

CHEMUNG COUNTY LIBRARY DISTRICT

Agenda

The May 2008 meeting of the Board of Trustees of the Chemung County Library District will be held on Thursday, May 15th, 2008 at 7pm in *the Van Etten Library, 83 Main Street, Van Etten, New York* 14889. The agenda for the meeting is listed below. If you are unable to attend, please inform Mr. Smith (737-7285), Mrs. Santulli (733-8607), or Mr. Sleeth (733-8611).

1. Call to order
2. Pledge of allegiance
3. Approval of minutes (document #2008-41)
4. Treasurer's report
 - a) Financial report (document #2008-42)
 - b) Report of unpaid Bills Detail (document #2008-43)
5. Correspondence
6. President's report
7. Director's report
 - a) Personnel activities since the March 2008 meeting (document #2008-44)
 - b) Review of Bookmobile services (documents #2008-45 and 46)
 - c) Brief progress report on implementing the strategic plan (document #2008-47)
8. Committee reports:
 - a) Executive Committee (Smith)
 - 1) Report of the Committee meeting (document #2008-48)
 - b) Budget & Finance Committee (Fitzgerald)
 - 1) Report of the Committee meeting (document #2008-49)
 - c) Building & Grounds Committee (Schwesinger)
 - 1) Report of the Committee meeting
9. Old business
10. New business
11. Period for public expression
12. Adjournment

(Minutes of the April 2008 meeting of the Chemung County Library District Board of Trustees. Document #2008-41)

Minutes of the April 2008 meeting of the Chemung County Library District Board of Trustees. The April meeting was held on Thursday, April 17, 2008 at 7:00pm at the West Elmira Library. The meeting was called to order by President Allen (Denny) Smith. Present were Robin Fitzgerald, Karl Schwesinger, Jan Kather, Marleah Denkenberger, Ed Marosek, Sherrill Collins, Mary Beth Conwell, Kimberly Richards, Georgia Reynolds. Excused: Jason Harmon, Judy Sell and Andrea Ogunwumi. Also present were Kathy Stickler of the accounting firm Mengel, Metzger & Barr, Jim Sleeth, the Library District's Director and Joan Santulli, the Library District's Administrative Assistant.

Mr. Smith turned the meeting over to Kathy Stickler for her review of the Library District's 2007 financial accounts. Ms. Stickler reviewed both the *Audited Financial Statements, Other Financial Information, and Independent Auditors' Reports*, and the *Required Communications and Advisory Comments* for fiscal year 2007 in detail with the CCLD Board of Trustees. She stated that Mengel, Metzger & Barr have given the 2007 Audit of CCLD records a clean opinion. Ms. Stickler was thanked for her work.

Minutes. The minutes of the March 2008 meeting (Document #2008-32) were presented for board review. The minutes were approved as distributed by unanimous consent.

Financial Report. The March 31, 2008 Financial Report (Document #2008-33) was presented for board review. Ms. Fitzgerald reported that the Library District has received 50% of the State Construction Funding for the projects that was applied for in 2007. By unanimous consent, the March 2008 Financial Report was approved as distributed and will be filed for audit.

Concerning the Report of Unpaid Bills (Document #2008-34). Ms. Fitzgerald stated that there are three Unpaid Bills lists to approve, the dates of those lists being April 1, 2008, April 2, 2008 and April 17, 2008. By unanimous consent, the board authorizes the payment of the three unpaid bill lists as distributed.

Correspondence.

The correspondence folder contained the following items of interest:

- An email notification that J & B Installations plan to begin construction on the the roof project at the West Elmira Library on Friday, April 18th.
- A letter from the Community Foundation of Elmira-Corning and the Finger Lakes that informs the Library District that we have received a mini-grant from them in the amount of \$1,000 to be used for the "In the Cards Author Visit and Book Reading".
- A detailed report from the staff of the Bookmobile regarding its status. The Bookmobile has been off the road for over a week. Since it is 23 years old, First Transit is having difficulty in finding parts for the needed repairs.

- A letter and check in the amount of \$20,000 from the Public Library Foundation of Chemung County for its first quarter contribution to the Library District. The letter requests that their annual contribution be allocated at the Horseheads Free Library as follows: \$25,000 for books and materials, \$35,000 to help fund the HVAC/roof replacement project, and the remaining funds to be transferred into the Capital Account for use at the Horseheads Free Library. Mr. Schwesinger moved, seconded by Ms. Reynolds, to accept the contribution and recommendations for its expenditure. Motion carried.
- A copy of a letter from the Big Flats Library Advocates to Elizabeth Wavle, the President of the Steele Memorial Library Foundation, which included a \$6,000 donation from the Big Flats Library Advocates to establish the Big Flats Library fund within the Steele Memorial Library Foundation.
- A copy of President Smith's response to the Southern Tier Library System which informed STLS of the Library District's opinion of STLS's plans for fund-raising, as discussed at previous meetings.
- A copy of a notice sent to the Star Gazette regarding a "Build a Quilt" program for children. Children created quilt squares which were then pieced together by Jean Lathrop and Connie Humphries, members of the Piecemaker Quilters. The quilt will be used to illustrate children's programs at the library.
- A copy of the final report from RPA, Inc., the Consultants hired by the Library District to assist in the creation of the 2008 – 2012 Long-Range Plan.
- A copy of the grant request to the Southern Tier Library System for funding to "Grow Your Library". The amount requested in this grant is \$1,000.
- Each board member received a bookmark that advertises the newest service available from STLS – Downloadable Audiobooks. This service allows you to listen to titles on your PC, transfer to supported devices, or burn some titles to CD.
- Each board member also received an invitation to the Volunteer Recognition celebration to be held on May 22, 2008.

President's report. President Smith reported on an April 10th, 2008 meeting that he and Mr. Sleeth had with County Executive Tom Santulli, Deputy County Executive Mike Krusen and County Budget Officer Steve Hoover regarding the news publicity surrounding the CCLD long-range plan, including the initiative that will investigate the feasibility of building new libraries in the County. The County Administration urged the Library District to take care when requesting budget increases in the future or the Library District will run the risk of failure in the polls.

Executive Committee. The report of the Executive Committee was presented in writing to the board (Document #2008-35). Vice-President Denkenberger reported that the committee briefly reviewed a workplace harassment policy and requested that other examples be sought prior to any decisions being made. The committee reviewed the policy now entitled "Expectations of Acceptable Conduct" and revised the portion of the policy (#12) that deals with young and unsupervised children. The committee agreed to add an age group to the policy to be more specific regarding who is in need of adult supervision. Ms. Collins moved, seconded by Ms. Richards to approve the changes to the

“Expectation of Acceptable Conduct” policy as presented in writing to the board. Motion Carried.

Ms. Denkenberger stated that the committee also reviewed a method of implementing the action plans of the new strategic plan (Document #2008-37). There will need to be five “special committees” to work on the five strategic initiatives, said committees to include three types of individuals – board members, Library District staff and members of the public. The board liaison to each committee will be the chair of that committee and will report to the Executive Committee. President Smith asked board members to volunteer to chair one of the “special committees.” Georgia Reynolds agreed to chair the marketing special committee, Kim Richards agreed to chair the organizational issues special committee, Marleah Denkenberger and Karl Schwesinger agreed to chair the building & grounds special committee, and Sherry Collins agreed to chair the accountability special committee.

Budget & Finance Committee. The report of the Budget & Finance Committee meeting was presented in writing to the board (Document #2008-38). Ms. Fitzgerald reported that the committee had initial discussions regarding the progress of contract negotiations for a labor management agreement with CSEA. A 2009 Budget Timeline (Document #2008-39) was included in the board packet for board information.

Buildings & Grounds Committee. The report of the Buildings & Grounds Committee meeting was presented in writing to the board. (Document #2008-40). Mr. Schwesinger reported that the chiller project at the Steele Library is near completion. The final step will be to meet with Chemung County Buildings & Grounds for a walk-through of the project. The County B & G Department has agreed to install the handicapped door handles at the Steele Library with no labor costs to the Library District. The replacement of the exterior doors at Steele, however, will need to be put out for bid. The committee discussed using “card readers” instead of entrance keys, but decided that installing the card readers would be an unjustified cost to the District at this time.

Mr. Schwesinger stated that Sue Oliver of Fagan Engineers is working on updating the *Existing Conditions / Capital Assessment of the Chemung County Library District Properties* report. This update will assist the Library District in choosing projects to apply for State Construction Aid in 2008.

Mr. Schwesinger also expressed thanks on behalf of the Library District to the Public Library Foundation for its contribution of funding toward the HVAC / Roof Replacement project at the Horseheads Free Library.

Old Business. There was no old business to bring to the floor.

New Business. President Smith reported that he received an email from Ristiina Wigg, the Director of the Southern Tier Library System that announces that former CCLD board member Claudia Radin was selected to receive the New York Association of Library

Board's (NYSALB) 2008 Velma Moore Award. This award is given to a Trustee who has been outstanding in their accomplishments and dedication to their position.

Public Expression. None.

The meeting was adjourned at 9:00pm. The next regular meeting of the board will be on Thursday, May 15, 2008 at 7pm at the **Van Etten** Library.

CHEMUNG COUNTY LIBRARY DISTRICT				(DOCUMENT #2008-42)	
Financial Report - APRIL 30, 2008					
Account	2008 Annual Budget	Received to date	Balance remaining	Percentage Received	Percentage through year
Income					
Library Fines, Fees & Contributions	\$ 80,615	\$ 39,205	\$ 41,410	49%	
Grants (other than N.Y.S.)	23,296	24,295	(999)	104%	
Foundation Contributions	160,000	79,467	80,533	50%	
Library District Tax Receipts	2,336,605	2,336,605	0	100%	
Interest on Investments	50,000	11,210	38,790	22%	
State Aid					
Central Library Development	105,000		105,000	0%	
Central Book Aid	71,500		71,500	0%	
Local Library Services Aid	41,700	4,183	37,517	10%	
Other State Aid	98,050	89,002	9,048	91%	
TOTAL INCOME	\$ 2,966,766	\$ 2,583,967	\$ 382,799	87%	33%
Expense					
Personnel					
Salaries	\$ 1,168,526	\$ 391,527	\$ 776,999	34%	
Sunday & Holiday Salaries	56,881	20,483	36,398	36%	
Employee Benefits	522,402	170,174	352,228	33%	
Subtotal - Personnel Expenses	1,747,809	582,184	1,165,625	33%	
Contractual					
Equipment	16,010	1,745	14,265	11%	
Telephone	10,100	3,355	6,745	33%	
Supplies	28,032	14,074	13,958	50%	
Travel & Continuing Education	17,840	2,110	15,730	12%	
Repairs & Maintenance	30,780	18,561	12,219	60%	
Postage	6,200	129	6,071	2%	
Education - Tuition Assistance	5,200	0	5,200	0%	
Library Materials (books, video, etc.)	302,000	111,642	190,358	37%	
Utilities	81,525	12,447	69,078	15%	
Building Cleaning Supplies	7,540	2,056	5,484	27%	
Fuel, Gas & Oil	2,750	1,184	1,566	43%	
Insurance	35,324	13,158	22,166	37%	
Rent	5,150	1,666	3,484	32%	
Vehicle Operation / Lease	1,000	1,929	(929)	193%	
Professional Fees (audit, membership)	88,377	37,189	51,188	42%	
Data Processing Expenses	40,021	800	39,221	2%	
Payment of Taxes	4,795	4,649	146	97%	
Library Programming	19,950	8,130	11,820	41%	
Chemung County costs (B&G, vision)	20,680	0	20,680	0%	
Capital Improvements	212,900	66,209	146,691	31%	
Contingency Fund	65,872	0	65,872	0%	
Debt Service	216,911	54,228	162,683	25%	
TOTAL EXPENSE	\$ 2,966,766	\$ 937,445	\$ 2,029,321	32%	33%
**NOTES TO FINANCIAL REPORT					
INCOME -- Foundation Contributions include the donation made in the 4th quarter of 2007					
90% State Construction Aid received as of 4/30/08					
EXPENSE -- Several minor repairs to the Bookmobile have put that account over budget					

Unpaid Bills Detail

As of May 7, 2008

	Date	Memo	Open Balance
4imprint			
	05/06/2008	Booker balloons /mouse pads for programming	205.21
Total 4imprint			205.21
Acme Pest Control, Inc.			
	05/06/2008	Pest Control @ Steele	25.00
Total Acme Pest Control, Inc.			25.00
Baker & Taylor Books			
	05/06/2008	HFL book purchases	191.37
Total Baker & Taylor Books			191.37
Barnes & Noble, Inc.			
	05/06/2008	Steele JUV purchase for program	17.58
Total Barnes & Noble, Inc.			17.58
Brodart Co.			
	05/06/2008	labels for books	89.56
Total Brodart Co.			89.56
Center Point Large Print			
	05/06/2008	ST large print	193.78
Total Center Point Large Print			193.78
Chemung County Historical Society, Inc.			
	05/07/2008	2008 membership dues	24.00
Total Chemung County Historical Society, Inc.			24.00
Demco, Inc.			
	05/06/2008	BF & Steele supplies	467.77
Total Demco, Inc.			467.77
First Transit			
	05/06/2008	Bookmobile fuel -April	70.98
Total First Transit			70.98
Gressco LTD.			
	05/06/2008	DVD security cases for ST	2,779.66
Total Gressco LTD.			2,779.66
Highsmith, Inc.			
	05/06/2008	display rack for WE	47.94
Total Highsmith, Inc.			47.94
Horwitz Supply Company			
	05/06/2008	paper & cleaning supplies-ST/BF/WE	593.42
Total Horwitz Supply Company			593.42
Idearc Media Corp.			
	05/06/2008	Phone book ad-monthly fee	15.25
Total Idearc Media Corp.			15.25

Unpaid Bills Detail

As of May 7, 2008

	Date	Memo	Open Balance
Image Integrator			
	05/06/2008	toner supply-MF machines	193.50
Total Image Integrator			193.50
Logic Computer Products			
	05/06/2008	Copier supply - BF & WE	590.91
Total Logic Computer Products			590.91
Mary Celli			
	05/06/2008	Volunteer Recog. program expense	75.00
Total Mary Celli			75.00
Matthew Bender & Co, Inc.			
	05/07/2008	Law Books -HFL	280.58
Total Matthew Bender & Co, Inc.			280.58
Mengel Metzger & Barr			
	05/06/2008	final billing for 2007 audit	3,350.00
Total Mengel Metzger & Barr			3,350.00
MidWest Tape			
	05/06/2008	DVD/Audio purchases-HFL & ST	2,332.62
Total MidWest Tape			2,332.62
Oriental Trading Company, Inc.			
	05/06/2008	programming supplies-BF	36.85
Total Oriental Trading Company, Inc.			36.85
Petty Cash-Steele			
	05/06/2008	reimburse PC expenses-SML	141.89
Total Petty Cash-Steele			141.89
Public Broadcasting Service			
	05/06/2008	Steele Special AV budget	40.50
Total Public Broadcasting Service			40.50
Raco Industries			
	05/06/2008	Receipt Printer for ST	485.90
Total Raco Industries			485.90
Random House, Inc.			
	05/06/2008	AV purchases-ST	2,354.00
Total Random House, Inc.			2,354.00
Sebco Books			
	05/06/2008	HFL Juvenile Materials	52.64
Total Sebco Books			52.64
SKJ Facilities Management, Inc.			
	05/06/2008	HFL Janitor services -April	480.00
Total SKJ Facilities Management, Inc.			480.00

Unpaid Bills Detail

As of May 7, 2008

	Date	Memo	Open Balance
Southern Tier Library System			
	05/06/2008	Cost Share/processing fees 1st Qtr 08	10,455.75
Total Southern Tier Library System			10,455.75
Sunset Printers			
	05/06/2008	Library card applications-all libraries	224.60
Total Sunset Printers			224.60
The Leader			
	05/06/2008	HFL subscription	195.50
Total The Leader			195.50
The Penworthy Company			
	05/06/2008	ST library materials	1,227.36
Total The Penworthy Company			1,227.36
Thomson Gale			
	05/06/2008	ST fiction purchase	537.12
Total Thomson Gale			537.12
Town of VanEtten			
	05/06/2008	Building rental-May	416.66
Total Town of VanEtten			416.66
Upstart			
	05/06/2008	Prog Supply - ST & VE	29.75
Total Upstart			29.75
Wegmans Food Markets Inc.			
	05/06/2008	Prog. supply SML Juvenile	62.48
Total Wegmans Food Markets Inc.			62.48
Weston Wood Studios			
	05/06/2008	Library materials-BF/WE	183.91
Total Weston Wood Studios			183.91
			28,469.04

Chemung County Library District Grant Fund
Unpaid Bills Detail
As of May 6, 2008

Executive Committee
Document #2008-43

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Baker & Taylor Books			
	05/06/2008	Reference materials	214.46
Total Baker & Taylor Books			<u>214.46</u>
Greenwood Publishing Group			
	05/06/2008	Reference Materials	50.40
Total Greenwood Publishing Group			<u>50.40</u>
Ingram Library Services			
	05/06/2008	Non-Fiction book purchases	2,845.41
Total Ingram Library Services			<u>2,845.41</u>
N.A.D.A. Appraisal Guides			
	05/06/2008	reference materials	361.00
Total N.A.D.A. Appraisal Guides			<u>361.00</u>
Southern Tier Library System			
	05/06/2008	processing fees-NonF & Ref -1st qtr 08	232.50
Total Southern Tier Library System			<u>232.50</u>
Thomson Gale			
	05/06/2008	Reference Material	304.00
Total Thomson Gale			<u>304.00</u>
			<u><u>4,007.77</u></u>

**Chemung County Library District General Fund
Unpaid Bills Detail
As of May 6, 2008**

**Executive Committee
Document #2008-43**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Amazon Credit Plan			
	05/06/2008	purchases - all libraries	<u>1,115.70</u>
Total Amazon Credit Plan			1,115.70
Audio Editions			
	05/06/2008	CD/Audio purchases for Steele special budget	<u>625.85</u>
Total Audio Editions			625.85
Barcode Discount			
	05/06/2008	scanners for all libraries	<u>618.60</u>
Total Barcode Discount			618.60
BBC Audiobooks America			
	05/06/2008	Audio purchases for Steele	<u>801.98</u>
Total BBC Audiobooks America			801.98
Blackbourn Media Packaging			
	05/06/2008	AV supplies for Steele	<u>64.37</u>
Total Blackbourn Media Packaging			64.37
Century Computer Products, Inc.			
	05/06/2008	printer cartridges	<u>190.90</u>
Total Century Computer Products, Inc.			190.90
Chemung Canal Trust Company			
	05/06/2008	misc credit card purchases-April	<u>262.96</u>
Total Chemung Canal Trust Company			262.96
Chemung County Buildings & Grounds Dept.			
	05/06/2008	Utility & Bldg Maint. chg- 1st Qtr 2008	<u>13,465.14</u>
Total Chemung County Buildings & Grounds Dept.			13,465.14
Chemung County Library District			
	05/06/2008	Petty Cash reimbursement - HFL	<u>121.72</u>
Total Chemung County Library District			121.72
Claitor's Law Books & Publishing, Inc.			
	05/06/2008	Book purchase-HFL	<u>46.85</u>
Total Claitor's Law Books & Publishing, Inc.			46.85
Deborah L. Brimmer			
	05/06/2008	Mileage reimbursement-4/7-4/22	<u>64.64</u>
Total Deborah L. Brimmer			64.64
Dell Business Credit			
	05/06/2008	Laptop for IT Department	<u>1,454.00</u>
Total Dell Business Credit			1,454.00
Donna Hubbard			
	05/06/2008	Mileage reimb-HFL	<u>24.24</u>
Total Donna Hubbard			24.24

**Chemung County Library District General Fund
Unpaid Bills Detail
As of May 6, 2008**

**Executive Committee
Document #2008-43**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Fagan Engineers			
	05/06/2008	Prof. Svc-review of CCLD roof projects 1st qtr 08	<u>1,917.50</u>
Total Fagan Engineers			1,917.50
Fred Pryor Seminars			
	05/06/2008	reg fee-workshop-ST staff	<u>99.00</u>
Total Fred Pryor Seminars			99.00
Gateway America Sports			
	05/06/2008	DVD purchase-ST special budget	<u>65.00</u>
Total Gateway America Sports			65.00
GE Money Bank/Amazon			
	05/06/2008	HFL Purchases	<u>433.85</u>
Total GE Money Bank/Amazon			433.85
George Crowell			
	05/06/2008	patron refund	<u>40.00</u>
Total George Crowell			40.00
Hewlett-Packard Company			
	05/06/2008	Windows XP license	<u>20.00</u>
Total Hewlett-Packard Company			20.00
Ingram Library Services			
	05/06/2008	Library materials-May statement	<u>11,601.14</u>
Total Ingram Library Services			11,601.14
Joan Santulli			
	05/06/2008	Mileage reimb-2 workshops	<u>99.87</u>
Total Joan Santulli			99.87
Kimberly Jones			
	05/06/2008	mileage reimb. Bookmobile stops 3/7-4/24	<u>82.06</u>
Total Kimberly Jones			82.06
NYSLAA			
	05/06/2008	HFL staff-conference registration	<u>151.00</u>
Total NYSLAA			151.00
Pitney Bowes			
	05/06/2008	postage due-leased equipment-1/30-4/30/08	<u>585.00</u>
Total Pitney Bowes			585.00
Reader's Digest			
	05/06/2008	HFL subscription 2008	<u>24.98</u>
Total Reader's Digest			24.98

Chemung County Library District General Fund

Executive Committee

Unpaid Bills Detail

Document #2008-43

As of May 6, 2008

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Recorded Books			
	05/06/2008	DVD purchases for Steele	<u>1,519.75</u>
Total Recorded Books			1,519.75
Regent Book co.			
	05/06/2008	Steele AV purchase	<u>138.03</u>
Total Regent Book co.			138.03
Staples Business Advantage			
	05/06/2008	Office supplies-all libraries	<u>303.13</u>
Total Staples Business Advantage			303.13
Staples Credit Plan			
	05/06/2008	BF supplies	<u>93.97</u>
Total Staples Credit Plan			93.97
Time Warner Cable			
	05/06/2008	VPN Service - May 08	<u>200.00</u>
Total Time Warner Cable			200.00
Verizon			
	05/06/2008	phone service-all libraries	<u>720.31</u>
Total Verizon			720.31
Verizon Wireless			
	05/06/2008	BKM cellular service-April	<u>117.10</u>
Total Verizon Wireless			<u>117.10</u>
			<u><u>37,068.64</u></u>

Document #2008-44: Personnel activities since the March 2008 meeting of the Library Board

Memo

To: Library District Board of Trustees

From: Jim Sleeth, Library Director

Subject: Personnel activities since the March 2008 meeting of the Library Board

Date: May 8, 2008

To give supervisory staff the time they needed to train the newest Library Pages – Sara Menchini & Betsy Lansing – we put a hold on hiring the last remaining vacancy at the Steele Memorial Library. Cola Thayer, Chris Corter, and Owen Frank requested that we move forward with interviews and, on Wednesday, May 7th, 2008 we interviewed four candidates. Following consultation with Cola, Chris, and Owen, we decided to hire James (Joplin) Carpenter as the newest Library Page. The opportunity was extended to Mr. Carpenter and the invitation to join the staff was accepted. Mr. Carpenter's first day of employment will be Monday, May 12th, 2008; his probationary period extends through November 12th, 2008.

Update on 2008 Improvements made to Bookmobile Service
By Dianne Patchett, Lynn Shepson, & Kim Jones
(document #2008-45)

Marketing:

Bookmobile staff, Dianne Patchett and Kim Jones, have been hand collecting statistics and keeping a log in order to examine our stops and usage. If we are to seriously examine the possibility of serving the more rural areas of the County, it would be helpful to have a report on how many library card holders there are in each town. This would help us determine where the underserved areas are and if there are enough borrowers in those areas to justify the expense of taking the Bookmobile there. For example, in Beaver Dams, we had 3 patrons when our new bookmobile team began. The Beaver Dams stop was moved because the bus was parked partially in the road. The new Beaver Dams location is more visible and safe for both the bus and the patrons. After the move, we picked up one more patron within 3 months. Bookmobile staff decided take a further step to highlight the Beaver Dams stop by putting a story in the CCLD newsletter, describing the stop to patrons so we can see whether we can attract more patrons by advertising. Still, one key question for the Library District will be: How much money in terms of staff, gas, and Bookmobile wear and tear is the District willing to spend for 4 patrons who all drive to the stop?

By examining our usage at stops, moving unproductive stops in search of a better location, advertising stops to attract business, and asking patrons if they have suggestions for better stops, the Bookmobile can do an informal marketing survey of places such as Pine City, to see whether we are able to attract users there for the Bookmobile before the District commits to placing a new library at a particular site. Specifically, in Pine City, we do get users from a Pine City School Kindergarten class, but the community stop has attracted only one man who returns books for his mother, but hasn't taken any out for himself. In a future newsletter or newspaper article, we might ask Pine City residents if they have suggestions for locations which might lead to more successful stops.

Fines:

Dianne found, after researching other bookmobile policies across the country, that the overwhelming majority of Bookmobiles do not charge fines. Dianne has contacted some of the supervisors of these bookmobiles to get more details. Their reasons for not charging fines are very similar: security for the staff and patrons on the bus. When word of mouth gets around that the Bookmobile has money, this makes the staff vulnerable.

Kim Jones' experience at First Transit was that their buses are designed so that the driver never handles money. Riders who do not have correct change cannot ride the bus, or they ride and forfeit their change. The money drops down into an enclosed vault, which cannot be opened by the driver. The Elmira area is not getting any safer, and bookmobile staff sitting out on rural roads and at housing projects are very vulnerable. There are no security cameras or panic buttons on the bus. The small amount of money Bookmobile staff have collected isn't worth risking employee and patron safety over. In addition, we do not charge fines to our schools and

daycares, and it is our experience that this is the same policy the neighborhood libraries have been practicing. Books delivered to senior housing residents are not charged fines because the residents are not mobile. They have enough roadblocks, some standing outside of the bus with both hands on a walker and no money in their pockets. The library is offering them a service, and we don't want to lose their patronage by making them hobble back into the nursing home to get money. These two groups (schools and nursing homes) constitute the bulk of our business. The remainder, community stop patrons, are used to returning their books every two weeks, so there are very few fines accruing to them.

Renewals and other policies:

Our new team has been debuting standard CCLD policies on the Bookmobile to see how patrons react to them. Four week books are now checked out for the same 4 week default loan period that all CCLD libraries use, replacing the former loan period of 43 days. New fiction, holiday books, and audio books circulate for 2 weeks, since that is the shortest loan period we can give on the Bookmobile (a single stop interval.) No matter which loan period is used, a 2 week card is placed in the pocket of all books so that patrons know the date the Bookmobile will be returning. Patrons are now held to the 2 renewal policy, with no complaints. Staff either call or send out overdue notices to anyone they haven't talked to personally about their overdue materials, so very few fines are accruing at this point.

We are requiring the use of library cards at community stops, where patrons had not been bringing their cards. We have some instances of people in walkers that we serve by delivering their books to the foot of the bus, keeping their card numbers on the bus so we can check the books out before delivering them to the patron. So, inasmuch as possible, we are working on turning habits around to meet our stated policy requirements.

There are just a couple holdouts who were previously allowed to keep books for extended periods of time. Bookmobile staff are working with these patrons to change their perceptions and convince them that our policies are fair and reasonable. Over the last 4 months, the goal of Bookmobile staff has been to clean up bad accounts and make a fresh start. First, staff worked with those who had not been sent notices and had been allowed to let their overdues ride. In a few cases, when staff could not contact patrons personally, their accounts were sent to collection. Problem folders for every stop were established so that staff could try to clear up problems right away before they get out of control. Bookmobile staff report, "The key to success for us in these efforts has proven to be good communications with our patrons."

Improved communication with Steele book buyers:

Bookmobile staff are improving internal communications through a number of measures. Establishing an Outreach office at Steele has made Bookmobile staff visible and accessible. Bookmobile staff have worked with department heads and buyers at Steele to work out a seamless system for borrowing books to place on the Bookmobile for mutually agreed upon periods of time so that Bookmobile patrons will have better access to new books. The system works like this...once books are converted from new status, the buyers for fiction, non-fiction, large print, etc. bring carts of converted "recently new" books to the Outreach office for

Bookmobile staff to choose from for loan to the bookmobile. Bookmobile staff are rotating newer books more frequently, so that bookmobile patrons see a larger selection of new books, and Steele gets these books back on a timely basis. The Bookmobile does have a limited budget from which staff can choose to purchase a selection of the best new adult and children's books. Chris Corter has also supplemented the bookmobile budget by purchasing duplicates of children's holiday and award winning books which are in demand. The Bookmobile borrows these duplicates as well as duplicates of juvenile non-fiction books to rotate onto the Bookmobile. Dianne Patchett and Kim Jones were able to replace the older children's book collection on the Bookmobile with the duplicate collections that Chris had been placed in storage.

At this point, the entire collection on the bookmobile has been updated, checked for problems, and washed, as has the bus, which was scrubbed from ceiling to floor and shelving from top to bottom, by Kim and Dianne. They even found 15 books which were long lost behind one of the shelves, pretty much the worse for wear. With a staff of two, we are able to take the time to pay attention to detail, to rotate books more frequently, and to handle each patron problem in a very personal and prompt way.

Another thing that has opened up communications channels for both staff and patrons is the establishment of Bookmobile office hours. Bookmobile staff are available in the office whenever they are not out on the bookmobile or involved in a program or community event. There is generally someone in the Outreach office first thing in the morning and at the end of their work day as well. Steele and neighborhood library staff now have numerous ways to communicate with Dianne and Kim, discussing with them the available books for the Bookmobile, patron problems, requested community programs such as Strong Kids, Safe Kids, any other Bookmobile business they may have. In this way, Bookmobile staff have integrated themselves with staff in the Steele building and they are available to all of our CCLD libraries by phone and email as well.

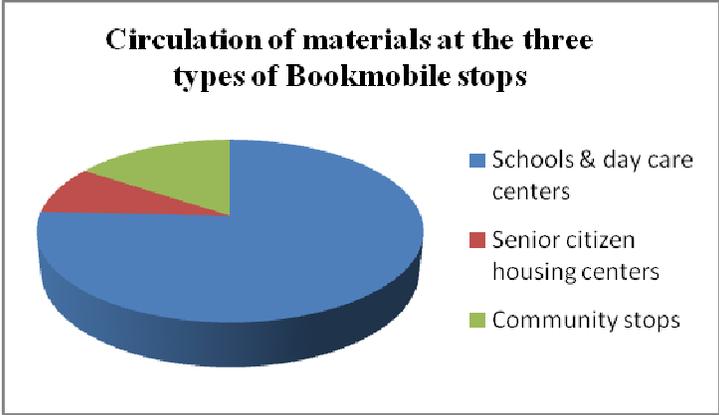
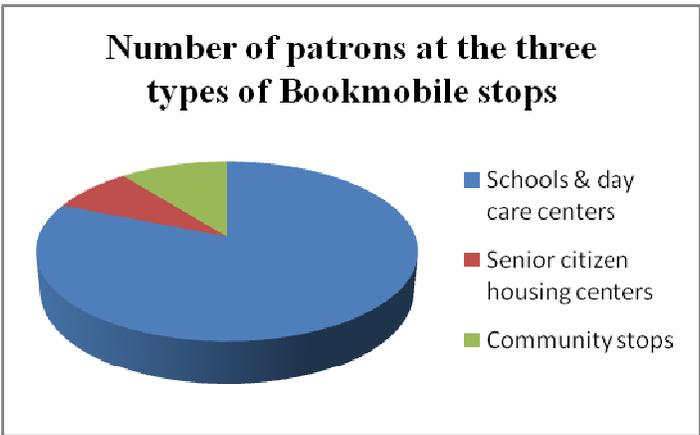
Programs:

The addition of a second staff member has made it possible to offer programming from our Bookmobile. Kim Jones began by driving the bookmobile in the Elmira Thanksgiving Day parade shortly after she was hired. There are plans for the Bookmobile to appear at Bookfest this spring, with Dianne Patchett telling stories. The Bookmobile gives CCLD storytellers a mobile base of operations, where they can tell stories on the bus or use the vehicle to house props and as a dressing room. Dianne has been regularly telling stories to preschools, head starts, and universal Pre-Ks. We can accommodate groups of up to 15 students at a time to have stories read to them on the vehicle. The Bookmobile has child friendly dinosaur magnets on the ceiling, decorations for every holiday, and staff are open to modifying the regular Bookmobile schedule in order to attend community events.

At the Southside Community Center, Bookmobile staff have been working with Community Center staff to help kids become readers. They started by hosting an abbreviated, month long Winter Reading Club at the Community Center, encouraging youth to get cards, rewarding them with little incentives from a reward basket, and giving the Community Center Activities Director

copies of children’s cards to hold on to so that the copied cards will be there for children to use when the Bookmobile arrives. This system has worked well for class visits in neighborhood libraries, and we hope it will work at the Southside Community Center as well, since some of the children’s home lives are not stable enough for the children and their parents to remember which day to send the library card with the child. A major goal for the Bookmobile is to use the role of storytelling on the Bookmobile in the same way as we do in any of our libraries, using books, puppets, and costumed characters to create the joy of reading and lifelong learning for a new generation of readers.

Type of Bookmobile stop	# of patrons
Schools & day care centers	2061
Senior citizen housing centers	207
Community stops	271
Type of Bookmobile stop	circulation
Schools & day care centers	2865
Senior citizen housing centers	326
Community stops	593



(Document #2008-46)

Date: May 7, 2008

Memo:

To: Jim Sleeth

From Kim Jones, Bookmobile Driver

Re: Bookmobile status

4-1-08 I wrote the Bookmobile up for a grinding noise when brakes are applied, they found the bookmobile needed a king pin and tie rod ends and were going to order the King Pin which when loose causes excessive play and wandering and the Tie rod end which attaches to the steering knuckle on each front wheel

4-5-08 I wrote the bookmobile up for the same noise as I heard on April 1 2008 but it was a Saturday and there was not a mechanic there to look at it at that time

4-7-08 A mechanic rode with me and he found the brake caliper was broken and took it off the road for safety. Mike Watson (maintenance supervisor) was going to order the Caliper and check on the tie rod and king pin. I called in the afternoon and Mike had not found any of those three parts yet.

4-8-08 I called in the morning to check on the bookmobile and Janice Hamblin (Parts clerk) said they had not found anything yet, I emailed Mike Watson (Maintenance manager) and asked him to please keep me informed as to what they were doing and he replied and said it was an old bookmobile and they were having problems finding those particular parts

4-9-08 I called again to check on bookmobile and still nothing. Janice Hamblin (parts clerk) told me Mike Watson (maintenance supervisor) said it was time to think about a new bus because the parts are harder to find the older it gets. I emailed Dave Spencer (regional maintenance supervisor) and asked if he could help in anyway as he use to work in Mikes postion for several years and has experience ordering parts for the bookmobile. He emailed me back and asked what the issue was and what the parts were. I responded to him and let him know everything I knew

4-10-08 I sent Mike Watson (maintenance supervisor) and Dave Spencer (regional maintenance supervisor) an email asking on the bookmobile and what parts they had and what they still needed, received an email from Mike Watson again saying that the bookmobile was very old and they could not find parts and he was going to call a few trucking places and see if they had any. He did let me know they had the king pin but could still not find the tie rod or caliper.

4-11-08 Dave Spencer (regional supervisor) emailed Mike Watson (maintenance supervisor) a few names and places to maybe check on and informed me also

4-14-08 I emailed Mike Watson (maintenance supervisor) on any progress and did not hear back before the end of the day.

4-15-08 I emailed Mike Watson (maintenance supervisor) to make sure he got the email from the day before and Mike responded and said he is trying very hard and may have a lead on a vender and he is checking it out and will keep me posted on any progress.

4-17-08 I emailed Mike Watson (maintenance supervisor) and asked if he had any news yet and he replied with an email saying that he had exhausted all his contacts and only had one more to check and if he did not find anything he would investigate on the internet and see what he could find.

4-21-08 I emailed Mike Watson (Maintenance supervisor) because I have not heard from him since Thursday 4-17-08 and asked if he had any news and offered to help out with any of the internet search for him and explained I knew he had a fleet of buses to keep going and I had more time to really be on the computer looking if he sent me all the information I could help.

4-22-08 I emailed Mike Watson (maintenance supervisor) again because I did not get a response from the day before and asked if he had any news I could pass on to my boss to let him know where the bookmobile was as to being repaired.

4-22-08 I also emailed Dave Spencer (regional supervisor) and asked him what I should do as I had emailed Mike Watson (maintenance supervisor) two times and had not gotten an answer.

4-22-08 I received an email from Dave Spencer (regional supervisor) and he said I should set up a meeting with Bob Williams (General Manager at First Transit) and let him be aware of what was going on and maybe it would get the ball rolling.

4-23-08 I called Bob Williams (general manager at First Transit) to set up an appointment and he was very busy for the rest of the week so we talked on the phone. I expressed my concern for it taking almost three weeks to even find a part for the bookmobile as we had patrons counting on us and had been off the road for almost three weeks and that Mike was not very helpful in responding to my emails to even keep me informed.

4-24-08 I received an email from Bob Williams (General Manager at First Transit) saying he had talked with Mike Watson. Mike Watson told Bob he is having a very hard time finding the parts due to the age of the bus. Bob told me he would check again with Mike and get back to me.

4-25-08 I emailed Mike Watson (maintenance supervisor) and asked if there was anything new on the bookmobile parts and Mike emailed me back saying he was looking on the internet and he had a person from the Ithaca location looking as well. Mike informed me that every place they have looked has said due to the age of the bookmobile parts are not available.

4-28-08 I received an email from Mike Watson (maintenance supervisor) and he gave me the bus information and said he had a parts manager from Ithaca store looking as well for the parts.

4-28-08 I emailed Mike Watson (Maintenance supervisor) and asked him if we never found the parts was there a way to re-modify the bus to make different parts work and Mike emailed me back and said it would be very hard due the age of the bus it would mean changing the frame and other impossible things under the bus.

4-28-08 I called GM in Geneva, Regional Trucking, Stadium International, and Cook Brother looking for parts or help in locating the parts and they all said they could not help us out

4-28-08 I emailed Chris Chaney (customer support at Matthew specialty vehicles) and asked if he had the parts we were looking for or knew of anywhere I could find them, Chris returned an email asking for all the bus information. I also emailed someone from Quality bus and Conway trucking and asked either of them if they had parts or knew where I could locate them.

4-28-08 I called Burr Trucking in Binghamton and gave them all the bus information so they could see if they could get the parts. Burr trucking called back and said that they could not because GM (general Motors) has no record of the bus and needed a Front end code or brake code and then they might be able to help

4-28-08 I called Elm Chevy and they said they could not help us out because it is a heavy duty truck part and said I should call Beam Mack

4-28-08 I called Beam Mack and gave them the info and they said they would call me back. When JR from Beam Mack called back he said the same thing-he needed the Axle code.

4-29-08 I received an email form Chris Chaney (Customer Support Matthew specialty vehicle) saying he needed the axle code from the bus and I called First Transit to get it and was told they did not have it because the bus was so old it was worn off.

4-29-08 Chris Chaney (customer support Matthew specialty vehicle) said he would recommend calling Thomas Built buses because that is who made it.

4-29-08 I called Thomas built buses and told them the situation and they asked for the VIN# of the bus. They called me back and said that GM (General Motors) has no record of the bus and they would need an axle code or a different VIN# to help us out.

4-30-08 Dianne and I went to the bus to shelve some books and see if we could find any codes that people were asking for. I was told to look above the visor for an identification plate or on the inside of the door or in a glove box. I copied all the information I could off the identification plate which was the same information I already had and then I found inside the over head compartment a wealth of vehicle information including several codes for various parts and information. I called Mike Watson (maintenance supervisor) and asked him to come out and take a look and see if any of that information would help them in finding parts. He copied down a lot of numbers to see if he could get any where on finding parts, I also copied some of the information down myself to help keep looking,

5-1-08 Mike Watson (maintenance supervisor) called me and informed me he had found the parts and he would be out of the office until Friday afternoon and he would send a mechanic up to Ithaca to get the parts first thing Monday morning. I offered to go to Ithaca for them if needed to get the parts if they did not have an available mechanic to go. Mike also said it was not a current vendor they had worked with and he had to figure out how they were going to pay for the parts. When I spoke to Joan Santulli she said if the library needed, would use their credit card. Mike said he would let me know Monday morning if he needed me to go and get the parts

5-5-08 I called Mike Watson (maintenance supervisor) to see if he needed me to go to pick up the parts for them and he said he couldn't get the bus in the garage today due to DOT inspections. I offered to go get them so when they could get it in the garage they would have the parts to start working on the bookmobile. Mike said he needed to get the bookmobile in the garage first to get measurements off the bookmobile to get the parts. He said it would be Tuesday or Wednesday before he could get it in. I emailed Bob Williams (general Manager at First Transit) and informed him I didn't think Mike seemed in

a hurry to get the parts to get the bookmobile back on the road. I also informed Bob Williams that I thought the communication needed to be better in the future in getting information back to us at the library so that future repairs did not take this long. I am waiting for a reply from the general manager. I also forwarded the letter to Shawn White (Assistant General Manager) to include him on what was going on.

5-5-08 Dianne Patchett and I talked with Jim Sleeth on how we hope once Mike Watson (maintenance supervisor) gets better acquainted with his job (as he has only been there 2 months) things will go smoother and the communication line will improve.

5-6-08 Mike Watson (maintenance supervisor) called me at 4:30pm and said I could go to Ithaca on Wednesday and get the parts. I told him I would go and do that for them

5-7-08 I went up to First Transit and got the information I needed to go and get the parts up in Ithaca and drove out and got the Brake caliper slide kit. When I got back to First Transit I was informed that the tie rods ends had just been delivered also and they had all the parts now needed to fix the bookmobile. I asked Mike Watson when we could hope to have it back on the road and he said he was shooting for the end of the week. I believe a lot of the time the bookmobile was off the road was due to lack or no communication at First Transit and I have discussed this with Bob Williams (General manager at First Transit) and he has talked to Mike Watson (maintenance supervisor) who has only been at the position for a couple of months and the communication line should be much better. As for them saying the bookmobile is so old they can not find parts I believe in the future we could run into similar circumstances as the bus is 23 years old, when the library district approves for a new bookmobile it could be as long as 6 to 12 months before it arrives and is ready to be driven and we should really have that in the backs of our minds as a time frame to order a new bookmobile

(Document #2008-47)

Memo

To: Board of Trustees

From: Jim Sleeth

Subject: Progress report on implementing the 2008-2012 strategic plan

Date: May 8, 2008

Board involvement:

Since the adoption by the CCLD board of the 2008 – 2012 strategic plan, several board members have stepped forward to take responsibility for chairing each of the five strategic initiatives:

- Initiative #1 – Marketing – Georgia A. Reynolds
- Initiative #2 – Organizational issues – Kim Richards
- Initiative #3 – Building & Grounds – Marleah Denkenberger and Karl Schwesinger
- Initiative #4 – Services – Judy Sell
- Initiative #5 – Accountability – Sherry Collins

Initial meetings to review each CCLD board member's responsibilities (and the scope of several action plans) have taken place with Kim Richards, Judy Sell, and Sherry Collins, and the initial meeting to address marketing and building & grounds issues will be held soon.

Staff involvement.

At the May 7th, 2008 meeting of library department heads, the following individuals stepped forth to volunteer to participate in the following initiatives:

- Initiative #1 – Marketing – Lynn Shepson (1.1)
- Initiative #2 – Organizational issues – Cola Thayer (2.1) and Dianne Patchett (2.6)
- Initiative #3 – Building & Grounds – Maureen Ferrell (3.3 & 3.4), Brian Harris (3.4), Lynn Shepson (3.7 & 3.8), Chris Corter (3.7 & 3.8)
- Initiative #4 – Services – Rose Woodard (4.1 & 4.2), Brian Harris (4.1 & 4.2), Chris Corter (4.4), Owen Frank (4.5 & 4.6)
- Initiative #5 – Accountability – Owen Frank (5.5), Cola Thayer (5.5)

It is understood that special expertise may compel additional staff participation.

Community involvement. While a few community members have volunteered to become involved, no decision has been made on appointment, but this is an important next step.

(Document #2008-48)

Report of the May 7th, 2008 meeting of the Executive Committee of the Chemung County Library District.

A meeting of the Executive Committee of the Chemung County Library District was held on Wednesday, May 7th, 2008 beginning at 7pm. The following members of the Executive Committee were present: Denny Smith, Marleah Denkenberger, Robin Fitzgerald, Sherry Collins, and Jan Kather. Also present was CCLD board member Karl Schwesinger. Staff present were Joan Santulli, the Library's Administrative Assistant, and Jim Sleeth, Library Director.

The following topics were discussed:

- Mr. Schwesinger, chair of the Building & Grounds Committee, was present to update the Executive Committee on the building projects currently underway. Both the West Elmira and Big Flats libraries showed decay of the structural wood deck, necessitating change orders to repair the problem. Mr. Schwesinger and Sue Oliver, owner's representative on these roofing projects, recommended delaying the beam repair aspect of the project at the West Elmira Library, and applying funds previously committed to this aspect of the project toward change order required for roof repair. Ms. Collins moved, seconded by Ms. Fitzgerald, to apply funds previously committed to repair of the laminated beams at the West Elmira Library to the change order currently estimated to cost \$1,600 and to approve the change order for the repair of roof boards at the Big Flats Library estimated to cost \$2,200. Motion carried. Also a problem at both West Elmira and Big Flats libraries is that the electrical conduit and mounting boxes were buried within the original roof system, necessitating a redesign of the electrical supply of soffit lights at West Elmira and overhead lights at Big Flats. Quotations for this work have been requested and will be brought to the May 14th Building & Grounds Committee and then the May 15th CCLD board meeting for consideration.
- Mr. Schwesinger also informed the Executive Committee that the bid documents for the roofing and HVAC projects were ready for review by CCLD attorney. Mr. Schwesinger was then excused from attending the balance of the Executive Committee meeting.
- Mr. Sleeth distributed the summer '08 calendar of events and copy for the next issue of Foreword, the CCLD newsletter. He complimented staff for their ability to plan these programs well in advance. This newsletter copy has been sent to HL&W for editing, layout, and printing, and an appointment has been scheduled with volunteers to prepare the newsletters for mailing on Friday, June 13th.
- Mr. Sleeth distributed the schedule of library hours for the summer 2008, a telephone tree update for use during emergency situations, and several examples of new library card design.

- A expansive discussion of issues related to the CCLD Bookmobile took place. Mr. Sleeth announced that all necessary spare parts had arrived, First Transit was scheduled to install them by the end of this week (May 9th, 2008), and the Bookmobile was expected back on the road May 12th. Maintenance issues were discussed, including that First Transit was quoted as saying “the Bookmobile is so old that they cannot find parts and in the future we could run into similar circumstances as the bus is 23 years old.” General consensus of the Executive Committee was that a discussion of Bookmobile services should take place at the next CCLD board meeting. Finally, it is the well-grounded opinion of CCLD Bookmobile staff that the acquisition of a new vehicle could take as long as 6 to 12 months between the issuance of a purchase order to the date of receipt of new vehicle. Recent correspondence between the Library staff and Elmira City School District Superintendent Raymond Bryant regarding having the Bookmobile stop at selected ECSD schools was distributed and discussed.
- Mr. Sleeth invited CCLD board members to attend the volunteer recognition event planned for Thursday, May 22nd at 2pm at the Steele Memorial Library. He noted that volunteers contributed over 6,000 hours at an estimated value of nearly \$82,000 to the Library District. A brief discussion of the importance of volunteers throughout our libraries took place.
- Mr. Sleeth highlighted a small but important exhibit entitled “Censorship in Schools and Libraries” currently on display at the Steele Memorial Library.
- Mr. Sleeth passed around copies of an article entitled “A Mixed Ballot Bag” from the March 15th, 2008 issue of *Library Journal*.
- Ms. Santulli distributed the “Unpaid Bills Detail” dated May 6th, 2008. Robin Fitzgerald moved, seconded by Marleah Denkenberger, to approve payment of these bills as distributed.
- Ms. Collins reported on her attendance to the New York State Association of Library Board’s Trustee Institute held recently in Saratoga Springs. In particular, she reviewed many details regarding the new “green library” recently constructed in Clifton Park, New York.
- Ms. Collins stated that she will present the schedule for election to the Board of Trustees of the Chemung County Library District at the May 15th, 2008 board meeting.

The committee adjourned at 8:10pm. The next meeting of the Executive Committee of the Chemung County Library District is scheduled to be held on Wednesday, June 4th, 2008 at 7pm in the Petrie Conference Room of the Steele Memorial Library.

(Document #2008-49)

Report of the May 8th, 2008 meeting of the Budget & Finance Committee of the Chemung County Library District:

A meeting of the Budget & Finance Committee of the Chemung County Library District was held on Thursday, May 8th, 2008 beginning at 8:15am. Attending the meeting were Robin Fitzgerald, Jason Harmon, Andrea Ogunwumi, and Denny Smith. Also in attendance were CCLD Administrative Assistant Joan Santulli and Library Director Jim Sleeth. Robin Fitzgerald opened the meeting at 8:15 am.

The following topics were discussed:

- Ms. Santulli distributed the April 30th, 2008 Financial Report. The report was reviewed and referred to the May 15th, 2008 regular meeting of the CCLD board of trustees.
- Ms. Santulli distributed the Unpaid Bill Detail dated May 7th, 2008 for consideration. The report was reviewed and referred to the May 15th, 2008 CCLD board meeting.
- The Committee briefly discussed the status of the CCLD Bookmobile. Mr. Sleeth announced that the Bookmobile was now expected to be back on the road Monday, May 12th following repairs.
- The Committee asked Mr. Sleeth to prepare a brief cover letter to include with the 2007 audit and send each to County Budget Officer Steven Hoover.
- Mr. Sleeth brought to the attention of the Committee recently introduced legislation that, if passed by the State Legislature and signed into law, would authorize the New York Library Association to bundle small construction projects together for submission to the Dormitory Authority of the State of New York for bonding. The Committee asked Mr. Sleeth to send a letter in support of this legislation to our State representatives.
- Ms. Fitzgerald briefly discussed the upcoming formulation of the 2009 budget proposal, giving the CCLD administration general direction on how to proceed.

The meeting adjourned at 9:15am. The next meeting of the Budget & Finance Committee of the Chemung County Library District is scheduled to be held Thursday, June 12th, 2008 at 8:15am in the Petrie Conference Room of the Steele Memorial Library.