

# CHEMUNG COUNTY LIBRARY DISTRICT

## Agenda

The February 2008 meeting of the Board of Trustees of the Chemung County Library District will be held on Thursday, February 21<sup>st</sup>, 2008 at 7pm in the auditorium of the Steele Memorial Library, 101 East Church Street, Elmira, New York 14901. 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 #2008-13)
4. Treasurer's report
  - a) Financial report (document #2008-14)
  - b) Report of unpaid Bills Detail (document #2008-15)
5. Correspondence
6. President's report
  - a) STLS fund raising proposal (document #2008-16)
7. Director's report
  - a) Personnel activities since the January 2008 meeting of the Library Board (document #2008-17)
8. Committee reports:
  - a) Executive Committee (Smith)
    - 1) Report of the Committee meeting (document #2008-18)
  - b) Budget & Finance Committee (Fitzgerald)
    - 1) Report of the Committee meeting (document #2008-19)
  - c) Building & Grounds Committee (Schwesinger)
    - 1) Report of the Committee meeting (document #2008-20)
  - d) Planning Committee (Richards)
    - 1) Reports of the focus group and town hall meetings (document #2008-21, document #2008-22)
9. Old business
10. New business
11. Period for public expression
12. Adjournment

***(Minutes of the January 2008 meeting of the Chemung County Library District Board of Trustees. Document #2008-13)***

**Minutes of the January 2008 meeting of the Chemung County Library District Board of Trustees.** The January meeting was held on Thursday, January 17, 2008 at 7:00pm at the Steele Memorial Library. The meeting was called to order by President Allen (Denny) Smith. Present were Robin Fitzgerald and Karl Schwesinger, Jan Kather, Marleah Denkenberger, Ed Marosek, Sherrill Collins, Jason Harmon, Kimberly Richards, Georgia Reynolds, Judy Sell, Mary Beth Conwell and Andrea Ogunwumi. Also present were CCLD's Attorney, Jim Young, from the firm of Sayles & Evans, Jim Sleeth, the Library's Director and Joan Santulli, the Library's Administrative Assistant.

Vice-President Smith welcomed the newly elected members to the board. Ms. Collins moved, seconded by Mr. Harmon, to formally accept Georgia Reynolds – 3<sup>rd</sup> District; Judy Sell – 4<sup>th</sup> District; and Mary Beth Conwell – 7<sup>th</sup> District; Jan Kather – 8<sup>th</sup> District; and Jason Harmon – 10<sup>th</sup> District to the board. Motion carried. Ms. Fitzgerald moved, seconded by Mr. Schwesinger to re-appoint Kimberly Richards – 15<sup>th</sup> District and Andrea Ogunwumi – 9<sup>th</sup> District to a one year appointment to the board of trustees. The newly elected and returning board members then took their oath of office administered by the board secretary, Sherrill Collins.

**Minutes.** The minutes of the December 2007 meeting (Document #2008-1) were presented for board review, then approved as distributed by unanimous consent.

**Financial Report.** The December 31, 2007 Financial Report (Document #2008-2) was presented for board review. Ms. Fitzgerald noted that this report does not include the 4<sup>th</sup> quarter contributions from the two foundations as neither of them were received in time to be deposited in 2007. By unanimous consent the December 31, 2007 Financial Report was approved as distributed and will be filed for audit.

Concerning the Report of Unpaid Bills (Document #2008-3). Ms. Fitzgerald requested that an additional invoice be added to the list of Unpaid Bills. The first payment in the amount of \$5,666.00 is due to RPA, Inc., the consultants hired by CCLD to assist with the long-range planning process. By unanimous consent, the board authorized the payment of the unpaid bills as amended.

**Correspondence.**

The correspondence folder contained the following items of interest:

- The roster of membership on the CCLD Board of Trustees for 2008 was distributed for necessary updates. A new board member roster will be distributed at the February board meeting.

Attorney Jim Young was present to speak to the board regarding the process that will be followed to negotiate a new contract with CSEA. While the Library District currently operates under a collective bargaining agreement negotiated by CSEA and the County of

Chemung, the new contract will be exclusive to Chemung County Library District. Mr. Young does not foresee any major problems in negotiating a new contract. He stated that a bargaining team needs to be appointed and he recommended that team include himself and the Library District's Administrative Assistant. The bargaining team will report directly to the CCLD Personnel Committee for consideration of issues and, ultimately, the new collective bargaining agreement. Ms. Collins moved, seconded by Ms. Denkenberger, to appoint Mr. Young and Ms. Santulli as the bargaining team representing the Chemung County Library District for the purpose of negotiating a new CSEA contract for the Library District. Motion Carried.

**President's report.** President Smith submitted a slate of officers for approval by the board. Ms. Ogunwumi moved, seconded by Ms. Richards to approve the following slate of officers and Executive Committee members: President – Allen (Denny) Smith, Vice-President – Marleah Denkenberger, Secretary – Sherrill Collins, Treasurer – Robin Fitzgerald and Jan Kather as the member-at-large. Motion Carried. The board then reviewed and amended the 2008 Meeting Schedule for board and committee meetings.

President Smith then made the appointments of board members to the various committees as follows:

- Budget & Finance Committee: Robin Fitzgerald – Chair, Andrea Ogunwumi and Jason Harmon members
- Buildings & Grounds Committee: Karl Schwesinger – Chair, Jan Kather member
- Personnel Committee: Allen C. Smith – Chair, Marleah Denkenberger, Ed Marosek, Karl Schwesinger, Mary Beth Conwell and Georgia Reynolds members
- Ad hoc Strategic Plan: Kim Richards – Chair, Allen C. Smith, Sherry Collins, and Judy Sell members
- Ad hoc Nominating Committee: Allen C. Smith, Marleah Denkenberger and Jan Kather

Board orientation will be scheduled for later this month. This gives members an opportunity to learn about the organization. Mr. Smith invited all board members to attend. He also encouraged board members to attend the annual trustee conference held by the New York State Association of Library Boards (NYSLAB). Information on this conference will be given to trustees as soon as it is received by the District.

President Smith stated that it is the responsibility of the Library District board to fill vacancies as they occur on the board of directors for the Steele Memorial Library Foundation. The organization raises funds and makes both restricted and unrestricted contributions to CCLD. This Foundation has several funds in its portfolio, including funds for the benefit of the West Elmira Library, funds for the purchase of non-fiction materials, and funds for the purchase of genealogy research materials. Mr. Smith reported that Ms. Fitzgerald, the CCLD treasurer, has volunteered to serve on the Foundation board. Ms. Collins moved, seconded by Mr. Harmon, to appoint Ms. Fitzgerald as a representative from the Library District to fill a vacancy on the Steele Memorial Library Foundation board. Motion carried.

President Smith reported that he has received in writing the resignation of board member Joan Hurley from the 5<sup>th</sup> District.

**Director's Report.** The Director's report was presented in writing to the board (Document #2008-5). Mr. Sleeth stated that the vacant full-time Library Clerk position at the Big Flats Library was filled with a current staff member which then generated a vacant part-time Library Clerk position at the Big Flats Library. This month the Library District employees will complete their first performance appraisal since becoming District employees. Each employee will then work on a set of goals for 2008.

Mr. Sleeth reported that the annual reports from Department Heads and Supervisors are due in his office by February 1, 2008. This report, which informs the Library District board on a library-by-library basis, will be presented to an upcoming meeting of the CCLD board of trustees.

**Executive Committee.** The report of the Executive Committee was presented in writing to the board (Document #2008-6). President Smith stated the committee had a general discussion regarding the role of the Personnel Committee in regards to the negotiations with CSEA. They also briefly discussed the budget analysis of the library budgets from calendar years 2005 – 2008 which were requested by Chemung County.

Ms. Fitzgerald reported that once the Library District received the final quotes for insurance coverage for the District, the low bidder and our new insurance company is Cincinnati Insurance Company. This policy will remain in place for three years.

The Memorandum of Agreement with CSEA (Document #2008-7) was reviewed and approved to be sent to the full board for ratification. Ms. Collins moved, seconded by Mr. Schwesinger to approve the MOA regarding staff scheduling and switching as submitted in writing to the board. Motion carried.

President Smith stated that the Public Library Foundation of Chemung County (that supports the Horseheads Free Library) again requested that any unused portion of its 4<sup>th</sup> quarter contribution to CCLD be set aside in a capital fund for the construction of a new library building. A letter was returned to the Foundation acknowledging their contribution and holding to CCLD's understanding of how the funds will be set aside for a capital fund to benefit the Horseheads Free Library.

The Executive Committee also briefly discussed a letter from the Southern Tier Library System (STLS) that informed the CCLD board of its intention to seek additional funding for its operations. Mr. Smith said that a copy of the letter would be included in an upcoming board packet and used as the basis for discussion.

**Budget & Finance Committee.** The report of the Budget & Finance Committee meeting was presented in writing to the board (Document #2008-8). Ms. Fitzgerald reviewed the CCLD fund balance report with its 12/31/07 ending year balance (Document #2008-9). She explained that since the Library District does not receive its annual operating revenue

until the middle to end of February, the District maintains an end of year fund balance of 15% of expenses less debt service.

**Buildings & Grounds Committee.** The report of the Buildings & Grounds Committee meeting was presented in writing to the board (Document #2008-10). Mr. Schwesinger reported that the chiller project at the Steele Memorial Library is well under way. The contractor has requested a payment of 40% of the project cost which has been approved by the engineering firm in charge of the project. Mr. Schwesinger moved, seconded by Ms. Collins, to approve the payment of \$26,286.50 to Collins & Walton for work completed to date on the chiller project at the Steele Memorial Library. Motion Carried. Mr. Schwesinger reported that Fagan Engineers has negotiated with the low bidder on prices for the roofing projects at the West Elmira and Big Flats libraries. These contract documents are at the CCLD lawyer's office awaiting review and approval. Once these contracts are signed, the Library District can sign an agreement for the work to begin.

Concerning the new State Construction projects, Mr. Schwesinger reported that CCLD is in the early design stages with the engineers. These projects include the following: the handicapped ramp and the chiller/roof project at the Horseheads Free Library; the installation of exterior doors and handicapped door-knobs at the Steele Memorial Library; and the installation of handicapped doors and restrooms at both the Big Flats and West Elmira libraries.

**Strategic Planning Committee.** The report of the Planning Committee was presented in writing to the board (Document #2008-11). Ms. Richards reviewed the planning timetable (Document #2008-12) and reminded board members that the Consultant's first onsite meeting will take place on January 24, 2008 at 6pm at the Steele Library. The consultants from RPA will then hold six focus groups with CCLD staff, at the Town of Horseheads, the Town of Southport, with the Planning Committee, at the Town of Big Flats and at the Steele Memorial Library (for both the City and Town of Elmira residents). There are currently 60 – 65 people signed up to attend these focus groups. Board members were encouraged to attend the Town Hall meeting scheduled for February 7, 2008 at 6pm at the Steele Memorial Library where the consultants from RPA will share the results of the focus groups and solicit additional input regarding the Library District's future.

**Old Business.** None.

**New Business.** None

**Public Expression.** None.

The meeting was adjourned at 8:40pm. The next regular meeting of the board will be on Thursday, February 21, 2008 at 7pm at the Steele Memorial Library.

CHEMUNG COUNTY LIBRARY DISTRICT				(DOCUMENT #2008-14)	
Financial Report - JANUARY 31, 2008					
Account	2008 Annual Budget	Received to date	Balance remaining	Percentage Received	Percentage through year
<b>Income</b>					
Library Fines, Fees & Contributions	\$ 80,615	\$ 11,201	\$ 69,414	14%	
Grants (other than N.Y.S.)	23,296		23,296	0%	
Foundation Contributions	160,000	39,467	120,533	25%	
Library District Tax Receipts	2,336,605		2,336,605	0%	
Interest on Investments	50,000				
<b>State Aid</b>					
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		98,050	0%	
<b>TOTAL INCOME</b>	<b>\$ 2,966,766</b>	<b>\$ 54,851</b>	<b>\$ 2,861,915</b>	<b>2%</b>	<b>8%</b>
<b>Expense</b>					
<b>Personnel</b>					
Salaries	\$ 1,168,526	\$ 127,728	\$ 1,040,798	11%	
Sunday & Holiday Salaries	56,881	7,028	49,853	12%	
Employee Benefits	522,402	50,662	471,740	10%	
<b>Subtotal - Personnel Expenses</b>	<b>1,747,809</b>	<b>185,418</b>	<b>1,562,391</b>	<b>11%</b>	
<b>Contractual</b>					
Equipment	16,010	745	15,265	5%	
Telephone	10,100	1,293	8,807	13%	
Supplies	28,032	2,869	25,163	10%	
Travel & Continuing Education	17,840	180	17,660	1%	
Repairs & Maintenance	30,780	1,508	29,272	5%	
Postage	6,200	60	6,140	1%	
Education - Tuition Assistance	5,200		5,200	0%	
Library Materials (books, video, etc.)	302,000	37,965	264,035	13%	
Utilities	81,525	160	81,365	0%	
Building Cleaning Supplies	7,540	130	7,410	2%	
Fuel, Gas & Oil	2,750	322	2,428	12%	
Insurance	35,324	5,368	29,956	15%	
Rent	5,150	416	4,734	8%	
Vehicle Operation / Lease	1,000	527	473	53%	
Professional Fees (audit, membership)	88,377	7,909	80,468	9%	
Data Processing Expenses	40,021	400	39,621	1%	
Payment of Taxes	4,795	2,264	2,531	47%	
Library Programming	19,950	1,973	17,977	10%	
Chemung County costs (B&G, vision)	20,680		20,680	0%	
Capital Improvements	212,900	26,287	186,613	12%	
Contingency Fund	65,872		65,872	0%	
Debt Service	216,911		216,911	0%	
<b>TOTAL EXPENSE</b>	<b>\$ 2,966,766</b>	<b>\$ 275,794</b>	<b>\$ 2,690,972</b>	<b>9%</b>	<b>8%</b>
<b>**NOTES TO FINANCIAL REPORT</b>					
<b>INCOME --</b> Foundation Contributions include the donation made in the 4th quarter of 2007					
<b>EXPENSE --</b>					

**Chemung County Library District General Fund Document #2008-15**  
**Unpaid Bills Detail**  
**As of February 14, 2008**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Acme Pest Control, Inc.</b>			
	02/13/2008	Pest Control @ Steele	<u>23.00</u>
Total Acme Pest Control, Inc.			23.00
<b>All About Books, Inc.</b>			
	02/13/2008	Books purchased with ROAR funds	<u>4,535.00</u>
Total All About Books, Inc.			4,535.00
<b>Alliance Entertainment Corp.</b>			
	02/13/2008	Game purchases for HFL	<u>517.74</u>
Total Alliance Entertainment Corp.			517.74
<b>American Library Association</b>			
	02/13/2008	membership dues for 2008	<u>120.00</u>
Total American Library Association			120.00
<b>Audio Editions</b>			
	02/13/2008	CD/Audio purchases for Steele	<u>62.04</u>
Total Audio Editions			62.04
<b>Baker &amp; Taylor Books</b>			
	02/13/2008	HFL book purchases	<u>451.23</u>
Total Baker & Taylor Books			451.23
<b>Barnes &amp; Noble, Inc.</b>			
	02/13/2008	ST Juv/BKM book purchases	<u>287.08</u>
Total Barnes & Noble, Inc.			287.08
<b>Brodart Co.</b>			
	02/13/2008	Steele hangup bags	<u>69.58</u>
Total Brodart Co.			69.58
<b>Capabilities, Inc.</b>			
	02/13/2008	rubber stamps-HFL	<u>60.00</u>
Total Capabilities, Inc.			60.00
<b>Chemung County Buildings &amp; Grounds Dept.</b>			
	02/13/2008	Utility & Building Maintenance charges-final billing fc	<u>11,626.66</u>
Total Chemung County Buildings & Grounds Dept.			11,626.66
<b>Chemung County Library District</b>			
	02/13/2008	Petty Cash reimbursement - West Elmira	<u>278.57</u>
Total Chemung County Library District			278.57
<b>Demco, Inc.</b>			
	02/13/2008	DVD albums/date stamps	<u>173.80</u>
Total Demco, Inc.			173.80
<b>First Transit</b>			
	02/13/2008	Bookmobile fuel/repair coolant/tranny leak, etc	<u>1,292.54</u>

**Chemung County Library District General Fund Document #2008-15**  
**Unpaid Bills Detail**  
**As of February 14, 2008**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Total First Transit			1,292.54
<b>Gressco LTD.</b>			
	02/13/2008	DVD security cases for ST	2,889.87
Total Gressco LTD.			2,889.87
<b>H. L. Treu Office Supply Corp.</b>			
	02/13/2008	calendars-ST	16.40
Total H. L. Treu Office Supply Corp.			16.40
<b>Highsmith, Inc.</b>			
	02/13/2008	Program supplies-BF	40.90
Total Highsmith, Inc.			40.90
<b>Horwitz Supply Company</b>			
	02/13/2008	cleaning supplies-ST	55.69
Total Horwitz Supply Company			55.69
<b>Idearc Media Corp.</b>			
	02/13/2008	Phone book ad-monthly fee plus out of town phone	159.88
Total Idearc Media Corp.			159.88
<b>Image Integrator</b>			
	02/13/2008	toner for microfilm machine-ST	62.00
Total Image Integrator			62.00
<b>Imperial Door Controls, Inc.</b>			
	02/13/2008	maintenance contract-handicap doors @ Steele-200	1,160.00
Total Imperial Door Controls, Inc.			1,160.00
<b>Ingram Library Services</b>			
	02/13/2008	Library materials-all libraries -January purchases	1,160.22
Total Ingram Library Services			1,160.22
<b>Kirkus Reviews</b>			
	02/13/2008	annual subscription - HFL	1,155.00
Total Kirkus Reviews			1,155.00
<b>LearningExpress, LLC</b>			
	02/13/2008	license renewal 08/09	5,076.00
Total LearningExpress, LLC			5,076.00
<b>Logic Computer Products</b>			
	02/13/2008	Printer cartridge supplies-WE/ST	317.40
Total Logic Computer Products			317.40
<b>MidWest Tape</b>			
	02/13/2008	DVD/Audio purchases-HFL & ST	1,443.20
Total MidWest Tape			1,443.20



**Chemung County Library District General Fund Document #2008-15**  
**Unpaid Bills Detail**  
**As of February 14, 2008**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>New York State Assoc. of Library Boards</b>			
	02/13/2008	membership dues for district-2008	200.00
Total New York State Assoc. of Library Boards			<u>200.00</u>
<b>Oriental Trading Company, Inc.</b>			
	02/13/2008	programming supplies-WE/BF	110.95
Total Oriental Trading Company, Inc.			<u>110.95</u>
<b>RadioShack Corporation</b>			
	02/13/2008	ST phone battery	14.99
Total RadioShack Corporation			<u>14.99</u>
<b>Random House, Inc.</b>			
	02/13/2008	AV purchases-ST	68.00
Total Random House, Inc.			<u>68.00</u>
<b>Reliable Office Supplies</b>			
	02/13/2008	Office supplies-all libraries	174.63
Total Reliable Office Supplies			<u>174.63</u>
<b>Rem-Southern Office Products, Inc.</b>			
	02/13/2008	cost of copies per agreement-HFL 1st quarter	142.63
Total Rem-Southern Office Products, Inc.			<u>142.63</u>
<b>RPA, Inc.</b>			
	02/13/2008	Payment #2 of three per contract	5,667.00
Total RPA, Inc.			<u>5,667.00</u>
<b>Scholastic Library Publishing</b>			
	02/13/2008	ST juv book purchases	144.30
Total Scholastic Library Publishing			<u>144.30</u>
<b>SDS of NY</b>			
	02/13/2008	garbage disposal-BF,WE,HFL for Jan	129.45
Total SDS of NY			<u>129.45</u>
<b>SKJ Facilities Management, Inc.</b>			
	02/13/2008	HFL Janitor services 12/23-1/27	720.00
Total SKJ Facilities Management, Inc.			<u>720.00</u>
<b>Sunset Printers</b>			
	02/13/2008	CCLD banner	304.21
Total Sunset Printers			<u>304.21</u>
<b>Tanglewood</b>			
	02/13/2008	Steele program 3/7/08	55.00
Total Tanglewood			<u>55.00</u>
<b>Terel Marshburn</b>			

**Chemung County Library District General Fund Document #2008-15**  
**Unpaid Bills Detail**  
**As of February 14, 2008**

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
	02/13/2008	Patron refund	<u>40.00</u>
Total Terel Marshburn			40.00
<b>The Central Libraries Association</b>			
	02/13/2008	Membership dues 2008	<u>100.00</u>
Total The Central Libraries Association			100.00
<b>Thomson Gale</b>			
	02/13/2008	ST fiction purchase	<u>404.38</u>
Total Thomson Gale			404.38
<b>Town of VanEtten</b>			
	02/13/2008	Building rental-February	<u>416.66</u>
Total Town of VanEtten			416.66
<b>Unique Books, Inc.</b>			
	02/13/2008	HFL purchases	<u>40.53</u>
Total Unique Books, Inc.			40.53
<b>Unique Management Services, Inc.</b>			
	02/13/2008	collection agency fees-January 2007	<u>752.02</u>
Total Unique Management Services, Inc.			<u>752.02</u>
<b>TOTAL</b>			<b><u><u>42,518.55</u></u></b>

**Unpaid Bills Detail**

As of February 13, 2008

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Baker &amp; Taylor Books</b>			
	02/13/2008	Reference materials	1,384.80
Total Baker & Taylor Books			<u>1,384.80</u>
<b>Deluxe Business Checks and Solutions</b>			
	02/13/2008	supply of checks for Grant Fund	102.83
Total Deluxe Business Checks and Solutions			<u>102.83</u>
<b>Empire Technical Services</b>			
	02/13/2008	computer upgrades for Central Library	1,000.00
Total Empire Technical Services			<u>1,000.00</u>
<b>Harris Infosource</b>			
	02/13/2008	Reference material	180.10
Total Harris Infosource			<u>180.10</u>
<b>Southern Tier Library System</b>			
	02/13/2008	processing fees-NonFiction & Reference	110.00
Total Southern Tier Library System			<u>110.00</u>
<b>Value Line Publishing, Inc.</b>			
	02/13/2008	reference materials	269.00
Total Value Line Publishing, Inc.			<u>269.00</u>
<b>TOTAL</b>			<u><u>3,046.73</u></u>

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

Executive Committee  
2/6/08

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Dell Marketing L.P.</b>			
	02/04/2008	Computer for Reference Librarian	745.30
Total Dell Marketing L.P.			<u>745.30</u>
<b>Ingram Library Services</b>			
	02/06/2008	Non-Fiction book purchases	4,197.49
Total Ingram Library Services			<u>4,197.49</u>
<b>TOTAL</b>			<u><u>4,942.79</u></u>

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

Executive Committee  
2/6/08

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Amazon Credit Plan</b>			
	02/06/2008	Steele/WE purchases	225.68
Total Amazon Credit Plan			<u>225.68</u>
<b>American Library Association</b>			
	02/06/2008	Winter Reading Club-all libraries	517.32
Total American Library Association			<u>517.32</u>
<b>AT&amp;T</b>			
	02/06/2008	long dist chg-SML	8.44
Total AT&T			<u>8.44</u>
<b>Brian P. Harris</b>			
	02/06/2008	Mileage 11/14/07-1/30/08	81.10
Total Brian P. Harris			<u>81.10</u>
<b>Carol A. Leonard</b>			
	02/06/2008	Patron Refund	15.00
Total Carol A. Leonard			<u>15.00</u>
<b>Center Point Large Print</b>			
	02/06/2008	ST large print	193.78
Total Center Point Large Print			<u>193.78</u>
<b>Chemung Canal Trust Company</b>			
	02/06/2008	Steele supplies/WE lib materials/BF programming	255.19
Total Chemung Canal Trust Company			<u>255.19</u>
<b>Chemung County Chamber of Commerce</b>			
	02/06/2008	membership dues for district	223.00
Total Chemung County Chamber of Commerce			<u>223.00</u>
<b>Chemung County Library District</b>			
	02/06/2008	Petty Cash reimbursement - BF/WE/HFL	356.05
Total Chemung County Library District			<u>356.05</u>
<b>Cuba Circulating Library Association</b>			
	02/06/2008	Payment for Lost book	6.00
Total Cuba Circulating Library Association			<u>6.00</u>
<b>Deborah L. Brimmer</b>			
	02/06/2008	Mileage reimbursement-1/8/08-2/5/08 plus insuranc	298.53
Total Deborah L. Brimmer			<u>298.53</u>
<b>Dianne Patchett</b>			
	02/06/2008	Programming/Supplies for BKM	66.54
Total Dianne Patchett			<u>66.54</u>
<b>EBSCO Subscription Services</b>			
	02/06/2008	magazine subscription renewals-2008	572.60
Total EBSCO Subscription Services			<u>572.60</u>

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

Executive Committee  
2/6/08

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
<b>Ella Derry</b>			
	02/06/2008	Patron Refund	8.00
Total Ella Derry			<u>8.00</u>
<b>Elmira Water Board</b>			
	02/06/2008	SML & WE water	160.10
Total Elmira Water Board			<u>160.10</u>
<b>Gaylord Bros, Inc.</b>			
	02/06/2008	Book tape supplies-all libraries	335.95
Total Gaylord Bros, Inc.			<u>335.95</u>
<b>GE Money Bank/Amazon</b>			
	02/06/2008	HFL Purchases	271.61
Total GE Money Bank/Amazon			<u>271.61</u>
<b>Ingram Library Services</b>			
	02/06/2008	Library materials-all libraries -January purchases	6,831.98
Total Ingram Library Services			<u>6,831.98</u>
<b>Instructional Video</b>			
	02/06/2008	DVD purchase for 2008 replacement project	84.85
Total Instructional Video			<u>84.85</u>
<b>Lauren Schweizer</b>			
	02/06/2008	Patron Refund	40.00
Total Lauren Schweizer			<u>40.00</u>
<b>Madcap Productions</b>			
	02/06/2008	downpyment on 7/17 program at Steele	357.50
Total Madcap Productions			<u>357.50</u>
<b>Mary Earl</b>			
	02/06/2008	Patron refund	8.00
Total Mary Earl			<u>8.00</u>
<b>North Shore Agency, Inc.</b>			
	02/06/2008	WE cookbook purchase	28.98
Total North Shore Agency, Inc.			<u>28.98</u>
<b>Pitney Bowes</b>			
	02/06/2008	postage due-leased equipment-October to January	705.00
Total Pitney Bowes			<u>705.00</u>
<b>Robert Rogers Puppets</b>			
	02/06/2008	WE program on 2/28	395.00
Total Robert Rogers Puppets			<u>395.00</u>
<b>SDS of NY</b>			
	02/06/2008	garbage disposal-BF,WE,HFL for Jan	129.71
			<u>129.71</u>

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

Executive Committee  
2/6/08

	<u>Date</u>	<u>Memo</u>	<u>Open Balance</u>
Total SDS of NY			129.71
<b>Southern Tier Library System</b>			
	02/06/2008	processing fees-Dec 2007/costume rental-all librarie	423.64
Total Southern Tier Library System			<u>423.64</u>
<b>Staples Business Advantage</b>			
	02/06/2008	Office supplies-all libraries	316.78
Total Staples Business Advantage			<u>316.78</u>
<b>Staples Credit Plan</b>			
	02/06/2008	office/computer supplies	420.19
Total Staples Credit Plan			<u>420.19</u>
<b>Time Warner Cable</b>			
	02/06/2008	VPN Service - Feb 08	200.00
Total Time Warner Cable			<u>200.00</u>
<b>Unique Management Services, Inc.</b>			
	02/06/2008	collection agency fees-all libraries-December 2007	549.58
Total Unique Management Services, Inc.			<u>549.58</u>
<b>United States Treasury</b>			
	02/06/2008	filing fee for Non-Profit Status	750.00
Total United States Treasury			<u>750.00</u>
<b>Verizon</b>			
	02/06/2008	phone service-all libraries	701.40
Total Verizon			<u>701.40</u>
<b>Verizon Wireless</b>			
	02/06/2008	BKM cellular service-Jan	117.02
Total Verizon Wireless			<u>117.02</u>
<b>Watkins Glen Public Library</b>			
	02/06/2008	Payment for Damaged book	27.00
Total Watkins Glen Public Library			<u>27.00</u>
<b>Young Audiences of Rochester</b>			
	02/06/2008	Program fee for 2/25/08 at Steele	460.00
Total Young Audiences of Rochester			<u>460.00</u>
<b>TOTAL</b>			<u><u>16,141.52</u></u>



December 14, 2007

Allen C. Smith, Board President  
Chemung County Library District  
101 East Church Street, Elmira, NY 14901-2799

Dear Mr. Smith,

The Southern Tier Library System provides the following services to libraries in our five-county region: delivery, interlibrary loan, rotating collections, research, consultation, and computer and information technology. These services are primarily funded by New York State; however funding has not increased since 1998. Meanwhile, library services are changing. Local libraries are using more computers, more technology, and sending more materials to patrons of other libraries. Library patrons want faster services; they want and need more from local libraries.

Member libraries have been paying an increasing amount in cost-share and fees for Southern Tier Services. In 2007 members are contributing 11% of the operating budget.

More resources are needed to meet increasing costs and to provide increased services to member libraries. Therefore the Southern Tier Board of Trustees plans to look for additional funding sources. In 2006 a committee of STLS staff, trustees and directors of member libraries recommended that STLS begin external fundraising. (see attached document) STLS plans to purchase a mailing list and solicit donations from residents of Allegany, Chemung, Schuyler, Steuben and Yates counties next spring.

This is a delicate situation. We must raise funds in order to reduce the need to increase fees to member libraries. At the same time, we do not wish to interfere with local fundraising efforts that your library may conduct. We would like to hear from you about this situation. We would appreciate it if you would put "STLS fundraising in our region" on the agenda for your next Board meeting. Please respond now as well as letting us know your Board's reaction. The committee is meeting monthly and looks forward to hearing from you as soon as possible. Send comments and suggestions to STLS Fundraising Committee chairman, David Crowley, 44 South Street, Cuba, New York 14727, [dandscrowley@verizon.net](mailto:dandscrowley@verizon.net) or to STLS director Ristiina Wigg, [wiggr@stls.org](mailto:wiggr@stls.org)

STLS trustee members of the Fundraising Committee or STLS director Ristiina Wigg would be happy to attend the Board meeting to hear from you. Trustee members include David Crowley, Cuba, Chairman; Margo Brown, Corning; Peggy Field, Watkins Glen; Martin Green, Horseheads; Janet Meaney, Dundee; Bonnie Weber, Pulteney.

Thank you for your attention. We look forward to hearing from you.

Sincerely yours,

Sherry Collins  
President, STLS Board of Trustees



**STLS Fundraising Advisory Committee  
Recommendations to the STLS Board  
September 19, 2006**

A strategic issue for the Southern Tier Library System is likelihood of limited growth in state funding for libraries and Systems. The current level of System services cannot be maintained indefinitely without increased funding. Southern Tier will continue to stretch funds through cost-effective services and careful use of grants, work with members on shared financial support of services, and investigate additional sources of funding.

The Southern Tier Library System Fundraising Advisory Committee met July 25 and August 24 to investigate additional sources of funding. The Committee's objectives were to:

- Determine the feasibility of an STLS fund-raising program or strategy to supplement existing revenues to benefit all members
- Report recommendations to the STLS Board for review and action decision

The committee recommends over the next three to five years:

1. Communicate with members about the need and plan for external fundraising. "We can all join together to share resources to make more resources for libraries and library users." If STLS doesn't receive increased revenues we can't do everything we are doing now; we can't keep services current.
  - a. Appoint a committee to work with libraries to help them recognize their ability and need to raise money locally
  - b. Discuss with members the importance of obtaining outside funding for STLS in order to maintain System services
2. Develop an STLS strategy for obtaining major grants to enhance services to members. The strategy will include service priorities and a timeline. Once the strategy is adopted, a committee of staff, trustees, and members would be appointed to develop an implementation plan – which grants, when, how members would be involved. Once a grant opportunity that meets the needs of the System and members, with a high probability that funding would be awarded to STLS, is identified, a professional would be hired to write the application.
3. Conduct an annual mail solicitation in a way that would work for member libraries. Appoint a committee of staff, trustees, and members to develop and carry out a plan.

**(Document #2007-18)**

**Report of the February 6<sup>th</sup>, 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, February 6<sup>th</sup>, 2008 beginning at 7pm. The following members of the Executive Committee were present: Denny Smith, Sherry Collins, and Robin Fitzgerald. Also present were Joan Santulli, the Library's Administrative Assistant, and Jim Sleeth, Library Director.

The following topics were discussed:

- Jim passed around a photograph of Dianne Patchett giving a story hour from the Bookmobile. She reports that, while tight, about 15 children can enjoy a story hour together.
- Jim passed around a flyer from the Big Flats Library announcing the Library District's "patron appreciation day." Library staff in all our neighborhood libraries will be handing out free treats to patrons on Valentine's Day.
- At Sherry Collins' request, Jim passed around the amount of taxpayer funding apportioned to each of our neighborhood libraries.
- Jim passed around a flyer from the Horseheads Free Library publicizing the Wine & Roses event sponsored by the Friends of the Horseheads Free Library. This festive event will be held on Friday, March 28<sup>th</sup> from 7pm until 9pm.
- A letter from Southern Tier thanking CCLD trustees for attending their Setting the Stage seminar series and announcing their 2008 tour schedule. Tours are planned for February 12<sup>th</sup>, April 24<sup>th</sup>, September 9<sup>th</sup>, and December 10<sup>th</sup>. All tours begin at 9:30am. To register contact Mike at [ecksteinm@stls.org](mailto:ecksteinm@stls.org).
- A flyer from the 2008 Friends of the Steele Memorial Library film series was passed around the table. All movies begin at 1:30pm and feature a special introduction by a noted community member.
- A media release announcing the new officers and 2008 meeting schedule of the Library District was passed around. The media release yielded a brief mention in the Star-Gazette.
- A communication from the New York State disability insurance program was received by the Library District. It asks for a letter expressing the Library District's willingness to participate in the program. A letter expressing the Library District's commitment to participate in the New York State disability insurance program will be sent by the Secretary.

- Jim announced that the first year's performance appraisal program was complete, with staff conducting a self-appraisal and supervisors conducting an evaluation of their employees.
- The December 14<sup>th</sup> program to conduct fund raising was briefly mentioned. A further discussion will take place at an upcoming CCLD board meeting.
- Using the timeline for the creation of the strategic plan, Jim noted that we were in the midst of the planning process, and that the next event to take place would be the Town Hall meeting scheduled for February 7<sup>th</sup> at 6pm.
- Joan Santulli distributed the Unpaid Bills Detail dated February 6<sup>th</sup>, 2008. It was discussed. Ms. Collins moved, seconded by Ms. Fitzgerald, to approve the Unpaid Bills Detail. Motion carried.

The committee adjourned at 7:45pm. The next meeting of the Executive Committee of the Chemung County Library District is scheduled to be held on Wednesday, March 5<sup>th</sup>, 2008 at 7pm in the Petrie Conference Room of the Steele Memorial Library.

## **Document #2008-19**

### **Report of the February 14<sup>th</sup>, 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, February 14<sup>th</sup>, 2008 beginning at 8:15am. Attending the meeting were Robin Fitzgerald and Denny Smith. Also in attendance were Jim Sleeth and Joan Santulli.

Robin Fitzgerald opened the meeting at 8:15am.

The following topics were discussed:

- The January 31, 2008 financial report was presented and reviewed. Among the items discussed: (1) Foundation contributions from both the Public Library Foundation and the Steele Memorial Library Foundation received in 2008 were intended for fiscal year 2007; (2) No tax revenue for 2008 had yet been received; and (3) the library materials line is already being used by library staff. The 1/31/08 financial report was forwarded to the CCLD board for its consideration.
- Mr. Sleeth informed the board that the Anderson Foundation had granted the Chemung County Library District \$20,000 for the purchase of new library materials. This grant, named the A. Marshall Lowman / Charles A. Winding Literature Fund has been an important priority of the Anderson Foundation for more than 20 years. In 2008, this grant will be used to purchase adult fiction and children's materials.
- Mr. Sleeth also informed that board that the Steele Memorial Library Foundation committed \$80,000 to the Chemung County Library District to be paid in quarterly installments. Among other purposes, this grant may be used as matching funds for the Gates Foundation "opportunity online" grant. This grant will bring additional computer resources to Horseheads, Steele, and West Elmira.
- Regarding the "opportunity online" grant, Mr. Sleeth said the staff was continuing to debate best use of the grant. Among the possible uses includes (1) additional workstations for use by the public; (2) a laptop and projection device for use either in the library or by the public; (3) a dedicated computer for downloadable audio resources; or possibly (4) a computer lab for training both public and the library staff. Much additional discussion will take place before a specific program is decided upon.
- The Unpaid Bills Detail dated February 13, 2008 was presented, reviewed, revised, and passed ahead to the full CCLD board for consideration. Ms. Santulli noted that the Bookmobile had several repairs that likely would cause the vehicle repair line to be over-expended before the end of the year.

The meeting adjourned at 8:55am.

**Document #2008 - 20**

**Report of the February 13<sup>th</sup>, 2008 meeting of the Building & Grounds Committee of the Chemung County Library District**

A meeting of the Building & Grounds Committee of the Chemung County Library District was held on Wednesday, February 13<sup>th</sup>, 2008 beginning at 3pm. Attending the meeting were Karl Schwesinger and Jan Kather. Also attending the meeting were Joan Santulli, and Jim Sleeth.

The meeting opened at 3pm.

The following topics were discussed:

- Proposed contracts for the West Elmira and Big Flats libraries roof projects from Fagan Engineers have arrived and have been reviewed by the CCLD attorney. Fagan Engineers will incorporate suggested changes in the proposed contract before they are sent to J&B Installations for their approval. The CCLD attorney also suggested that our insurance company be consulted regarding contractor insurance coverage, so Perry & Carroll will be consulted.
- Preliminary floor plans for the ADA-accessible bathrooms at West Elmira and Big Flats were reviewed. Jim Sleeth will carry these plans to library staff.
- Regarding the Steele Library door knob and exterior metal door project, Sue Oliver from Fagan Engineers is consulting with the County on fixtures.
- Regarding the Horseheads Free Library roof project, Sue Oliver expects it to follow the same basic plan as Big Flats and West Elmira.

The meeting adjourned at 4pm.

The next meeting of the Building & Grounds Committee will be held on Wednesday, March 12<sup>th</sup>, 2008 in the Library Director's office of the Steele Memorial Library.

# **Chemung County Library District**

## ***LONG RANGE PLANNING***

**January – March 2008**

### **FOCUS GROUPS**

***February 2008***

**Prepared by:** Patricia L. Owens, RPA Inc. Senior Consultant (570) 673-8241  
[powens@frontiernet.net](mailto:powens@frontiernet.net).

RPA Inc. Senior Consultant facilitated six focus groups for the Chemung County Library District as part of the overall Strategic Planning process. A total of six focus groups were held on January 30 -31, 2008. Participants were given a library key chain as a thank you from the Chemung County Library District. All responses are verbatim. Consultants are fully cognizant that the comments made by participants reflect their personal opinions and may be controversial, however they will serve as a basis for needed dialogue, critical for a successful planning process.

### **STAFF FOCUS GROUP**

*A total of nine staff attended the focus group on January 30<sup>th</sup> at 10:00 a.m. in the Steele Memorial Library Auditorium.*

#### **Historical development of the Chemung County Library District**

- County budget cuts forced closing of Elmira Heights and Southside 4 years ago.

#### **Changing demographics in Chemung County**

- Declining, older population
- Prison caused families to re-locate to area
- Younger professionals are moving out
- Corning Inc. Chinese families being tutored at branches
- Horseheads has more Pakistani families

#### **Trends staff see in requests for new types of materials and programming.**

- DVDs
- Large Print
- Audio Books on Tape for family trips
- Hard to do programming due to lack of meeting space and staff
- Steele has had success with genealogy, antique road show and global warming types of programs

**What do you see as major strengths of the CCLD?**

- Being a library taxing district
- Friends groups at Steele and Horseheads
- Volunteers
- Staff – work hard – team
- Pages get paid for four hours – some come in early
- Collections at Steele
- Annual Continuing Education day – would like shorter morning session and more workshops in afternoon
- Customer service

**What do you see as the major weaknesses of the CCLD?**

- Being a library taxing district
- Director’s lack of time to visit branches
- Sense of frustration – lack of staff – not time to get things done
- Lack of cleaning staff
- Lack of programs for teens and pre-teens
- Lack of program space
- Buildings are a huge issue due to lack of space
- Lack of staff training on new software
- Lack of adequate training for staff that are re-assigned – need to spend time with incumbent
- Genealogy records were not kept together in past
- Inconsistency in administering circulation policies at Steele and branches
- Lack of cohesiveness as a district
- Lack of library awareness by a large segment of CCLD population
- Lack of general staff meetings
- Lack of overall communication within the CCLD

**What types of partnerships currently exist with service clubs, businesses, local government, etc.?**

- Lions
- Kiwanis
- Big Flats Advocates
- Friends do Open House at elementary school

**What do you see as potential new partnerships?**

- Elmira College
- Middle and High School for community service

**What changes would you suggest to the use of the existing physical space for the library buildings?**

- Big Flats just did re-arrange the children’s area

**What do you think of the current location of the libraries?**

- Big Flats and West Elmira are OK
- Horseheads needs to move

**Please identify needed short-term and long-term goals for the CCLD.**

***Short-term***

- More staff
- Plan for retirements
- Re-assign management staff to do marketing
- Participate in Downtown Development Board
- Provide adequate training

***Long-term***

- Create a positive spin for CCLD
- Create good PR

**Suggestions for staffing levels**

- Need two clerks at Steele
- Need to re-assign staff
- Need YA specialist for Steele

**Any additional comments?**

- By eliminating old departments – have lost sense of ownership
- Don't know who to go to when you have a problem as two supervisors you work for are at odds with each other

**HORSEHEADS FOCUS GROUP**

*A total of 11 attended the 1:00 p.m. Focus Group on January 30 in the Horseheads Town Hall.*

**Have you or members of your family used the services of the library in the past six months?**

- All yes at Horseheads

**If yes, what was the reason for your visit?**

- Meeting Room
- Books
- Newspapers and magazines
- Audio Books
- Social aspect of library
- Children's programs

**Overall were you satisfied with your visit?**

- Traffic patterns make it difficult to enter parking lot
- Lack of parking

**Are the current library hours satisfactory for your needs?**

- Would like Sunday hours



**What library services are most important to you?**

- Need more computers

**What types programs would you like to see the library offer?**

- Programs like Harry Potter are great but take over whole library, same with movie nights
- Big Flats has same problem
- We are stymied due to lack of staff and space
- Should market databases

**What improvements would you like to see in the library collections?**

- Collections are good, but due to lack of space have to weed constantly
- Create a teen council to assist in selection
- Technical area is weak
- Do staff members buy what they like?

**Do you think the average resident is aware of the wide range of programs and services the library has to offer? Do you have any suggestions for better marketing of the library?**

- What does CCLD need to identify as? Bricks and Mortar, Learning Center, Tutoring Center
- Get message out and more people will come
- Need to reposition library

**What is your impression of the building?**

- Too crowded – can build out 40 ft.
- Village is 2/3 through comprehensive plan – residents want a community center

**What community groups/organizations are potential partners for the library?**

- Distance learning opportunities via schools and BOCES
- Virtual field trips with schools

**What do you think the perception of the library is in the community?**

- Positive by patrons
- Shocked at last dollar increase

**Describe the perfect library for the community. What features would it have?**

- 3 computer areas: children, young adult, and adult
- Adequate meeting space
- Play Area
- Coffee shop
- Tutoring space

**Is there anything else you would like to add?**

- Friends would like to purchase new leisure reading furniture – no space
- Major asset is Maureen with advocacy and customer service
- CCLD should examine promotions based on seniority vs. merit – also look at overall organizational structure
- Concern over who will replace Maureen – need smooth transition
- Foundation Board is political and very active as advocates
- Need creative ideas
- CCLD needs to increase user base

**SOUTHPORT FOCUS GROUP**

*A total of 7 attended the Southport Focus group which was held on January 30 at 3:30 p.m. at the Southport Town Hall.*

**Have you or members of your family used the services of the library in the past six months?**

- All but one had.

**If yes, what was the reason for your visit?**

- Leisure reading
- Best sellers
- Always have a specific agenda when going to library
- Book reviews
- Research
- Children's programs
- Certain periodicals
- Informational meetings

**If you have not used the library within the past year, is there a specific reason for not using the library?**

- Have computer at home
- Asked neighbor, they use high school library

**Are the current library hours satisfactory for your needs?**

- Would like to have Steele be open on Friday nights

**What library services are most important to you?**

- Socializing
- Meeting space
- Community gathering spot
- Genealogy collection at Steele – second to none
- Bookmobile

**What improvements would you like to see in the library collections?**

- Archery collection is poor

**What types of programs would you like to see the library offer?**

- Programs that welcome people in
- Poetry contests
- Programs on oil/gas leases
- Summer technology camp
- Career fairs in library

**Do you think the average local resident is aware of the wide range of programs and services the library has to offer? Do you have any suggestions for better marketing of the library?**

- PSAs
- Exterior lighting at Steele
- Automated outdoor sign at Steele
- Target audiences and build programs around them
- Promote library volunteer opportunities

**What is your impression of the building? What improvements would you like to see in the interior and exterior?**

- All comments relate to Steele
- Brighten up outside with signage and lighting
- Parking is an issue

**What community groups/organizations are potential partners for the library?**

- Friends of the library
- Special interest groups
- Investors
- Coaches
- Hobbies
- Elementary schools are a good place to promote libraries

**What do you think the perception of the library is in the community?**

- Downtown Elmira is viewed negatively

**Do you think additional libraries are needed for CCLD? If so, where should they be located?**

- 1 – No
- Not sure
- Consider consolidation of Big Flats and Horseheads with Starbucks
- Promote the notion of a community library
- We need professional guidance
- There has not been a big demand from Southside residents since branch closed
- Consolidated Big Flats and Horseheads makes sense

**Describe the perfect public library for this community. What features would it have?**

- Services and features depend upon needs of the community

**Is there anything you would like to add?**

- Would like to know what % of residents use libraries as well as the bookmobile
- How many library patrons voted on library question?
- Southside is poor and a reactionary community
- Will be opposition to any tax increases
- Concern that we need citizen input
- Would like to see a news release when Trustees are appointed
- Steele has homeless people, but they are reading so that is a plus

**CHEMUNG COUNTY LIBRARY DISTRICT  
PLANNING COMMITTEE FOCUS GROUP**

*A total of 13 participants attended the January 31<sup>st</sup> meeting at 10:00 a.m. in the Steele Memorial Library auditorium.*

**What would you like to see come out of this planning process?**

- Priorities
- Overall vision for the future
- Articulate clearly key to future
- Develop consensus – Unity – Eliminate divisions
- Ongoing evaluation process – used by Board of Trustees
- Need to poll community – what is cost? – are they willing to pay
- A plan that can be implemented with objectives, goals and action steps

**What economic and demographic changes have you noted in the CCLD?**

- Population decline
- Aging population
- Lack of economic opportunities
- Commerce and retail centers have moved to Big Flats and Horseheads
- Increasing poverty and crime

**What trends do you see in requests for materials?**

- Ongoing format changes such as VHS to DVDs makes it frustrating and hard to keep up
- Reference going from print to online

**How would you describe the working relationships between the Board, Friends and staff?**

- Personal level – remote
- Professional level – respectful and concerned
- It is gaining
- Friends are great

**Do you think the current staffing levels are adequate? If not, what positions are needed?**

- Horseheads – need a 20 hour part-time staff member and one page

- Steele lost 40 hours of shelving/reference help in 2003
- Steele has real problem with staff on sick leave – need to review stats
- Staff take work home as no time to do it at work
- Steele hired first IT person in 2006 – combined with other duties
- Staff dedication works against us
- Need a volunteer coordinator
- Need a process for determining staff levels needed

**What do you see as the top three priorities for CCLD?**

- To identify and meet library services that are relevant to public
- Comprehensive marketing plan (staff position or contract out)
- Staff less resistance to change

**What short-term and long-term improvements are needed?**

- ADA compliance for all except Steele
- Steele is under-managed
- No emergency program
- No inventory
- Have experienced a 50% reduction in administration
- Lack of coordinated staff training CE program
- Need improved orientation for trustees
- Need improved communication with Friends of the Library

**What suggestions do you have for better marketing of the library?**

- Need a brand
- Need uniform marketing of branches
- Explore sending newsletter to non-users
- Send staff to Gates April 6, 2008 training on advocacy to network with libraries that are community centers
- Institute Family Literacy programs
- Need to decide if we are entertainers or educators particularly in children’s services

**BIG FLATS FOCUS GROUP**

*There were a total of 8 participants in the January 31 Focus Group at 1:00 p.m. held in the Big Flats Town Hall.*

**Have you or members of your family used the services of the library in the past six months?**

- All had

**If yes, what was the reason for your visit?**

- Books on Tape
- Newspapers
- Periodicals
- Magazines

- Photocopier
- Story Hour
- Paperback exchange
- Video tapes

**Overall were you satisfied with your visit?**

- Yes, staff has great customer service

**Are the current library hours satisfactory for your needs?**

- Yes, they are good

**What library services are most important to you?**

- Children's
- Retired, so I appreciate the welcoming environment
- Programs at Steele meeting room

**What types of programs would you like to see the library offer?**

- Children's, especially literacy, are critical
- Big Flats Mother-Daughter Book Clubs are great
- Tutoring in ESL
- Training in Novel
- Programs in genealogy at Steele
- Services to homebound

**What improvements would you like to see in the library collections?**

- Need more health information

**Do you think the average resident is aware of the wide range of programs and services the library has to offer? Do you have any suggestions for better marketing of the library?**

- Corning Leader carries library insert – why not Star Gazette?
- PSAs
- Cable TV
- Flyers home with school students
- EBI PA students could be a new target audience

**What is your impression of the building? What improvements would you like to see in the interior and exterior?**

- Big Flats parking lot floods
- Should consider access to BF from food plaza
- Consider BF and Horseheads combined library by Chase Pitkin

**Describe the perfect library for this community? What features would it have?**

- Keep all groups involved before anything is done and make site visits
- Adequate parking
- ADA compliant
- Open space
- Designated areas for children and teens

- Leisure reading area
- Covered drop-off area
- Secure computer area
- Meeting room space (small and large) that can be used 24/7 with Restrooms and kitchen facilities

**Is there anything else you would like to add?**

- CCLD is best thing that ever happened
- Major issue is how to pay for any improvements
- Not know you can renew materials on-line
- Maybe volunteers could provide service to homebound
- What is status of Southside branch?

**WEST ELMIRA FOCUS GROUP**

*A total of 15 participants attended the January 31 3:30 p.m. Focus Group in the Steele auditorium.*

**Have you or members of your family used the services of the library in the past six months?**

- All had

**If yes, what was the reason for your visit?**

- Recommended book
- Books on Tape for travel
- Volunteer
- Check out new books
- Music – CDs
- Teach computer classes to adults
- Laptop for high speed internet
- Computers
- Children’s programs

**Overall were you satisfied with your visit?**

- Owen is an asset
- Rude staff member when using computer (had small child with her)
- When tutoring students, tutor observed websites that were being viewed that should be blocked
- Library is noisy after school with kids and parents – staff need to get a spine
- Patrons should be made to turn off cell phones – put up a sign
- Need to review policies when family member attempts to pick up a reserve – need to use judgment
- Copiers frequently out of order

**Are the current library hours satisfactory for your needs?**

- Would like Steele to be open on Friday night
- Can Steele Sunday hours be extended?

**What types of programs would you like to see the library offer?**

- ILL
- Children's
- Family programs
- Teen Place
- Bookmobile
- Literacy
- Train parents to teach kids the fun part of reading
- Summer Reading should not be solely based on # of books read –some kids do not even read the books – maybe instead write a brief summary
- Evening classes on use of databases

**What improvements would you like to see in the library collections?**

- Steele adult non-fiction needs to be weeded

**Do you think the average local resident is aware of the wide range of programs and services the library has to offer? Do you have any suggestions for better marketing of the library?**

- Key is to get people in – have to think out of the box – movies for teens – wine and cheese – like Corning Glass 2300 degrees program
- Lots of talent in area – retired executives to do programs
- PSAs
- Tie into schools and colleges
- Restructure staff responsibilities
- Reach out to non-users – talk to groups
- Contact transit for free passes to library
- Newsletter and website preach to the existing patrons
- Tie in with School Readiness
- Sign in lobby advertising programs
- Host a contest for a library brand
- Hold a library gala
- Super Bowl party in library – put sports materials in bars

**What is your impression of the building? What improvements would you like to see in the interior and exterior?**

- Teen area is too small
- Replace plastic chairs
- Space is not used well – consider some partitions
- Install some study carrels
- Add a coffee bar
- Safety concern when using book drop at night – install book drop in lighted area
- Exterior of building has weeds

**What community groups/organizations are potential partners for the library?**

- Tanglewood Nature Center
- Steele could be an anchor for consortium of non-profits
- Arnot Museum could host library displays



- Car clubs, animal shelters are examples of potential library partners

**Is there anything else you would like to add?**

- Library website is too difficult
- Need to determine which staff are responsible for what – are job specs current
- Hate the newspaper rods
- Volunteers could help meet increased demand
- Time Out Column has no library news
- Need a suggestion box
- Need to increase appreciation for volunteers

**Consultant Note:** Each group was extremely enthusiastic and very supportive of the CCLD. It is likely a number of participants would be of further assistance if asked. Due to the high level of enthusiasm, the sequence of the questions was not always the same.

**Chemung County Library District**  
**LONG RANGE PLANNING**  
**January – March 2008**

**TOWN HALL MEETING**

*February 2008*

**Prepared by:** Patricia L. Owens RPA Inc. Senior Consultant (570)-673-8241  
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RPA Inc. Senior Consultants Patricia Owens and Mary Sieminski facilitated a Town Hall meeting on Thursday February 7, 2008 at 6:00 p.m. in the Steele Memorial Library auditorium. Approximately 50 residents attended this meeting which was to solicit input for the Chemung County Library District (CCLD) Strategic Plan. Following introductory remarks regarding the strategic planning process, a series of questions were asked. The following are verbatim responses to the PowerPoint questions.

**How many of you have used the library in the last six months?**

- All had

**Are you satisfied with where the library is now?**

- Room was quiet!

**What is the image/public perception of the library district now?**

- Steele needs to meet a wide range of needs
- Need to branch out
- Excellent system
- Not trendy
- Known by users
- Underestimated by non-users
- Steele lacks ambiance; should examine re-assignment of space

**Where would you like to be in five years?**

- Expand city library
- Provide service residents who live in rural areas and do not have access to public transportation.

**What library features and services would you like to see in place?**

- New Horseheads library
- Do we need a Southside branch?
- Bookmobile service
- Outreach to homebound – partner with volunteers to do so
- Web presence – social networking – Web 2
- Lively children's area

- Separate quiet areas
- Tutoring space
- Meeting space that might be used by other nonprofits
- Steele needs a physically welcoming entrance
- Need to integrate technology into collections
- Expanded formats will be available
- Replace plastic chairs at Steele

**What will the public perception of the public library be in the next five years?**

- Library will be a happening place
- Will have a WOW factor
- Trendy
- Children will beg their parents to take them to the library

**Who can help the district get there?**

- Friend of the Library
- Board members
- Individuals – all participants raised their hands in support of this suggestion
- Businesses – small and large
- Professional groups (AAUW, retired teachers, AARP, sororities, Southern Tier Library System, other library systems, cultural organizations)

**What needs to be in place in order to get there?**

- A plan with priorities
- Fiscally responsible Strategic Plan
- A Marketing Plan

**How will you know when you get there?**

- Never will, constantly changing, constantly planning

**Additional Comments**

- Family literacy should be a top priority
- Need to survey non-users to find out why they don't use the library
- Re-open school libraries at night
- Create a teen council – link libraries and schools — let teens run the library for a day
- Library officials should work with schools – same taxpayer money – share in virtual tours
- Steele administration needs to address safety/security policies
- What procedure is in place to replace Library Director when he retires?