

The Chemung County Library District, with neighborhood libraries in Big Flats, the Bookmobile, Elmira, Horseheads, Van Etten, West Elmira, and on the web at <a href="https://www.ccld.lib.ny.us">www.ccld.lib.ny.us</a>

#### Agenda

The March 17, 2022 meeting of the Board of Trustees of the Chemung County Library District will be held will be held on Thursday March 17, 2022 at 6:00 pm at **Steele Memorial Library** and by **ZOOM** (link to be sent out). 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. Approval of minutes (document #2022-13)
- 4. Treasurer's report
  - a) Financial report (document 2022-14)
  - b) Report of Unpaid Bills Detail (document 2022-15)
- 5. Correspondence
- 6. President's report (Dworkin)
- 7. Director's Report
- 8. Committee reports:
  - a) Executive Committee (Dworkin)
    - 1) Report of the Committee meeting (document 2022-16)
  - b) Budget & Finance Committee (Schamel)
    - 1) Report of the Committee meeting (document 2022-17)
  - c) Building & Grounds Committee (Schwesinger)
    - 1) Report of the Committee meeting (document 2022-18)
  - d) Personnel Committee (Appenzellar)
  - e) Election and Continuity Committee (Rogan)
  - f) Advocacy Committee
- 9. Executive Session
- 10. Old business
- 11. New business
- 12. Period for public expression
- 13. Adjournment

(Minutes of the February 17, 2022 meeting of the Chemung County Library District Board of Trustees. Document #2022-13)

The meeting was called to order at 6:00 pm by President Rachel Dworkin. Present via Zoom were Mr. Kevin Hansen, Mr. Mark Padgett, Mr. Jack Schamel, Ms. Martha Smith, Ms. Pat Silvernail, Ms. Penny Appenzellar, Ms. Crystal Gull-Buzzetti, Ms. Jessica Roberts, Ms. Muriel Friend, Ms. Phyllis Rogan, Mr. Karl Schwesinger, Ms. Pamela Larnard, and Ms. Bonnie Chollet. Excused: Ms. Lee Saginario. Also present were Holly Melott and Ron Shaw on behalf of the Library District's Administration.

**Minutes.** The minutes of the January 20, 2022 meeting (Document #2022-01) were presented for board review. Mr. Schamel moved that the January Board minutes be approved as presented, seconded by Ms. Chollet. **VOTE: Unanimously Approved.** 

**Financial Report.** The January 2022 Financial Report (Document #2022-02) was presented for board review. Mr. Schamel moved, seconded by Ms. Silvernail, to approve the January Financial Report as presented. **VOTE: Unanimously Approved**.

**Report of Unpaid Bills** (Document #2022-03) Mr. Schamel moved, seconded by Mr. Padgett, that the board authorize the payment of the unpaid bills dated 02/17/22 for the General Fund - \$23,094.45. **VOTE: Unanimously Approved.** 

<u>CONSENT ITEM:</u> Ms. Dworkin moved, seconded by Ms. Gullo-Buzzetti that Mr. Shaw be granted permission to sign the checks in lieu of the officers, due to electronic attendance. VOTE: Unanimously Approved.

**CONSENT ITEM:** Ms. Dworkin moved, seconded by Ms. Rogan, that the February Personnel Actions be approved as presented. VOTE: Unanimously Approved.

**CONSENT ITEM:** Mr. Hansen moved, seconded by Ms. Chollet, that the \$75,000 donation from the Denton Family Trust be accepted. VOTE: Unanimously Approved.

## **Correspondence:**

• A note of appreciation was shared from Catherine Cunningham. She commended librarian, Caroline Poppendeck, for exemplary customer service. Librarian, Doris Jean Metzger was also acknowledged for commendable service.

<u>CONSENT ITEM:</u> Mr. Schamel moved, seconded by Ms. Smith, that the district remain fine free for all overdue materials. VOTE: Unanimously Approved.

## President's Report.

### **Director's Report**

- Results from the civil service test have been received. Youth services has been short-handed, a part time employee is currently on short term disability. A full time employee from that department was moved to West Elmira in November. A circulation staff member may be reallocated to that department.
- STLS is still requesting mask usage for member libraries until 70% of county residents are vaccinated. Department heads will be surveyed to glean their opinion concerning lifting the mask mandate for patrons. Staff will be required to wear them.
- Mr. Shaw attended a Community Arts meeting concerning art on the promenade. A local event is being considered.

- There are currently no revisions to the CCLD banned books acquisition policy. The
  topic will be brought up to department heads to refresh and alert them concerning
  protocol.
- Ms. Melott and Ms. Santulli are preparing the 2021 Annual Report for STLS
- The cost of having Mengel, Metzger, and Barr conduct the audit will remain the same for 2022, with the understanding that there will be a price increase in 2023.
- The Horseheads Foundation report has been prepared, \$25,000 was spent on material, \$7,200 on projects and renovations.
- Patron Appreciation Week is underway, with each checkout patrons are eligible to enter a drawing for a \$50 gift card.
- The Friends Organization is asking staff to receive donations. The circulation supervisor will oversee the logistics.
- Library Advocacy Day is 3/2/22. The event is online, log in information will be forthcoming.
- Final expenses were submitted to NY State for the Steele parking lot renovations.
- The annual continuing education will likely be held online, nothing is planned with STLS at this time
- \$18,000 was received from the Friends, monies will be allocated as requested
- Ms. Melott will be off the week of February 21<sup>st</sup>. Ms. Santulli will be working in her place. Mr. Shaw will be off on Thursday, Feb 24<sup>th</sup> & Friday the 25<sup>th</sup>. Protocol is in place for his absence.

**Executive Committee.** The report of the Executive Committee was presented in writing to the board (Document #2022-10) Total cost of damage to the Steele public restroom has been determined. Mr. Shaw will be interviewed by law enforcement.

**Budget & Finance Committee.** The report of the Budget & Finance Committee meeting was presented in writing to the board. (Document #2022-11)

**Buildings & Grounds Committee.** The report of the Buildings & Grounds Committee meeting was presented in writing to the board (Document #2022-12).

**Personnel Committee.** 

**Election & Continuity Committee.** 

**Advocacy Committee.** 

Old Business.

**New Business**. Ms. Gullo-Buzzetti attended a Rules and Responsibility session sponsored by STLS. Other participants spoke well of CCLD. The distinct mission statement posted on the website was highly regarded.

Ms. Dworkin moved, seconded by Ms. Chollet, to adjourn. VOTE: Unanimously Approved.

The next regular meeting of the board will be held on Thursday, March 17, 2022, at 6:00pm online via Zoom and in the auditorium of the Steele Memorial Library.

### CHEMUNG COUNTY LIBRARY DISTRICT

## Financial Report - February 28, 2022

Income	2022 Annual Budget	Received to Date	Balance Remaining	Percentage Received	Percentage through Year	Notes
Library Fines, Fees & Contributions	\$ 57,150	\$ 14,152	\$ 42,998	24.76%		
Grants (other than N.Y.S.)		\$ 250				
Foundation Contributions (HH & Steele)	\$ 200,000		200,000	0%		
Library District Tax Receipts	\$ 3,194,512		3,194,512	0%		
PILOT Funds	\$ 65,000			0%		
Interest on Investments	\$ 8,000	\$ 389	7,611	5%		
State Aid						
Central Library Development	\$ 57,200		57,200	0%		
Central Book Aid	\$ 46,898	\$ 38,541	8,357	82%		
Local Library Services Aid	\$ 26,025		26,025	0%		
Other State Aid - State Construction Funds		\$ 16,310				
TOTAL INCOME	\$ 3,654,785	\$ 69,642	\$ 3,536,703	2%	17%	
Expense	<b>Annual Budget</b>	Expended to Date	Balance	Percent	Percentage	
Personnel						
Salaries	1,728,402	264047.51		15%		
Overtime & Holiday Salaries	24,227	\$ 2,663	21,564	11%		
Employee Benefits						
FICA	133,852	. ,		15%		
NY State Retirement	261,806			17%		
Medical & Dental	504,158			17%		
Other (Disability, Wk. Comp, Unemp)	25,394	\$ 19,331	\$ 6,063	76%		
Subtotal - Personnel Expenses	2,677,839	436,919	\$ 2,240,920	16%	17%	
Contractual						
Equipment	19,000		18,228	0%		2021 purchases:I-pad & phones:\$772 Grant\$
Telephone	10,800		2,045	81%		
Supplies	45,200		28,056	38%		\$15,000=split cost of online resources w/STLS:Peterson's Test prep & Brainfuse
Γravel & Continuing Education	10,626		9,977	6%		
Repairs & Maintenance	28,635		26,487	8%		
Postage	2,925		2,788	5%		
ibrary Materials (books, video, etc.)	382,843		354,558	7%		Friends:Hoopla Streaming\$3,000;Gifts:\$754;Grant\$889
Itilities	59,000	, , , , ,	44,543	25%		
Building Cleaning Supplies	14,200	\$ 3,797	10,403	27%		
Fuel, Gas & Oil (Bookmobile)	3,100		2,732	12%		
nsurance	34,700		0	100%		
Vehicle Operation / Maintenance	5,000		4,795	4%		
rofessional Fees (audit, engineer/legal fees)	31,395		30,563	3%		
Data Processing Expenses (Cost Share)	116,134		115,235	1%		
Payment of Taxes	5,150		2,895	44%		
ibrary Programming	39,897		32,656	18%		<b>\$2510 - Grant \$</b> /\$393 Friends
Chemung County costs (B&G, vision)	14,000		10,518	25%		
Capital Improvements STATE CONST see below	10,000		(3,700)	137%		\$13,700 HH Pavilion - pd for by HH Foundatioin
Contingency Fund	51,641		51,051	1%		Insurance
Subtotal Expenses	\$ 3,562,085	\$ 577,335.85	\$ 2,984,749	16%	17%	
TOTAL EXPENSES	\$ 3,562,085	\$ 577,336				

# Chemung County Library District General Fund Unpaid Bills Detail As of March 17, 2022

Туре	Date	Memo	Open Balance
Aleta Yarrow Bill	03/17/2022	Mango Quilting - HH take & make	300.00
Total Aleta Yarrow			300.00
Bakers Landscapir Bill	ng 03/17/2022	snow removal HH 2/4 x 2 & 2/25	300.00
Total Bakers Landso	caping		300.00
Bryan Boynton Bill	03/17/2022	IT phone stipend for on call - for 1st quarter 2022	90.00
Total Bryan Boynton			90.00
Chemung Canal Tr Bill Bill	03/17/2022 03/17/2022	Mastercard charges-subscription/service renewals Mastercard charges-subscription/service renewals	1,743.01 940.98
Total Chemung Cana	al Trust Compan	у	2,683.99
Deborah L. Brimme Bill	or 03/17/2022	IT phone stipend for on call - for 1st quarter 2022	90.00
Total Deborah L. Brit	mmer		90.00
Demco, Inc. Bill	03/17/2022	processing supplies -St AV invoice #7089541	173.83
Total Demco, Inc.			173.83
First Transit, Inc Bill	03/17/2022	Bkm fuel 1/23/22-02/19/2022 & maintenance invoice #11783808	515.67
Total First Transit, In	С		515.67
Jamie Reeves Bill	03/17/2022	Yoga on Tuesdays via Zoom - 3/1-3/29/22 - HH	200.00
Total Jamie Reeves			200.00
John van Otterloo Bill	03/17/2022	IT phone stipend for on call - for 1st quarter 2022	90.00
Total John van Otterl	00		90.00
Julie Spicer Bill	03/17/2022	Tai Chi programs online 3/8 - 4/19/22 - St	280.00
Total Julie Spicer			280.00
Noah's Ark Animal V Bill	Vorkshop, Inc. 03/17/2022	VE Proramming SRC supplies - invoice #29056 pd w/Friends \$	470.00
Total Noah's Ark Anin	nal Workshop, Ir	nc.	470.00
ProQuest LLC Bill	03/17/2022	Heritage Quest/Ancestry elec ref invoice #70719091	605.46
Total ProQuest LLC		_	605.46
ServiceMaster of the Bill	Tri- Counties 03/17/2022	Professional cleaning - 1/27 @ Steele	540.00
Total ServiceMaster of	of the Tri- Countie	es	540.00
Southern Tier Librar Bill	y System 03/17/2022	Cost share first quarter -2022	35,035.50
Total Southern Tier Li	brary System	-	35,035.50
Sullivan Professiona	I Landscaping		

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# Chemung County Library District General Fund Unpaid Bills Detail As of March 17, 2022

Туре	Date	Memo	Open Balance
Bill	03/17/2022	Salt distribution HH Feb 5,18, & 25 invoice #4299	225.00
Total Sullivan Profe	essional Landsca	ping	225.00
Tim Collins Bill Bill	03/17/2022 03/17/2022	Teen Improv program 3/1, 3/8, 3/15 & 3/29 pd w/Restart Grant \$ Teen Writing program 3/16 & 3/30	400.00 140.00
Total Tim Collins			540.00
TOTAL			42,139.45

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## **Chemung County Library District General Fund** Unpaid Bills Detail As of March 2, 2022

Туре	Date	Memo	Open Balance
Adrienne Abiodun Bill	03/02/2022	DNA Basics - Genealogy program 3/8/22 via Zoom - St	125.00
Total Adrienne Abiod	lun		125.00
Aleta Yarrow Bill	03/02/2022	Fairy House kit x 20 - HH make & take	430.00
Total Aleta Yarrow			430.00
Amazon Credit Plan Bill	03/02/2022	purchase all libraries-1/08/22-02/09/2022-including HH & CCLD Friends \$	3,843.85
Total Amazon Credit	Plan		3,843.85
Baker & Taylor Bool Bill	ks 03/02/2022	Book purchase -St Juv & Bookmobile- Feb	1,858.01
Total Baker & Taylor	Books		1,858.01
Bakers Landscaping Bill	9 03/02/2022	plowing & salting @ WE 2/4, 2/24, & 2/25	400.00
Total Bakers Landsca	aping		400.00
Blackstone Publishi Bill	<b>ng</b> 03/02/2022	Audiobooks -St - invoice #2026444 & #2021744	132.00
Total Blackstone Publ	lishing		132.00
Collaborative Summ Bill	er Library Pr 03/02/2022	ogram SRC Bkm 2022 materials - pd by Friends	278.66
Total Collaborative Su	ımmer Library	Program	278.66
Data443 Bill	03/02/2022	Smartshield License - annual -Smartshield License - quote #7237	1,124.00
Total Data443			1,124.00
Eastern Copy Produc Bill	cts 03/02/2022	Contract base rate charge & overage charge -St copier invoice #IN3246934	1,491.77
Total Eastern Copy Pr	roducts		1,491.77
	lain 03/02/2022 03/02/2022	Downtown Development Tax - ST bill #729043 Downtown Development Tax - ST bill #729042	1,505.16 15.74
Total Elmira City Char	mberlain	Control of the Contro	1,520.90
Elmira Water Board	03/01/2022	WE- 12/08-02/09/2022	45.73
Total Elmira Water Bo	ard		45.73
Filomena Jack Bill	03/02/2022	"Playing w/Oil Pastels (Floral)" 3/16/2022- pd w/grant funds	239.80
Total Filomena Jack			239.80
Findaway World LLC Bill	03/02/2022	HH Juv Material - invoice #380048/380052	167.94
Total Findaway World	LLC		167.94
Horseheads Do It Cer Bill	nter 03/02/2022	HH supplies Acct #935	142.41
Total Horseheads Do I	t Center		142.41
Ingram Library Service	ces		

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## **Chemung County Library District General Fund** Unpaid Bills Detail As of March 2, 2022

Туре	Date	Memo	Open Balance
Bill	03/02/2022	Feb Library material -	13,883.10
Total Ingram Library	Services		13,883.10
MidWest Tape Bill	03/02/2022	Feb Av purchases HH//St/Juv/WE	3,493.66
Total MidWest Tape			3,493.66
Sayles & Evans Bill	03/02/2022	Attorney fees - General Svcs 10/3/2021-12/29/2021 bill #10457	975.00
Total Sayles & Evan	s		975.00
Tim Collins Bill	03/02/2022	Creative Writing Teen prog - 3/2&3/9 -80% pd w/Restart Grant \$	250.00
Total Tim Collins			250.00
Village of Horsehea	ads 03/02/2022	10/15/2021-01/28/2022 water bill HH	85.90
Total Village of Hors	eheads		85.90
Xerox Corporation Bill	03/02/2022	BF copies per contract - 12/30/21-01/30/2022	19.83
Total Xerox Corporat	tion		19.83
OTAL			30,507.56

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## Central Library District and Central Book Aid Fund Unpaid Bills Detail As of March 2, 2022

Туре	Date	Memo <sup>*</sup>	Open Balance
Baker & Taylor Boo	oks 03/02/2022	Reference materials -Acct # C0010083	574.49
		Reference materials -Acct # Coo 10003	
Total Baker & Taylor	BOOKS		574.49
Information Today, Bill	Inc. 03/01/2022	reference material order #1741322-B1	474.03
Total Information Tod	day, Inc.		474.03
InfoUSA Marketing, Bill	Inc 03/02/2022	Reference materialinvoice #10003940159	309.40
Total InfoUSA Marke	ting, Inc		309.40
Ingram Library Serv Bill	rices 03/02/2022	Feb Library material -	159.25
Total Ingram Library	Services		159.25
Midwest Tape, LLC			
Bill	03/02/2022	CBA educational DVDs February	542.38
Total Midwest Tape,	LLC		542.38
Value Line Publishi	ng, Inc.		
Bill	03/02/2022	reference materials	470.00
Total Value Line Pub	lishing, Inc.		470.00
TAL			2,529.55

#### **Document #2022-16**

# Report of the March 3, 2022 meeting of the Executive Committee of the Chemung County Library District:

The meeting came to order at 6:00pm. Attending the meeting via Zoom, from the Executive Committee were Rachel Dworkin, Martha Smith, and Phyllis Rogan. Other board members attending via Zoom were Mark Padgett, Penny Appenzellar, Karl Schwesinger, Kevin Hansen, Pat Silvernail, Muriel Friend, Bonnie Chollet, and Crystal Gullo-Buzzetti. Ronald Shaw and Holly Melott, CCLD management, were also present via Zoom.

UNPAID BILLS: Ms. Melott submitted the Unpaid Bill List dated 3/2/22 in the amount of \$30,507.56 for the General Fund and \$2,529.55 for the Central Library District and Central Book Aid Fund. Ms. Appenzellar moved, seconded by Ms. Chollet, to approve payment of the General and Central Library District and Central Book Aid Fund bills as submitted in writing. VOTE: Unanimously Approved.

<u>CONSENT ITEM:</u> Ms. Dworkin moved, seconded by Mr. Padgett, that Mr. Shaw be granted permission to sign the checks in lieu of the officers, due to electronic attendance. VOTE: Unanimously Approved.

Mr. Shaw reported on the following:

- As of Wednesday, 3/2/22 masks are recommended for patrons but not required. They remain a staff requirement. Masks will continue to be available for patrons and staff may ask them to wear one if the patron is in need of assistance which requires an extended length of time or close proximity.
- Plans are underway to resume in house programming.
- Mr. Shaw and board member, Pat Silvernail, virtually attended the annual Library Advocacy Day on Wednesday, 3/2/22.
- A check was received from STLS in the amount of \$27,085.80. This represents 50% of the spending for the Appalachian Grant which was used to purchase patron equipment.
- All libraries were closed on Friday 2/25/22 due to inclement weather conditions.
- Friends donations are now being received by staff.
- The Water Board Election will be held at Steele on June 7, 2022.
- A check for \$3,200 was received from the Arts Council.
- Mr. Shaw will send members the organizational chart and the selection policy.

Ms. Chollet commented on a recent *NY Times* article addressing the issue of banned books. A lively and thought provoking discussion ensued.

The meeting adjourned at 6:45 pm. The next meeting of the Executive Committee of the Chemung County Library District will be held on Wednesday, April 5, 2022 at 6 pm via Zoom.

### **Document #2022-17**

# Report of the March 9, 2022 meeting of the Budget & Finance Committee of the Chemung County Library District.

Attending the meeting via Zoom: Mr. Jack Schamel, Ms. Rachel Dworkin, Ms. Jessica Roberts and Ms. Crystal Gullo-Buzzetti. Also in attendance Holly Melott and Ron Shaw, CCLD Administration. The meeting opened at 8:45 a.m.

Ms. Melott presented the February 28, 2022 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 March 17, 2022 for the General Fund - \$42,139.45; Details will be forwarded to the full CCLD board for its consideration.

Mr. Shaw announced receipt of the tax levy funds in the amount of \$3,194,512.01.

The meeting adjourned at 8:50am. The next meeting of the Budget & Finance Committee will be held on Wednesday, April 13, 2022 at 8:45 a.m. via Zoom.

## **Document #2022-18**

## Report of the March 2, 2022 meeting of the Buildings & Grounds Committee of the Chemung County Library District

The meeting opened at 5:30 pm. Present via Zoom were Ms. Rachel Dworkin, Ms. Martha Smith, and Mr. Karl Schwesinger. Also attending were Mr. Ron Shaw and Ms. Holly Melott, CCLD Management.

The committee discussed the following:

- Concerns about cracks in the Steele parking lot. Mr. Shaw will contact Bob Butcher, project manager.
- Capital improvements for the next few years were discussed. Administration is waiting to hear the amount NY state will be designating for statewide library construction funds.

The meeting adjourned at 5:45pm.

The next regular meeting of the Buildings & Grounds Committee will be held on Wednesday, April 6, 2022 at 5:30pm in the auditorium of the Steele Memorial Library and via Zoom.

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2022		2021	20	20
	Total %-age	Total %-age	Total %-age	Total %-age	Total %-age	Total %-age											
Adult Non-Fiction	1938 7.38%	1,896 7.42%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3,834 7	40% 21	131 7.25%	15338	5.92%
Adult Fiction	5095 19.41%	4,860 19.01%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	9,955 19	.21% 64	177 21.80%	44049	17.01%
Juv NF	1389 5.29%	1,387 5.43%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2,776 5	.36% 14	921 5.04%	10002	3.86%
Juv Fic	5639 21.48%	5,708 22.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	11,347 21	.90% 60	592 20.48%	39831	15.38%
AV	4692 17.87%	4,675 18.29%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	9,367 18	.08% 48	358 16.52%	45558	17.59%
Periodicals	114 0.43%	184 0.72%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	298 0	.58% 1	553 0.53%	959	0.37%
Other	338 1.29%	414 1.62%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	752 1	.45% 4	1.36%	1868	0.72%
Public Pcs	621 2.37%	548 2.14%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1,169 2	.26% 6	189 2.19%	4491	1.73%
Wireless	1238 4.72%	1,264 4.95%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2,502 4	.83% 14	525 4.94%	18284	7.06%
Down Audio	1601 6.10%	1,494 5.85%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3,095 5	.97% 19	934 6.74%	17359	6.70%
Down Ebooks	2924 11.14%	2,674 10.46%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5,598 10	.80% 33	242 11.24%	35431	13.68%
Down Music	0 0.00%	0 0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0 0	.00%	0 0.00%	17809	6.88%
Down Video	72 0.27%	59 0.23%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	131 0	.25%	976 0.33%	3660	1.41%
Down Mags	594 2.26%	396 1.55%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	990 1	.91% 4	587 1.58%	4318	1.67%
Total	26,255	25,559	0	0	0	0	0	0	0	0	0	0	51,814	295	303	258,957	