in 2004 to $23,660 annually or $455 per week. The new threshold is $47,476 annually or $913 per week. Ms. Lerg advised that if a position is below the salary threshold, but passes the other tests for their position to be exempt, their position remains non-exempt.

Ms. Lerg reviewed the steps the Library is taking to keep staff informed of the new ruling. Several communications have been sent out to staff, informational meetings have been held for staff to ask questions they may have, and letters will be sent out to staff that will be affected by the ruling. Human Resource staff is working to ensure job
descriptions are kept up to date and those positions that will be affected by the ruling are being evaluated to determine what changes need to be to comply. The salary schedule will be updated to reflect changes and presented to the Board at their October meeting. There will be new timekeeping procedures put in place for non-exempt employees. Overtime pay will be monitored and will require pre-approval by a manager. Ms. Lerg provided a list of positions that will be changing to non-exempt as well as positions that are remaining exempt.

Dr. Jett asked how many staff would be affected by this new ruling. Ms. Lerg responded that there would be about 15 staff whose positions will change from exempt to non-exempt.

8. Facilities Committee (Lillian L. Charleston, Chair; Oscar A. Gutierrez, Rev. T. D. Robinson, Adam Vorderstrasse)

Ms. Charleston advised that the Committee did not have a report this month.

Ms. Charleston noted that the Library will be holding a community input meeting at the Faye Biccard Glick Neighborhood Center on Wednesday, October 5, 2016. Ms. Charleston encouraged residents interested in the new branch to attend and share with the Library what they would like in their new library.

Ms. Charleston shared comments from the residents in the Southport area on their newly renovated Southport Branch Library. She encouraged everyone to attend Southport’s grand re-opening Open House on October 15, 2016 from 10 a.m.-5p.m.

9. Library Foundation Update

September 2016 Library Foundation Update

Dr. Jett provided the Foundation Update.

The Indy Author Fair will take place from 10 a.m. to 5 p.m. on Saturday, October 29 at Central Library. Book lovers of all ages can attend free workshops on writing, publishing and marketing, including a special illustration workshop for children and teens and a panel on writing for young people. There will also be a chance to meet the winners and finalists of the 2016 Eugene & Marilyn Glick Indiana Authors Award. For more information, visit [www.indianaauthorsaward.org](http://www.indianaauthorsaward.org).

The Indianapolis Library Foundation would like to recognize Charles Lazzara for making a personal three year pledge, and a three year pledge from his company, Ritz Charles. As you may know, Ritz Charles is one of the Library’s preferred caterers.

- Last month, the Foundation received many gifts. The top corporate and Foundation contributors included:
  - Eli Lilly & Company – Matching gifts
  - Teachers Credit Union Foundation
  - Arthur Jordan Foundation
- Salesforce.org
- Finish Line Youth Foundation
- Charles Lazzara
- Ritz Charles Inc.
- RJE Business Interiors
- CSX Transportation
- The Eugene and Marilyn Glick family Foundation
- PricewaterhouseCoopers LLP
- Semler Financial Group, Inc.
- United Way of Central Indiana, Inc.
- Ricoh USA

- This month, the Foundation provided funding for the following Library programs. All programs are system-wide unless otherwise noted:

  **Children’s**
  - R2R – Packaged Programs
  - R2R – Outreach to Hispanic/Latino Community
  - R2R – Early Childhood Conference

  **Collections**
  - General Digitization

  **Cultural**
  - Classical Concerts at Central Library

  **Lifelong**
  - The Job Center
  - USB Technology

  **Capital**
  - Pike Aquarium
  - E38 Aquarium
  - Ceramic Book Tile Cases
  - Southport Community Room

Dr. Jett spoke about two grants for three special projects that will be transformative for the Library. The projects are as follows:

**Indianapolis Foundation Library Fund Innovation Fund Grant, $192,200**
- The Global Village Project. This project is funded by a two year grant. It will allow the Library to better serve immigrants and non-native English speakers in their communities. The Library will partner with the Immigrant Welcome Center to provide natural helpers to work with newcomers in library branches, increase world language books collection, launch a Spanish ebook platform, provide cultural sensitivity training to staff, translate IndyPL promotional materials to other languages.
Lilly Endowment Grant, $3.2 million

- City Digitization. In preparation of the city’s bicentennial, the Library will be digitizing the historical archives of the Indianapolis Public Schools, the remainder of the archives of the Indianapolis Firefighters Museum, the Indianapolis Parks and Recreation, and the Indianapolis Metropolitan Police Department. This project will digitize one million pages of records, 150 3-D objects, and 400 films.

- Center for African-American Literature and Culture at the Central Library. The Center is scheduled to open in the Fall of 2017. It will contain works from African-American authors, offer programs to highlight the Center’s collection, as well as the history and current experiences of African-Americans in Indianapolis and the work of the Library’s African-American History Committee. The Center will also host events such as author talks or author fairs featuring African-American authors from Indiana and the nation.

Ms. Jaggers, President of the Indianapolis Public Library Foundation, spoke about how proud and inspired the Foundation is to be able to work with the Library on these projects. Materials detailing the specific details of each of these projects were distributed to the Board for their perusal. Dr. Wantz invited Ms. Jaggers to explain how transformative these projects will be to the Library. Ms. Jaggers explained that both the Global Village Project and the Center for African-American Literature and Culture provide a wholesale and strategic approach to increasing service to these populations and addressing social problems that we are currently experiencing. She also noted that a lot of the materials that will be digitized were locked away in a building to rot and could have been lost forever.

Dr. Wantz thanked Dr. Jett and Ms. Jaggers for their work on the Foundation Board and on these projects.

Jackie Nytes, the Library’s Chief Executive Officer, stated that she is grateful to the Foundation for their work and expertise in developing proposals that don’t “collapse under their own weight.” Ms. Nytes thanked the Foundation for their support of the Library in achieving its goals.

10. Report Of The Chief Executive Officer

a. Dashboards and Statistics

1) Monthly Performance Dashboard – August 2016

Ms. Nytes discussed the information. She pointed out there continues to be an increase in the use of electronic resources. Ms. Nytes noted there was a dip in door count and the use of physical resources, however a number of branches have been under construction and have experienced disruptions in their hours of service. Beech Grove’s door count and circulation statistics have helped to offset this loss in traffic.

b. Progress Report on the Library’s Strategic Plan – Chris Cairo, Director, Strategic Planning and Assessment, discussed her Report that focused on the following: Goal 1: Enrich Indianapolis’ desire for personal growth and learning: Be a welcoming, one-stop source for access to online government resources.
Ms. Cairo explained that although the Library provides access to computers and basic guidance in how to access e-government resources, patrons expect Library staff to be experts accessing and using these services. This need is increasing and with it, the need for staff to obtain training in navigating these services. Ms. Cairo reviewed classes that are currently offered to staff including legal reference workshops, training from Work One for staff at the Job Center, webinars offered by census.gov, Indiana government resource training by Indiana State Library, and Crash course on HIP2.0. Beginning in 2017, staff assisting patrons at the branches will be required to take training on e-government resources.

Sr. Mary Luke Jones applauded the Library for recognizing this need and working to take steps to meet this need.

Dr. Jett suggested that it might be necessary for the Library to hire social workers to assist patrons in these needs. These are people that are trained to know specifically which services a person would need to access and how they would go about accessing them. Mr. Gutierrez suggested instead that the Library partner with their local townships to provide social workers who could be made available to assist patrons in the branch. Ms. Crenshaw mentioned that schools often employ social workers who could also, potentially, be made available to patrons whose children may be enrolled at their school.

c. **August Media Report** was provided to the Board for their information. The Report listed major news and social media coverage. Ms. Nytes noted that with Ms. Crowder’s guidance, staff are learning how to utilize social media more effectively and are finding their messages are being heard by larger audiences.

d. **Confirming Resolutions:**

1) **Resolution Regarding Finances, Personnel and Travel (44–2016)**

After full discussion and careful consideration of Resolution 44 – 2016, the resolution was adopted on the motion of Ms. Charleston, seconded by Mr. Gutierrez, and the “yes” votes of Ms. Charleston, Ms. Crenshaw, Dr. Fennema, Mr. Gutierrez, Dr. Jett, Sr. Mary Luke Jones, Mr. Vorderstrasse and Dr. Wantz.

Motion carried.

The resolution is appended to, and made a part of, these minutes.

**UNFINISHED BUSINESS**

11. Sr. Mary Luke Jones noted that although she hadn’t been able to attend the Library’s budget hearing at the City-County Council, she did watch it after the fact. She asked if there were any plans to re-evaluate the decision to close Fountain Square.

Dr. Wantz responded that there is a task force in place to ensure that services to this community remain intact. He noted that the Library’s lease on the Fountain Square property
does not run out until 2018. The Library has been criticized for not communicating their plans and they have begun to work on a plan to effectively communicate with their community.

Dr. Wantz stated that, from his perspective, the Board took an oath to be Trustees of the entire county, not of one library branch. He wouldn’t know what he would say to residents of other parts of the county who can’t walk or easily drive to a library branch should they reverse their decision.

Ms. Nytes noted that it was a very difficult decision to plan to close this branch. The Board labored hard regarding the decision to close the Fountain Square and Flanner House branches. The impact of property tax caps on the Library’s budget makes it extremely difficult to find a way to serve the un-served parts of Marion County while continuing to serve areas that have overlapping service areas, such as Fountain Square. The Library is extremely reliant on property taxes, they make up 80% of the Library’s budget. If there was a way to diminish that reliance and increase funding, the Library could re-evaluate these decisions.

Ms. Charleston noted that there was a lot of angst among the Board Members when considering the closing of the Fountain Square and Flanner House Libraries. She thanked Sr. Mary Luke for bringing her concerns to their attention.

Mr. Gutierrez noted that the Library did not get a perfect rating from Fitch due to its inability to increase its revenue without the approval of the City-County Council. In order to continue serving Fountain Square, the Library would need additional revenue that the Council is unwilling to provide. Mr. Gutierrez encouraged patrons to make their voices heard by the Council if they want to be able to keep these branches open. It is ultimately up to the Council to decide whether the Library receives the funding to keep these libraries open.

Mr. Vorderstrasse noted that it was interesting that members of the public that did speak to the Council were told to bring their concerns before the Library Board. Mr. Gutierrez responded that the Library is tasked with serving all of Marion County and in order to do this within their budget, they decided to close these branches that had overlapping service areas. The Library could not afford to increase their service area while maintaining their current branches. This funding would be approved by the City-County Council.

Ms. Crenshaw encouraged everyone to keep in mind the motive behind this decision was to broaden their services in areas of the county that are not served (Michigan Road and Lawrence). She noted that the Library’s 2015-2020 Strategic Plan has a map of the areas that are currently served by the Library that helps to illustrate this point. Ms. Crenshaw also emphasized that there are just two branches closing, Fountain Square and Flanner House. She felt that the Library Board made the best decision they could make within the confines of their budget. No one wanted to close branches, but it was a necessary decision.

NEW BUSINESS

12. None.
AGENDA BUILDING

13. **Future Agenda Items** – This time was made available for discussion of items not on the Agenda which were of interest to Library Board members and the opportunity was given to suggest items that should be included on future Library Board Meeting Agendas.

Items suggested for upcoming Board Agendas are as follows:

**October, 2016** – *No items were suggested.*

INFORMATION

14. **Materials**

   a. **Joint Meeting of Library Board Committee Notes – September 13, 2016** were distributed to the Board members for their general information.

15. **Board Meeting Schedule for 2016 and Upcoming Events/Information**

   a. **Board Meeting Schedule for 2016** – *Current calendar will be updated each month, as necessary, and additional information highlighted.*

   b. **Library Programs/Free Upcoming Events** updated through October 23, 2016.

   c. **Joint Meeting of Library Board Committees** – Tuesday, October 11, 2016, at the Library Services Center, 2450 North Meridian Street, at 4:00 p.m.

16. **Notice of Special Meetings**

   None.

17. **Notice of Next Regular Meeting**

   Monday, October 24, 2016, at the Pike Branch Library, 6525 Zionsville Road, at 6:30 p.m.

18. **Other Business**

   None.

19. **Adjournment**

   The Secretary announced that there was no further business to come before the Board.
The Chairman then declared the meeting adjourned at 8:00 p.m.

A DVD of this meeting is on file in the Library’s administration office.

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Lillian L. Charleston, Secretary to the Board

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