



The Chemung County Library District, with neighborhood libraries in Big Flats, the Bookmobile, Elmira, Horseheads, Van Etten, West Elmira, and on the web at [www.cclid.lib.ny.us](http://www.cclid.lib.ny.us)

## Agenda

The March 2020 meeting of the Board of Trustees of the Chemung County Library District will be held on Thursday March 19, 2020 at 6:00 pm at the **Horseheads Free Library, Horseheads, NY 14845**. The agenda for the meeting is listed below. If you are unable to attend, please inform Ms. Dworkin (607-398-2021), Mrs. Mellott (733-8607), or Mr. Shaw (733-8611).

1. Call to order
2. Pledge of allegiance
3. Introduction of Members
4. Approval of minutes (document #2020-13)
5. Treasurer's report
  - a) Financial report (document 2020-14)
  - b) Report of Unpaid Bills Detail (document 2020-15)
6. Correspondence
7. President's report (Dworkin)
8. Director's Report
9. Committee reports:
  - a) Executive Committee (Dworkin)
    - 1) Report of the Committee meeting (document 2019-16)
  - b) Budget & Finance Committee (Schamel)
    - 1) Report of the Committee meeting (document 2019-17)
  - c) Building & Grounds Committee (Schwesinger)
    - 1) Report of the Committee meeting (document 2019-18)
  - d) Personnel Committee (Dworkin)
  - e) Election and Continuity Committee (Rogan)
  - f) Advocacy Committee
10. Executive Session
11. Old business
12. New business
13. Period for public expression
14. Adjournment

*(Minutes of the February 20, 2020 meeting of the Chemung County Library District Board of Trustees. Document #2020-13)*

The meeting was called to order at 6:00 pm by President Rachel Dworkin. Present were Pat Silvernail, Ann Hayes, Pam Larnard, Martha Smith, Kevin Hansen, Jessica Roberts, Phyllis Rogan, Lee Saginario, Penny Appenzellar, Crystal Gullo-Buzzetti, Jack Schamel and LuAnn Rhode. Also present was Holly Melott on behalf of the Library District's Administration. Absent were Karl Schewesinger, Bonnie Chollet, and Ron Shaw.

Members introduced themselves and shared about why they chose to serve on the Library District Board.

**Minutes.** The minutes of the January 2020 meeting (Document #2020-7) were presented for board review. Ms. Hayes moved, seconded by Ms. Silvernail to accept the minutes as presented in writing. VOTE: Unanimously Approved.

**Financial Report.** The January 31, 2020 Financial Report (Document #2020-8) was presented for board review. Ms. Hayes moved, seconded by Ms. Appenzellar to approve the January Financial Report as distributed in writing. VOTE: Unanimously Approved.

**Report of Unpaid Bills** (Document #2020-9) Ms. Hayes moved, seconded by Ms. Smith that the board authorize the payment of the unpaid bills dated 02/20/20 for the General Fund - \$26,299.56 and the Grant Fund - \$65.49 as distributed in writing. VOTE: Unanimously Approved.

**Correspondence.** Nothing to report at this time.

**Director's Report.** In Mr. Shaw's absence, Ms. Melott reported on the following:

- Security cameras have been installed and are functioning at Steele.
- Lourdes Mammography will have a bus at Steele to provide services on Monday, March 2 from 10:00-5:00. They will be bringing their own generator.
- New flooring has been installed in the meeting room of the Horseheads Library, staff is very pleased with the appearance and quality.
- "Books Sandwiched In" – sponsored by the Friends of the Library series will begin on Friday, February 28<sup>th</sup> from 12:00-1:00 pm.

**CONSENT ITEM:** Approval of the Personnel Actions for February (Appendix C). Resolved by Mr. Schamel, seconded by Ms. Roberts that the CCLD Board of Trustees approves the Personnel actions as submitted. Vote: Unanimously Approved.

The Director's Report (Appendix A) and the CCLD Staff Reports (Appendix B) for last month were submitted in writing to the board.

**Executive Committee.** The report of the Executive Committee was presented in writing to the board (Document #2020-10).

**Budget & Finance Committee.** The report of the Budget & Finance Committee meeting was presented in writing to the board (Document #2020-11).

**Buildings & Grounds Committee.** The report of the Buildings & Grounds Committee meeting was presented in writing to the board (Document #2020-12).

**President's Report.** Ms. Dworkin expounded on the structure, goals, and purpose of the Friends Group at each of the libraries, members were encouraged to join. Ms. Dworkin also announced that the Friends will be sponsoring a "Read-a-thon" as a fundraiser, to be held on Saturday, May 2, from 9:00 to 5:00 at Steele. Additional information will be forthcoming.

**Personnel Committee.** Ms. Appenzellar will be leading this committee. Ms. Dworkin, Mr. Schamel, and Ms. Rogan will also be members.

**Election & Continuity Committee.** Nothing to report at this time.

**Advocacy Committee.** Ms Gullo-Buzzetti, Ms. Hayes, Ms Rogan, Ms. Appenzellar, Mr. Hansen, and Mr. Schamel will comprise this committee.

**Old Business.** Mr. Schamel made a motion that the board does not entertain the CCLD's union proposal concerning retiree's health insurance. Ms. Roberts moved that the issue be tabled.

**New Business.**

The meeting was adjourned at 7:15 pm. The next regular meeting of the board will be held on Thursday, March 19, 2020 at 6:00pm at the [Horseheads Free Library, 405 S Main St., Horseheads, NY 14845.](#)

**CHEMUNG COUNTY LIBRARY DISTRICT**  
**Financial Report - February 29, 2020**

(DOCUMENT #2020-14)

Income	2020 Annual Budget	Received to Date	Balance Remaining	Percentage Received	Percentage through Year	Notes
Library/Fines, Fees & Contributions	\$ 60,025	\$ 7,696	\$ 52,329	12.82%		
Grants (other than N.Y.S.)		\$ 32,560				HH Friends \$8600\jkelele class\$960;Art Council \$5000; Friends \$18,000
Foundation Contributions	\$ 200,000		200,000	0%		
Library District Tax Receipts	\$ 3,115,115	\$ 3,125,115	(10,000)	100%		
PILOT Funds	\$ 70,000					
Interest on Investments	\$ 8,000	\$ 64	7,936	1%		
<b>State Aid</b>						
Central Library/Development	\$ 99,272		99,272	0%		
Central Book Aid	\$ 67,599		67,599	0%		
Local Library Services Aid	\$ 39,546		39,546	0%		
Other State Aid						
<b>TOTAL INCOME</b>	<b>\$ 3,659,557</b>	<b>\$ 3,165,435</b>	<b>\$ 456,682</b>	<b>86%</b>	<b>17%</b>	
<b>Expense</b>	<b>Annual Budget</b>	<b>Expended to Date</b>	<b>Balance</b>	<b>Percent</b>	<b>Percentage</b>	
<b>Personnel</b>						
Salaries	1,675,556	\$ 312,958	\$ 1,362,598	19%		
Overtime & Holiday Salaries	22,619	\$ 3,099	19,520	14%		
<b>Employee Benefits</b>						
FICA	129,910	\$ 25,845	\$ 104,065	20%		
NY State Retirement	267,967	\$ 97,254	\$ 170,713	36%		
Medical & Dental	518,495	\$ 100,734	\$ 417,761	19%		
Other (Disability, Wk. Comp, Unemp)	17,980	\$ 17,699	\$ 281	98%		
<b>Subtotal - Personnel Expenses</b>	<b>2,632,527</b>	<b>\$ 557,590</b>	<b>\$ 2,074,937</b>	<b>21%</b>	<b>17%</b>	
<b>Contractual</b>						
Equipment	62,310	\$ 1,598	\$ 60,712	3%		
Telephone	14,800	\$ 9,509	\$ 5,291	64%		
Supplies	48,700	\$ 8,328	\$ 40,372	17%		
Travel & Continuing Education	12,915	\$ 1,477	\$ 11,438	11%		
Repairs & Maintenance	27,010	\$ 1,451	\$ 25,559	5%		
Postage	2,000	\$ 1,653	\$ 347	83%		
Library Materials (books, video, etc.)	375,041	\$ 31,070	\$ 343,971	8%		Gifts \$2760
Utilities	60,200	\$ 21,125	\$ 39,075	35%		
Building Cleaning Supplies	13,700	\$ 3,867	\$ 9,833	28%		
Fuel, Gas & Oil (Bookmobile)	3,100	\$ 840	\$ 2,260	27%		
Insurance	33,577	\$ 33,674	\$ (97)	100%		
Vehicle Operation / Maintenance	7,000	\$ -	\$ 7,000	0%		
Professional Fees (audit, engineer/legal fees)	22,175	\$ 7,950	\$ 14,225	36%		
Data Processing Expenses (Cost Share)	131,681	\$ 2,679	\$ 129,002	2%		
Payment of Taxes	5,080	\$ 2,055	\$ 3,025	40%		
Library Programming	37,997	\$ 11,427	\$ 26,570	30%		Grant Funds\$2170- Incl Tab; Friends \$1456; HH Friends\$429
Chemung County costs (B&G, vision)	14,000		\$ 14,000	0%		
Capital Improvements STATE CONST see below	10,000	\$ 101	\$ 9,899	1%		
Contingency Fund	52,643		\$ 52,643	0%		
<b>Subtotal Expenses</b>	<b>\$ 3,566,456</b>	<b>\$ 696,392</b>	<b>\$ 2,870,064</b>	<b>20%</b>	<b>17%</b>	
2019 & 2020 State Construction Projects						
<b>TOTAL EXPENSES</b>	<b>\$ 3,566,456</b>	<b>\$ 696,392</b>				

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
 As of March 4, 2020

Type	Date	Memo	Open Balance
<b>Al Baccile Paving, LLC</b>			
Bill	03/04/2020	WE & HH snow plow 1/18, 2/6 & 7, & 2/13	390.00
Total Al Baccile Paving, LLC			390.00
<b>Aleta Yarrow</b>			
Bill	03/04/2020	Colors of our World - All the Colors we Can See HH 3/11 pd by HH Friends	250.00
Bill	03/04/2020	Las Fallos - art class @ St 3/12 - pd w/grant funds	235.00
Total Aleta Yarrow			485.00
<b>Amazon Credit Plan</b>			
Bill	03/04/2020	Purchases all libraries 1/9-2/6	2,684.44
Total Amazon Credit Plan			2,684.44
<b>Baker &amp; Taylor Books</b>			
Bill	03/04/2020	Book purchase St - Juv Jan	135.56
Total Baker & Taylor Books			135.56
<b>Blackstone Publishing</b>			
Bill	03/04/2020	Audiobooks purchase - ST & BF - St pd w/gift funds	263.95
Total Blackstone Publishing			263.95
<b>Caroline Poppendeck</b>			
Bill	03/04/2020	Mileage reimb 10/28-02/13	87.31
Total Caroline Poppendeck			87.31
<b>CCLD Petty Cash</b>			
Bill	03/04/2020	WE petty cash -prog/supplies- including Patron Appreciation Week	191.59
Bill	03/04/2020	VE petty cash - used for prog	94.52
Bill	03/04/2020	BF petty cash - used for prog/PAW/travel/equipment	178.25
Bill	03/04/2020	HH petty cash - used for prog/supplies/postage	321.16
Bill	03/04/2020	VE petty cash - used for prog/	28.94
Bill	03/04/2020	BF petty cash - used for prog/lib mat/supplies/PAW	173.14
Bill	03/04/2020	ST petty cash - prog/lib mat/supplies/PAW/postage & Makerspace supplies - ...	358.44
Total CCLD Petty Cash			1,346.04
<b>Chemung Canal Trust Company</b>			
Bill	03/04/2020	Juv prog - WE & ST-pstge- Amaz prime-Makerspace sup: pd w/grant funds	842.25
Bill	03/04/2020	web hosting fees/IT	384.08
Total Chemung Canal Trust Company			1,226.33
<b>Chester's Amazing Supply House</b>			
Bill	03/04/2020	supplies for HH cash register	19.99
Total Chester's Amazing Supply House			19.99
<b>Creative Product Source Inc</b>			
Bill	03/04/2020	SRC supplies - St Juv	350.47
Bill	03/04/2020	SRC supplies - St Juv	190.52
Total Creative Product Source Inc			540.99
<b>Cris Johnson</b>			
Bill	03/04/2020	3/14 Juv prog @ VE	300.00
Total Cris Johnson			300.00
<b>Demco, Inc.</b>			
Bill	03/04/2020	processing supplies	145.31
Total Demco, Inc.			145.31
<b>Eagle Eye Builders, LLC</b>			
Bill	03/04/2020	HH - new floor & walls painted - meeting room - pd w/HH Foundation \$	6,900.00

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
**As of March 4, 2020**

Type	Date	Memo	Open Balance
Total Eagle Eye Builders, LLC			6,900.00
<b>Eastern Copy Products</b>			
Bill	03/04/2020	Contract base rate(2/15/20-5/14/20+overage charges (11/15/19-2/14/20) for s...	1,949.71
Total Eastern Copy Products			1,949.71
<b>Elmira City Chamberlain</b>			
Bill	03/04/2020	Downtown Development Tax - ST	3,056.11
Total Elmira City Chamberlain			3,056.11
<b>Elmira Water Board</b>			
Bill	03/04/2020	Water bill Steele - 12/10-2/11	37.38
Total Elmira Water Board			37.38
<b>Emily Swan</b>			
Bill	03/04/2020	How to Draw Faces YA Prog @ St 3/10	75.00
Total Emily Swan			75.00
<b>Fire Alarm Service Technology, Inc.</b>			
Bill	03/04/2020	replaced battery in security panel	131.00
Bill	03/04/2020	completed security camera installation - pd w/grant funds	3,250.00
Total Fire Alarm Service Technology, Inc.			3,381.00
<b>Horseheads Do It Center</b>			
Bill	03/04/2020	Rock Salt - HH	60.41
Total Horseheads Do It Center			60.41
<b>Horseheads Printing</b>			
Bill	03/04/2020	monthly flyers - pd by HH Foundation	157.74
Total Horseheads Printing			157.74
<b>Imperial Door Controls, Inc.</b>			
Bill	03/04/2020	scheduled maintenance/battery change - not covered under contract	16.74
Total Imperial Door Controls, Inc.			16.74
<b>In Jest, Inc.</b>			
Bill	03/04/2020	Dep for Bkm & BF prog 7/7	850.00
Total In Jest, Inc.			850.00
<b>Ingram Library Services</b>			
Bill	03/04/2020	Library Materials all libraries February	328.33
Bill	03/04/2020	Library Materials all libraries February	32.71
Bill	03/04/2020	Library Materials all libraries February	33.26
Bill	03/04/2020	Library Materials all libraries February	244.37
Bill	03/04/2020	Library Materials all libraries February	9.11
Bill	03/04/2020	Library Materials all libraries February	822.20
Bill	03/04/2020	Library Materials all libraries February	118.41
Bill	03/04/2020	Library Materials all libraries February	1,607.95
Bill	03/04/2020	Library Materials all libraries February	1,507.77
Bill	03/04/2020	Library Materials all libraries February	2,467.51
Total Ingram Library Services			7,171.62
<b>Jeffrey Mathews</b>			
Bill	03/04/2020	mileage 12/4-2/13	63.39
Total Jeffrey Mathews			63.39
<b>Kim Chebalo</b>			
Bill	03/04/2020	HH 3/14 program - Vintage Spoon Ring Making	250.00
Total Kim Chebalo			250.00
<b>Lily Gershon</b>			

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
**As of March 4, 2020**

Type	Date	Memo	Open Balance
Bill	03/04/2020	deposit for July prog @ BF	50.00
Total Lily Gershon			50.00
<b>Lisa Alzo</b>			
Bill	03/04/2020	No Easy Button - Genealogy Program @ St 3/6	200.00
Total Lisa Alzo			200.00
<b>MidWest Tape</b>			
Bill	03/04/2020	A/V purchases - Feb - ST/HH/WE	1,079.21
Bill	03/04/2020	A/V purchases - Feb - ST/HH/WE	849.81
Bill	03/04/2020	A/V purchases - Feb - ST/HH/WE	2,052.46
Bill	03/04/2020	St Juv AV purchases Feb	232.94
Bill	03/04/2020	St locking dvd cases - Dec/Feb	4,079.77
Bill	03/04/2020	St A/V purchases Feb	1,713.65
Total MidWest Tape			10,007.84
<b>Multi Media Services</b>			
Bill	03/04/2020	Business cards - Admin/IT/WE/ST/BF	673.90
Total Multi Media Services			673.90
<b>Noah's Ark Animal Workshop, Inc.</b>			
Bill	03/04/2020	HH Juv prog 3/31/20	628.52
Total Noah's Ark Animal Workshop, Inc.			628.52
<b>ProQuest LLC</b>			
Bill	03/04/2020	Heritage Quest/Ancestry electronic reference	3,213.80
Total ProQuest LLC			3,213.80
<b>Rainy Toad Gaming (Troy Naida)</b>			
Bill	03/04/2020	Teen game night @ WE 3/10, 4/14, 5/12, & 6/9	260.00
Total Rainy Toad Gaming (Troy Naida)			260.00
<b>Rebecca Jackson</b>			
Bill	03/04/2020	reimbursement for teen & homescool prog @ HH	140.67
Bill	03/04/2020	reimbursement for teen & homescool prog @ HH	35.75
Total Rebecca Jackson			176.42
<b>Recorded Books</b>			
Bill	03/04/2020	7 day use charges - 01/01/20-01/31/20	107.64
Total Recorded Books			107.64
<b>Reliable Computer Products</b>			
Bill	03/04/2020	toner for WE x 3	388.00
Bill	03/04/2020	toner x 2 for BF	406.00
Total Reliable Computer Products			794.00
<b>Ronald Shaw</b>			
Bill	03/04/2020	PLA Conference - mileage & expenses	1,000.96
Total Ronald Shaw			1,000.96
<b>Samuel David</b>			
Bill	03/04/2020	patron refund for returned item	27.00
Total Samuel David			27.00
<b>Star-Gazette</b>			
Bill	03/04/2020	WE annual subscription for 2020/2021	591.74
Total Star-Gazette			591.74
<b>Sullivan Professional Landscaping</b>			

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03/04/20

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
 As of March 4, 2020

Type	Date	Memo	Open Balance
Bill	03/04/2020	Parking lot salting -HH	81.00
Total Sullivan Professional Landscaping			81.00
<b>The Penworthy Company</b>			
Bill	03/04/2020	Library materials BF	923.57
Total The Penworthy Company			923.57
<b>Town of Big Flats</b>			
Bill	03/04/2020	water bill 11/1/19-01/31/20	62.83
Total Town of Big Flats			62.83
<b>Vasco Brands, Inc.</b>			
Bill	03/04/2020	HH - floor cleaning soln	24.49
Total Vasco Brands, Inc.			24.49
<b>Village of Horseheads</b>			
Bill	03/04/2020	10/31-01/31 water bill HH	123.32
Total Village of Horseheads			123.32
<b>Wegmans Food Markets Inc.</b>			
Bill	03/04/2020	St Juv programming Feb & PAW	67.26
Total Wegmans Food Markets Inc.			67.26
<b>Xerox Corporation</b>			
Bill	03/04/2020	maintenance agreement contract fee for BF copier	36.92
Total Xerox Corporation			36.92
<b>TOTAL</b>			<b>50,645.23</b>

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03/04/20

**Chemung County Library District Grant Fund**  
**Unpaid Bills Detail**  
As of March 4, 2020

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<u>Type</u>	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Ingram Library Services</b>			
Bill	03/04/2020	Non-Fiction Materials -	685.96
Total Ingram Library Services			685.96
<b>Midwest Tape, LLC</b>			
Bill	03/04/2020	CBA educational DVDs Feb	451.93
Total Midwest Tape, LLC			451.93
<b>TOTAL</b>			<b>1,137.89</b>

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
**As of March 19, 2020**

Type	Date	Memo	Open Balance
<b>Bryan Boynton</b>			
Bill	03/19/2020	IT phone stipend for on call - for 1st quarter 2020	90.00
Total Bryan Boynton			90.00
<b>Deborah L. Brimmer</b>			
Bill	03/19/2020	IT phone stipend for on call - for 1st quarter 2020	90.00
Total Deborah L. Brimmer			90.00
<b>Demco, Inc.</b>			
Bill	03/19/2020	HH meeting room chairs - pd by HH Foundation	2,234.53
Total Demco, Inc.			2,234.53
<b>Elmira Water Board</b>			
Bill	03/19/2020	Water bill Steele - 12/19-02/19	129.80
Total Elmira Water Board			129.80
<b>Filomena Jack</b>			
Bill	03/19/2020	Beaded & Crocheted Necklaces class @ St 3/28	275.00
Total Filomena Jack			275.00
<b>Filomena. Jack</b>			
Bill	03/19/2020	Paint a Mermaid in Acrylics @ St 3/21	250.00
Total Filomena. Jack			250.00
<b>Jeannette Burnett</b>			
Bill	03/19/2020	Sewing classes - Tinker Lab March 3, 10, 17, 24, 31	250.00
Total Jeannette Burnett			250.00
<b>Julie Spicer</b>			
Bill	03/19/2020	Tai Chi programs at ST -March 2, 9, 16, 23, 30, 4/6	240.00
Total Julie Spicer			240.00
<b>Lisa Alzo</b>			
Bill	03/19/2020	Make the Skeletons Dance - Genealogy Program @ St 3/27	200.00
Total Lisa Alzo			200.00
<b>Michelle Erickson</b>			
Bill	03/19/2020	Feb mileage	56.24
Total Michelle Erickson			56.24
<b>Oriental Trading Company, Inc.</b>			
Bill	03/19/2020	Horseheads Juv programming	83.81
Total Oriental Trading Company, Inc.			83.81
<b>Rainy Toad Gaming (Troy Naida)</b>			
Bill	03/19/2020	Teen game night @ St 3/31	65.00
Total Rainy Toad Gaming (Troy Naida)			65.00
<b>Southern Tier Library System</b>			
Bill	03/19/2020	Digital Library Contribution - 2020 Cost Share - all libraries	26,043.00
Bill	03/19/2020	1st Quarter Cost Share - all libraries	25,929.78
Total Southern Tier Library System			51,972.78
<b>Swift Office Equipment, Inc.</b>			
Bill	03/19/2020	HH copier usage charges 12/4-3/2	280.16
Total Swift Office Equipment, Inc.			280.16
<b>Unique Management Services, Inc.</b>			

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03/10/20

**Chemung County Library District General Fund**  
**Unpaid Bills Detail**  
**As of March 19, 2020**

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<u>Type</u>	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Bill	03/19/2020	collection notices- February	241.65
Total Unique Management Services, Inc.			241.65
<b>USA TODAY</b>			
Bill	03/19/2020	HH Subscription annual for 2020	356.30
Total USA TODAY			356.30
<b>TOTAL</b>			<b><u>56,815.27</u></b>

## **Document #2020-16**

### **Report of the March 4, 2020 meeting of the Executive Committee of the Chemung County Library District:**

The meeting came to order at 6:00pm. Attending the meeting from the Executive Committee were Rachel Dworkin, Jack Schamel, Phyllis Rogan, and Martha Smith. Holly Melott and Ronald Shaw, CCLD management were also present. Other board members in attendance were Ann Hayes, Jessica Roberts, Kevin Hansen, Penny Appenzellar, Lee Saginario, Karl Schwesinger, and Pam Larnard.

Ms. Dworkin called the meeting to order at 6:00 p.m.

UNPAID BILLS: Ms. Melott submitted the Unpaid Bill List dated 3/4/2020 for the General Fund - \$50,645.23 and the Grant Fund - \$1137.89 Ms. Larnard moved, seconded by Ms. Hayes to approve payment of the bills as submitted in writing. VOTE: Unanimously Approved.

Director Ron Shaw gave the following reports:

- A check in the amount of \$3,125,115 was received from the county
- A check in the amount of \$50 was received as part of an employee matching
- A \$50 donation was received honoring a patron
- Online training will be available soon concerning homeless issues, the board is welcome to participate
- On Tuesday, March 3, a representative from the New York Public Employee Safety and Health Committee, a faction of the Department of Labor, visited Steele, in response to a complaint which had been received. No major discrepancies were found. Training and documentation requirements will be met and submitted.

Mr. Schwesinger moved that the 2020 CCLD Annual Report be accepted as presented. Ms. Hayes seconded. VOTE: Unanimously approved, Ms. Rogan abstained from vote.

The Advocacy Committee, which is comprised of Ms. Appenzellar, Mr. Hansen, Ms. Gullo-Buzzetti, Ms. Hayes, Ms. Rogan, and Mr. Schamel will be meeting on Monday, March 9, at 11 a.m.

The meeting adjourned at 6:15 pm. The next meeting of the Executive Committee of the Chemung County Library District will be held on Wednesday, April 1, 2020 at 6pm in the Petrie Conference Room of the Steele Memorial

**Document #2020-17**

**Report of the March 11, 2020 meeting of the Budget & Finance Committee of the Chemung County Library District.**

Attending the meeting were CCLD board members Ms. Ann Hayes, Ms. Jessica Roberts, and Mr. Jack Schamel. Also in attendance Holly Melott and Ron Shaw, CCLD Administration. The meeting opened at 8:45 a.m.

Ms. Melott presented the February 29, 2020 Financial Report to the Committee. The report will be forwarded to the full CCLD board for its consideration.

Ms. Melott presented the Unpaid Bill List dated 3/19/20 for the General Fund - \$56,185.27. The Unpaid Bills Details will be forwarded to the full CCLD board for its consideration.

Mr. Shaw stated that preparation will begin soon on the 2021 budget, he directed members to be considering proposals and adjustments as needed.

Mr. Shaw reported that the Director's Advisory Council is proposing that member libraries no longer use any of the Central Library Aid for personnel services, but instead that those resources be used towards the purchase of additional e-books.

The meeting adjourned at 8:55am. The next meeting of the Budget & Finance Committee will be held on Wednesday, April 8, 8:45 am in the Petrie Conference Room of the Steele Memorial Library.

## **Steele Circulation and A/V Notes for Board, February 2020**

### **Circulation:**

Staff has worked hard this month at cracking down on behavior issues, and the result of this is that currently 8 people have been banned from CCLD libraries. We are hoping that the message gets out that we simply won't put up with anymore abusive, disruptive or inappropriate library behavior. Some of the behaviors that caused the banning, included: 3 direct confrontations that included patrons threatening behavior towards staff; a young couple, whom are drug users and have been found sharing our bathroom stalls and camping out with all their bags in the upstairs corners; and a young couple who have been problematic, loud and causing scenes on several different occasions and a man who has refused obstinately to leave the library when the building is ready for closing and has been quite rude with some staff. Other incidences include the cops being called on a young mother who does not adequately watch her 2 year old, and this almost led to the toddler leaving the front doors without proper parental supervision. Many of the regular "lounge/viaduct" loungers have been put on alert about behavior expectations, and this has somewhat helped with behavior issues from them, but we still field many concerns from other patrons about them taking over the outside of the building, loud, vulgar language, fighting and smoking and their own drama among one another. A total of 65 times were noted that we had to address patrons and code of conduct violations, and a total of 6 times that the police were phoned.

During the week of February 10-15, we had a total of 741 patrons put in a raffle to win one of 2 gift cards, for Patron Appreciation Week.

Stefan Bell was hired as our newest page on Feb. 10.

16 new accounts were sent to Collections this month and Unique shows in their monthly account updates that there were \$265.61 in dollars received last month and \$535.86 in materials returned for the month of February.

Comment box Comments:

"The people that hang out outside are trying to bum money and cigarettes from patrons."

"Maybe add info on how to get a library card to the FAQ page on website."

**A/V:**

We highlighted movies featuring African Americans for Black History Month.

## **Steele Youth Board Notes for February 24 – March 21**

### **Programs:**

The youth department is continuing weekly story times on Friday mornings, these continue to be well attended. Our ongoing monthly themed scavenger hunt in the children's area; we concluded Brazil for February and began the India for March.

We celebrated Carnival on Tuesday February 25<sup>th</sup> with a storytime and craft. Monday March 2<sup>nd</sup> we held a special storytime and craft with the Clemens Center in honor of the Snowy Day performance at the later. Amanda hosted a special Storytime for EOP and families on Tuesday March 3<sup>rd</sup>. Miss Britt has begun a PJ storytime, this will be a regular bi-weekly evening storytime, the first one was held on Wednesday March 4<sup>th</sup>. We celebrated Holi on Monday March 9<sup>th</sup> with a special storytime and craft. Family movie night was held on Tuesday March 10<sup>th</sup>. Lego Club met on March 11<sup>th</sup>. We held a children's game day on Thursday March 19<sup>th</sup>.

We have begun holding interviews for the new part time Children's services Clerk and hope to fill the position before the end of the month.

We are still awaiting Mr. Jeffrey's completion of the mandated training program.

**Adult Services Report  
Nonfiction and Reference  
Connie Ogilvie  
March, 2020**

In the month of February, 2020 there were 531 queries on the Adult Services Desk and 313 questions answered on the PC2 Desk. The Nonfiction book display theme this month was “Black Migration.” This interesting display was created by Hannah Page and provided a platform to display books pertaining to subjects representing the reshaping of Black History. Management Meeting was held February 4, 2020

Patron issues seem to be a bit more controlled as of late, considering we have banned eight patrons. The viaduct people need to be reminded of their behavior now and again, but the worst offenders have been temporarily banned.

Several staff members took vacation in February, and February marked a high rate of absence due to illness.

**Monthly Activities Report for February**

**Adult Fiction/Outreach:**

**Caroline Poppendeck**

- ~Met with Ingram rep regarding ordering protocol.
- ~Overdrive meeting regarding the ordering specifics throughout the system.
- ~Shopped for refreshments for Patron Appreciation Day.
- ~ Submitted blog to CCLD website - **CCLD’s Podcast: The Book Bundle**
- ~Attended webinar – Taking Community Partnerships to the Next Level.
- ~Poverty Coalition Meeting – Nonprofit organizations meet to address the ways they can collaborate to improve the lives of underprivileged who use our services.
- ~Pathways to Employment outreach – I travel to this class to bring library services information to those re-entering the work world, describing ways the library can help them and their families, and invite them to use or get a library card and discover their local library.
- ~Chemung County Non-Profit meeting – gathers non-profit organizations together to discuss issues we all face, and to inform each other what is going on in their organizations.
- ~Compiled recommendations for and recorded library podcast - **Big Stories, Big Heart, Big Debut.**
- ~Organized Seed lending Library for the upcoming season: sorted donated seeds, took inventory, updated labels.
- Submitted blog to CCLD website - **11 Steps to Grow Lettuce Indoors!**

**Maggie Young  
Genealogy & Local History Librarian**

Feb 2020 Newspaper stats

Paper # pages online PAGE  
VIEWS

The Elmira gazette. (1828 - 185?)	40,035	1,414
Elmira daily advertiser. (18?? - 1897)	31,212	928
The Elmira Republican. (1843 - 185?)	3,274	257
Elmira weekly advertiser and Chemung County Republican. (1858 - 186?)	1,120	175

Sunday morning tidings. (1881 - 1885)	1,367	143
Sunday morning telegram. (1879 - 1884)	651	124
Elmira advertiser. (1854 - 1858)	772	101
Elmira weekly gazette. (185? - 1881)	188	95
Elmira weekly advertiser. (186? - 189?)	1,475	81
Elmira morning telegram. (1884 - 1888)	274	77
Saturday evening review. (1869 - 1871)	826	74
The Southern-tier leader. (1874 - 1876)	824	44
The summary. (1883 - 19??)	542	30
Elmira daily bazoo. (1877 - 1877)	601	29
The Elmira tidings. (1885 - 1???)	350	27

Total page views for Feb 2020: 3,559

FEB 2020 microfilm stats

mag fiche -15-  
 newspapers -186-  
 census film -0-  
 vital stats -6-  
 misc -2-

FEB events:

Brick Wall Buster Feb 13  
 Brick Wall Buster Feb 27

UPCOMING EVENTS Tell your friends

Friday March 6 2pm: No easy button: immersion genealogy

Friday March 27 2pm: Make those skeletons dance: exploring your family's dark side.

**Teen Services Department**  
**Steele Memorial Library**  
**Doris Jean Metzger, MLIS**  
**Early March 2020**

- Doris Jean attended Summer Learning Showcase at STLS.
- **Ongoing Large Program/Event Planning:**
  - **Steele Pop Expo (April 18)** all ages, **free event celebrating comics, pop culture, cosplay contest, more**
  - **Teen Book Fest 2020 (Sat. May 16):** bus trip for 9<sup>th</sup>-12<sup>th</sup> graders to RIT in Rochester to meet nationally known and up & coming YA authors; take workshops, experience a college campus.

Partnering with Southeast Steuben Library's Teen dept. for this.

- **Teen Night 2021 at Corning Museum of Glass:** we are invited to help plan & participate in a grant funded event where teens from our region (Elmira, HH, Corning, Addison, etc) can be bussed to CMOG for 3 hours of music, activities, and fun. Get teens introduced to humanities, arts, museums in a fun way. Area teens will help plan the activities at the event in Feb. 2021.
- **Summer: National Teen Lock In Night:** (July 2020) Partnering with Chemung County Youth Bureau for a Silent Disco for teens plus food and other fun activities.
- **TEEN LGBTQ ebook collection curated list** has been created on the STLS overdrive ebook online catalog. Local Safe Zones teen library group and school groups are being informed of its existence via posters at their groups. Many teens cannot get to the library, or don't want to be seen reading an LGBTQ related book; this is a good way to get around those barriers. School Librarians are being informed as well.
- **College & Career workshops are being held in the Teen space.**
  - Via school librarians & after school programs, teachers have been invited to offer extra credit for these workshops as an incentive for teens to attend.
- **Teen Services Clerk Amy Coston completed the online training** "A Teen Walks into the Library" by the Colorado State Library & Dept. of Education.

Information Technology Department/Makerspaces - Deb Brimmer

**February 2020**

### **Information Technology Department:**

- Hired STLS Network Specialist to come in and finish setting up our domain controllers so we could finally get our public computers finished.
- Worked to fix the domain issues and then with STLS to finish trouble spots
- Finished all Staff changes to the domain
- Changed software and re-imaged all new hard drives for Windows 10 Patron computers
- Continue to fix out-of-service Windows 7 patron computers while waiting for DC to be finished

### **Phishing Test for Staff and the Board of Trustees:**

- Phishing tests continue for all of Staff and the Board with an STLS email address
- Staff that have a Fail at least 3 times will be trained in a hands-on situation
- Unfortunately, the software does not let you know if you have simply opened a suspicious email, so we will continue to work with the Staff with education
- Can't stress enough the importance of Staff being careful when using email.
- Not only will a hacker gain access to patron information, all of CCLD Staff's financial information is being put at risk
- Configured Firefox active directory policies for Windows 10 on staff and patron computers

### **Windows 10 Upgrade Status:**

- All Staff computers have been upgraded to Windows 10
- We will be starting to deploy the public computers this week or next, starting with the West Elmira Library

## **CCLD Makerspaces**

### **Tinker Lab:**

- Provided activities and instruction for local daycare visits to makerspace
- Assisted patron with creating laser engraving files for upcoming Run & Kicks for Kids event at Elmira College
- Helped patron with creation of 3D printed, high contrast signs for child with vision impairment
- Provided tour of makerspace labs for Corning Community College librarians
- Selected and ordered new Raspberry Pi equipment for the makerspace

### **In General:**

- Provided support for Lego Robotics program
- Taught Valentine's Gift Box Workshop and Intro to Linux Workshop
- Planned March and April Makerspace workshops
- Updated and revised Maker Faire Twin Tiers website and sponsorship materials to reflect name change and new partners.
- **Interesting and impressive fact: 793 people found us through Google in February, most of them used "makerspace" or a variation as their search term. As you can see, over 400 of them stopped in...**

### **Tinker Lab Stats:**

**Tinker Lab attendance: 418**

Certifications:

3D printer: 2

Digital Media Lab: 0

Laser engraver: 0

Digital Media Lab Use:

Patron: 4

Staff: 1

Sales:

3D prints: \$101.54

Crafts: \$14.34

Donations: \$7.95

Laser materials: \$23.00

Laser use: \$98.85

X-Carve: \$0

Total: \$245.68

### **Horseheads by Owen Frank**

2/24-Owen visited the Van Etten branch

2/26-Owen attended the Public Library Foundation of Chemung County meeting

3/2-Owen attended CCLD Management Meeting

3/9-Owen visited the Van Etten branch

3/16-Owen attended the Friends of the Horseheads Free Library meeting

### **March 2020 events for Big Flats by Michelle Erickson**

Read Across America Day is a nationwide reading celebration that takes place on March 2. This day is also the birthday of one of America's favorite children's authors, Dr. Seuss. The Big Flats Library will be paying homage to Dr. Seuss on Tuesday, March 3 from 6:00pm-7:00pm. In honor of all things Seuss, join us for a fun, interactive program that will include cake, printable activities, crafts, & reading a favorite Dr. Seuss book.

March 3, 6pm- Celebrate Dr. Seuss Day at the Big Flats Library! Cake, Dr. Seuss Trivia, printable activities, and games! Read a favorite Dr. Seuss Story!

March 6, 1pm - [Book Club](#): Becoming by Michelle Obama

March 10, 6pm - [Movie and Popcorn Night](#). Frozen 2. Rated PG

March 17, 1:30pm – “Tuesday Travels” film series at the Big Flats Library.

March 17, 6pm- Stuffed Animal Storytime! Bring your favorite stuffed pal to the library, read some stories and make a fun St. Patrick's Day craft!

March 19, 3pm-4:30-After school LEGO Challenge Club! Are you up to the challenge? Test your LEGO building skills! (3rd Thursday every month!)

Wednesdays 10:30pm - [Toddler Story Time](#)

[March, all month “Leprechaun Scavenger Hunt”. Come to the library and search for the hidden leprechauns, find them all and get prize!](#)

[Big Flats Pre-School classroom visit Wednesday, 2/26 & Wednesday 3/25.](#)

[Also, with Melanie Cassarly's help, we have implemented a new resource at the Big Flats library called the Early Literacy Center. A place where the youngest patrons can use material and enjoy fun activities. Some of the new, exciting and engaging items at the Early Literacy Center are wooden animal puzzles, matching games, character puzzle sets, colorful geometric shapes activity & LEGO Duplo sets.](#)

### **March Report Van Etten Library by Melissa Neuffer**

Blind Date with a Book for February was a success. While the program was geared towards adults originally, a lot of kids took interest. Will be gearing towards kids next year. At least half of the wrapped books ended up being checked out. Any remaining participants have until March 11<sup>th</sup> to finish reading their books and get their entry in for the basket.

We are celebrating Dr. Seuss all month long. There will be a scavenger hunt available throughout the month where if they find the characters, they get a small prize. We also have

Magician Chris Johnson coming in to do a Saturday magic show free to the public on March 14th. We will have a birthday party for Dr. Seuss which will involve stories, a craft and cake on March 20<sup>th</sup>.

All Dr. Seuss books are being displayed on the table up front to catch people's eyes as they walk in and in hopes to get them checked out. So far this has proven to work with the Blind Date with a Book program and is working now with the Dr. Seuss books. The goal of making this table a book display table based on a program or a theme is to get more books circulated. So far, so good.

We will have our family movie night for "The Lorax" on March 25<sup>th</sup>. The time has been moved up to be after school instead of the evening in hopes we will get more people in to see the monthly movies.

I have officially started a "Kids Art Gallery" in the Children's section to promote art, creating and letting the public help decorate the kid's area while also proudly displaying their work. So far we've had at least 4 kids make something with the art station I set up and one kid come up to have their art put on the wall. I hope to get more art pieces as the art station is more noticed.

The Southern Arts Council approached the library back in February, wanting to have a "Make Art Mondays" session here. We confirmed for a date of March 23<sup>rd</sup> from 5-7. The program is free of charge to the library and free to the public. It is geared for kids 4-12 but anyone is welcome to participate. Artist Filomena Jack will be coming in with an activity for participants to do.

The Book Club book this month is "The Fault in Our Stars" by John Greene. They will be meeting March 27<sup>th</sup>.

**Office of the Director, CCLD**  
**November 2019**

**Major accomplishments:**

**Attended PLA 2020 Conference: report attached.**

**Electronic Sign:** Met with Dave Adams, AJH Design, to verify the resolution of the sign as well as frame color.

**New York State Public Employee Safety & Health Inspection:** Received an inspection from NYS PESH regarding employee training on factors in the workplace that expose them to workplace violence; and employee panic alarms. There were a few issue that need to be corrected. I couple of the issues have already been corrected such as posting notices and requesting forms. We should be doing an annual review work place report, annual inspection and annual training to be done at Continuing Ed Day in June. There also has to be a contact person that everyone can go to at this point looks like it will be Holly. Once we have received the repost we will have so long to correct the rest of the issues and then have another follow up inspection at each branch that the CCLD and union executive person have to attend. The CCLD and Union executive team have to do the annual things together.

Any questions please see one of us.

Fire Alarm Service Technology performed an inspection of all panic buttons at SML, HFL, BE and WE. All buttons in place are working.

**Security Cameras and Emergency Button:** Conducted a walk-through with FAST Technician, Connie, Janet and Amanda to determine locations for new cameras and possibly relocating existing cameras. Camera project was completed although staff will need training on the new recorders and we may need adjustments on some camera angles.

**Coronavirus:** Sent out information to staff and board regarding Coronavirus. Appointed a committee chair for Infectious Diseases Preparedness Committee. Committee has prepared an initial response plan and will be reviewing it next week. Committee chair has contacted Chemung County Health Department and will check in daily to see if there are any updates. Suggested for epidemic/pandemic preparedness policies to be added to our current policies following recommendations from ALA and other library institutions

**December Labor Management Meeting:** CSEA re-inquired regarding a change to the health insurance coverage in the contract. They were informed that the contract will not be changes and will stay as is in regards to Retiree health insurance coverage & Contributions.

Talked more about the Paid family leave and are still collecting information to then bring to the members; Employee parking was brought up and employees are reminded to secure his or her personal vehicle in the parking area. Library staff at the Steele Memorial Library should park their vehicle in the rear parking lot in the area near Second Street. Handicapped staff may use the

handicapped parking area near the staff entrance. Night staff at Steele until 9pm may park closer to the building after dinner break and for all staff to leave together after dark (shift).

**Department Head Meeting:** Updated staff on PESH Inspection; Evaluations are due by end of March; Processing is behind due to staff illnesses and vacations; Based on STLS coronavirus recommendations we would like to get sanitizer dispensers in place of the pumps; continue to order hand sanitizer (of any kind – though prefer dispensers); we should order disinfectant wipes to leave at the public computers for patron use.

Patrons are bothered by people soliciting money and cigarettes as they enter and exit the library; Can we add “How to get a library card” to FAQ webpage with a link for printable library card application;

**Continuing Ed. Day** SML will remain closed- this is a change. All staff will be required to take workplace violence training, one or two circ. staff may be excused in the afternoon to catch up on the book drop. Continuing Ed. Day recommendation for self-defense class. Recommended Civility Training for Continuing Ed. Day- it was commented that staff should be mindful about what and who they are talking about while in a public setting – patrons can and do overhear our conversations

**Census training** with Keturah from STLS (date TBD) for circ. Staff and librarians. Census starts April 1st, there will be a kick-off event in the Lounge Area. A banner for display will be coming from STLS along with other promotional materials.

IT has started working with an STLS Consultant for our servers and domain controller help. Requesting that a charging station with traditional and USB plugs be added to the Lounge Area; Maker Space expansion area only has access to power at the column and the outlets there are loose, we need to have someone come in and fix the outlets and add more to the area

**CCLD Issues:** Working with staff on issues with patrons sleeping/passed out at SML. Staff has been given instructions on how to deal with these situations. I have authorized staff to ban patrons for violations of our Code of Conduct.

**Friends meeting:** Gave a brief update on the status of projects at CCLD.

**STLS Issues:** Met with Brian Hildreth regarding CBA monies. STLS wants to take these funds and use them for eBook purchases. STLS Continuing Ed/Training Day will be on June 26. Steele library will be open. There will be a crew needed for the library that will be excused from attending CE Day.

**Libraries visited:** Nashville Public Library, Big Flats Library, West Elmira Library

**Community Presence:** Attend Rotary Club of Elmira meetings; Attend Elmira City School Board meeting;

## Public Library Association Conference

February 25 – February 29

Wednesday, Feb. 26

***From Takeaways to taking Action: How to get the most from PLA 2020.*** A welcome from ALA President Tracie Hall. An introduction to the conference including ideas for maximizing the experience. There was an emphasis on advancing Equity, Diversity, Inclusion, and Social Justice (EDISJ)

***Opening Session with Stacey Abrams.*** Discussed the library as the place for knowledge and upholding literary traditions; Discussed equality as creating a space for opinions to be discussed; the elimination of voter suppression; libraries' obligation to provide the framework for decision-making and Fair Count- an organization she founded to work towards maximum coverage for the census.

Thursday, Feb. 27

***Big Ideas with Dr. Bettina Love.*** Discussed the need to have people of all colors in the discussion for EDISJ; educators need to know black and brown history; the need for critical thinking and problem solving skills in students; social and emotional intelligence; social responsibility, grit and optimism; self-advocacy; research skills; and creativity.

***Decreasing Barriers to Library Use.*** The Wake County (North Carolina) Public Library System has made decreasing barriers to library use a priority in their strategic and tactical planning. The session covered common barriers including unnecessary or restrictive policies, difficulties of accessing library facilities, lack of service awareness, and insufficient literacies. Gave examples of how the library has worked to combat the impact of these barriers by systematically reviewing and updating library policies and operational practices and by responding to customer needs within their community.

Outcome One- Identify potential barriers to library use in your community; Outcome Two- Find and develop solutions to barriers; Outcome Three- Consider alternative policies, operations, and programming initiatives that may decrease barriers

***Tiny Spaces Bring Big Opportunity.*** Fort Worth Texas Public Library showed how modern libraries can be created anywhere, in any space -- even a small, unused 453 square foot room in a public housing complex. The staff worked towards political support, private funding, and fulfilling an equity need in one tiny space.

Outcome One- Identify opportunities for political support in unexpected ways. Outcome Two- Identify ways to leverage city priorities for the library's benefit. Outcome Three- Leverage partnerships as an impetus to private funding.

***How a Library of Things Can Impact Services and Initiatives.*** I took this to get a better understanding and new ideas- I was disappointed. La Porte County (Indiana) Public Library's LOT is a collection of innovative technology equipment and includes professional development resources for local teachers to help students of all backgrounds and abilities thrive in today's skills-based economy. Discussed strategic partnerships to increase access and opportunity and how those partnerships have grown in support and evolved into a community-wide effort.

Outcome One- Analyze community needs and interests to build relevant collections. Outcome Two- Identify ed-tech products that provide quality professional development resources for educators and build a network of contacts. Outcome Three- Develop a plan to meet with school administrators and circulate a Library of Things that will grant access to underserved student populations, providing students with equal opportunity to achieve overall academic success

Friday, Feb. 28

**Big Ideas with Haben Girma.** She was the first deaf-blind person to graduate Harvard Law. Discussed how she worked through her disability by turning to her strength- one of which is the sense of touch. She uses a computer to interact and an assistant who communicates by audio and visual descriptions from the audience. She discussed the power of stories; people create justice; disability as a challenge to come up with a new way of doing things; the Americans with Disabilities Act and its impact on daily life.

**Bystander Intervention in the Library.** In our daily lives at work and elsewhere we have all been bystanders and see situations where someone is acting inappropriately with another person, and we didn't know what to do or how to help make a difference. This session discussed the "bystander zone" and how to safely intervene as a bystander to help defuse a situation and still provide a high level of service.

Outcome One- List the 5 decision-making steps and the 5 Ds of intervention- Distract, Delegate, Delay, Direct, and Document. Outcome Two- Apply the ways to take action in order to intervene in a situation. Outcome Three- Implement the practice of intervention to impact the social environment around you.

**Seeking Stellar Staff at All Levels.** Discussed the agony experienced every time you need to fill a position; the disappointment in the response to your postings; and consideration of the type of person you need for the library of tomorrow. The session provided information on a new approach to finding the right people, to conducting interviews that reveal the talents you can put to work immediately, and to opening up the field to a diverse staff.

Outcome One- Analyze what staff you need, and why, for the best library operation. Outcome Two- Learn new ways to identify potential in candidates. Outcome Three- Question your existing practices and begin to change them immediately.

**Setting Healthy Boundaries.** Boundaries are a key part of interacting with people in the library, but the skill of boundary-setting doesn't always come naturally. Communicating boundaries helps public library employees address unwanted advances, explain service levels, and inclusively convey library use policies. Discussed what a boundary is, why they're especially important in library work, and how to develop your personal approach to setting boundaries.

Outcome One- Feel empowered to set healthy boundaries in library service interactions. Outcome Two- Understand strategies for setting consistent boundaries on a library team. Outcome Three- Practice phrases for setting boundaries.

**The True Story of Being a Library Director.** Three library directors discussed lessons learned from replacing a previous director. Navigating and learning the job can be difficult when expectations clash with reality. Being a director involves more than budgets and board meetings; it can also involve payroll

and benefits issues, FMLA, FSLA, open meetings and records acts compliance, facilities management issues, and training staff. Those interested in being a director will benefit from hearing from these experiences. A robust Q&A will follow.

Outcome One- Understand of the complexities of being a library director. Outcome Two- Comprehend legal and regulatory duties and responsibilities of a library director. Outcome Three- Gain confidence in your current leadership role or to take on a new one.

Saturday, Feb. 29

***Going Fearlessly Fine Free.*** Many libraries have eliminated late fines. Staff from Saint Paul (Minnesota) Public Library we led with their values to produce a comprehensive, transparent internal and external communications plan that boldly proclaimed our intent and celebrated our success. Discussed how they moved from public awareness to unabashed marketing; how the media took up the cause; and the many touch points and communications tactics we used to bring staff members, stakeholders, policymakers, and community members along.

Outcome One- Learn six main audiences to consider when communicating about a fine-free policy change and tactics for reach each one. Outcome Two- Build a comprehensive timeline for communicating a fine-free policy change. Outcome Three- Understand when, how, and what to communicate to staff members about going fine-free and the importance of a strong internal campaign developed by staff members.

***An Empathetic Approach to Customer Service Training.*** This presentation addressed customer service training by growing and nurturing empathy and empowering staff to navigate the gray areas in policies. Looked at special and challenging situations such as code of conduct violations and difficult patrons. Discover how understanding our own implicit biases and not assuming the worst of our patrons can help you offer consistent customer service to everyone we serve.

Outcome One- Understand how your emotional responses influence patron interactions and several tools you can use to create more positive results. Outcome Two- Identify at least one of your own implicit biases and understand how it can affect the customer service you offer. Outcome Three- Tell at least one personal story about customer service that can be used to improve customer service in your own library