



Berks County Public Libraries Board Meeting

August 16, 2023 7:00 PM

In-person at System Headquarters: 1040 Berks Rd, Leesport, PA and
virtually via Microsoft Teams

Call to Order

Pledge of Allegiance

Public Comment

Review of the May 17, 2023 minutes

Treasurer's Report

Correspondence

Interim Administrator's Report

Committee Reports

- Finance Committee- Presentation, recommendations, and vote for 2024 Funding Formula

Old Business

- Uniform Requirements and Responsibilities – FINAL
- Membership Agreement Amendment- FINAL

New Business

- Automation Agreement- DRAFT
- Patron Privacy Policy- DRAFT

District Consultant Report

Announcements

Future Board Meeting Dates: November 15, 2023 at 7 PM



**BERKS COUNTY PUBLIC LIBRARIES
Board of Directors Meeting
May 17, 2023 7:00PM
Hybrid Meeting
MINUTES**

A regularly scheduled meeting of the Board of Directors of Berks County Public Libraries was held using a hybrid format, in person and via the Microsoft Teams platform, on Wednesday, May 17, 2023.

Board Members Present: Helen Flynn - Vice President; Dr. Debbie Noel - Secretary/Treasurer; Jason Brudereck, Arleny Pimentel, Xiomara Toledo

Board Members Absent: Ginny Hand – President, Mary Ellen Wells

System staff present: Amy Resh, Library System Administrator; Stephanie Williams, Deputy Administrator/Outreach Services Coordinator; Jeff Smilko, Technology Coordinator

District staff present: Marissa Guidara, District Youth Services Consultant

District staff absent: Becky Wanamaker, District Consultant

Advisory Committee members present:

Mike Najarian, Bethel-Tulpehocken Public Library
Noelia Eardley, Boone Area Library
Christine Mittura, Boone Area Library
Nicole Sapna, Boone Area Library
Tina Brown, Boyertown Community Library
Rob Kistler, Boyertown Community Library
Karen Winegardner, Brandywine Community Library
D Michael Bennethum, Exeter Community Library
David Crissman, Fleetwood Area Public Library
Chelsea Williams, Hamburg Public Library
Geraldine Hynes, Kutztown Community Library
Jennie Rodriguez-Priest, Mifflin Community Library
Linda Roebuck, Muhlenberg Community Library

Julia Becker, Reading Public Library
Laura Yazemboski, Robeson Community Library
Stephanie Schreiber, Schuylkill Valley Community Library
Lisa Hoopes, Spring Township Library Association
Laura Quigley, Spring Township/West Lawn-Wyomissing Hills Library
Ben Robitzer, Sinking Spring Public Library
Maria Gerasklis-Long, Wernersville Public Library
Allison Plevrakis, Wernersville Public Library
Sarah Sechrist, Womelsdorf Community Library
Sarah Bair, Womelsdorf Community Library

Call to Order: Helen Flynn called the meeting to order at 7:00 PM.

Pledge of Allegiance: Helen Flynn led the Pledge of Allegiance.

Public Comment: There were three public comments submitted regarding the Uniform Requirements and Responsibilities document, specifically *Section 9. Service Areas*. The comments were all submitted from the Kutztown Community Library: Janet Yost, Library Director; Tara Sanders, Youth Librarian; and Gerry Hines, Trustee.

In-person comments: None

Approval of Minutes: Debbie Noel made a motion to accept the minutes of February 15, 2023. Jason Brudereck seconded. Minutes were unanimously approved.

Treasurer's Report: Debbie Noel reported that, as is consistently the case, the library System County Budget, County Coordination Aid, and State Aid are all being spent as expected. No major unexpected costs have occurred.

Debbie Noel moved that the report be accepted as presented. Jason Brudereck seconded. The report was unanimously accepted.

Correspondence: No correspondence

Administrator's Report: Amy Resh shared her report with the Board and Advisory Committee members. She highlighted the following:

Amy Resh and Stephanie Williams coordinated tours of the Hamburg Public Library and Boyertown Community Library for Commissioner Lucine Sihelnik and her executive assistant, Lynne Burns. Amy thanked those libraries for being so welcoming. Work continues towards a SPARK migration in Q1 2024. Two member libraries in 2022 were not in compliance with the System Membership Agreement and received letters highlighting the deficiencies. Amy corrected the note about a potential IMLS grant application- that may happen in 2024 and is not happening in 2023. 30 braille book titles for the Accessibility and Supportive Learning Collection. The Office of Commonwealth Libraries' awarded a \$7,500 reimbursement grant for a permanent StoryWalk® installation at Berks Nature- tentative ribbon cutting in August 2023. Staff Development Day Committee provided this year's event to 80 staff from member libraries. Delivery levels are now back at pre-pandemic levels. The 2022 Annual Report Booklet has been printed and libraries can request additional copies from the System.

Committee Reports:

Advocacy Committee: Arleny Pimentel reported that the committee met on April 18, 2023. The first purpose of the meeting was to determine the Chair. Arleny agreed to continue as Chair in 2023. The secondary purpose was to discuss the Pennsylvania Library Association (PaLA) Ask document Amy shared with the group. The group decided to draft a letter that libraries can email state legislators, requesting stable funding as noted in the Ask document. A follow-up meeting will take place in June or July.

Finance Committee: Debbie Noel reported that the first meeting of the Finance Committee will be held at Systems Headquarters on Monday, June 5, 2023, at 11 AM at which time the 2024

Funding Formula will be reviewed. Meetings are also scheduled for June 21, 2023 at 12:00 PM, and July 18 at 11:00 AM.

Nominating Committee: Jason Brudereck reported that the committee met on April 18, 2023. The purpose of the meeting was to review trustees' terms. All trustees whose terms expire this year are eligible for reappointment. All three agreed to stay on. This includes Debbie Noel, Arleny Pimentel, and Mary Ellen Wells.

Uniform Requirements and Responsibilities Committee: A new committee was formed to address updates and concerns related to the URR document. Committee members Helen Flynn, Ginny Hand, and Jason Brudereck met twice, on April 14 and April 20, to review the comments and suggested edits sent in by member library directors and trustees. After review and discussion, the committee members agreed upon the following edit to send to the full Advisory Board for their consideration:

Section 9. Service Areas

Service areas of each member library are defined by the Office of Commonwealth Libraries and accepted by the BCPL System and member libraries. Member libraries should follow the procedure outlined in the Library Membership Policy (Appendix F) if they are interested in adding an unclaimed service area in Berks County.

Libraries should make every effort to host programs or events or create financial partnerships with organizations and businesses within their defined service areas. A library that plans to host programs and events and create financial partnerships with organizations and businesses in Berks County at a location outside of its defined service area should consult the service area's library during the planning process. If the service area's library objects, the libraries should try to resolve disputes themselves before the event takes place.

If the libraries cannot agree on a resolution for a service area dispute, the service area library will notify the System Administrator in writing and copy the other library. The System Administrator and the Executive Committee of the BCPL Advisory Board will resolve the dispute within 10 business days from receipt of written notification. They will then notify both libraries in writing of the resolution.

Old Business: The draft of the updated Uniform Requirements and Responsibilities for System Member Evaluation, with the above mentioned addition, was presented by Helen Flynn. A vote for acceptance will be held in August.

New Business: The Draft of the Membership Agreement Amendment was presented, as Attachment A in our packet for review. A vote for acceptance will be held in August.

District Consultant Reports:

Marissa Guidara, Youth Services District Consultant provided the following report:

Some recent successes to highlight include the completion of a round of the New Director Cohort program. This is a support, connection, and growth opportunity to partner with brand new library directors from around the district as they acclimate to their roles. The program consists of monthly meetings, the sharing of many resources, and a mentorship connection with a veteran director from the county. Eight impressive new directors completed the program this Spring, and are already accomplishing good things in their libraries with much promise for continued impact in the district and library field.

Also as of last month, our district Overdrive/Libby resource, the shared e-material platform for all of our libraries, now includes full access for all of the libraries of both the district and the system. Oley and Wyomissing merged with our Overdrive collection, and this represents a huge win of collaboration and available resources for all of our Berks libraries.

Marissa then thanked us for the continued opportunity to share and to partner in the work of the Reading Library District.

Announcements: None.

Adjournment: Jason Brudereck moved for adjournment. Arleny Pimentel seconded. The meeting was adjourned at 7:28 PM.

Respectfully submitted,

Debbie Noel
Secretary, BCPL Board

Upcoming Meeting Dates: August 16, 2023 7:00PM

November 15, 2023 7:00 PM

Virtual on Teams OR at System Headquarters: 1040 Berks Road, Leesport PA 19533

**BERKS COUNTY PUBLIC LIBRARIES
AUGUST 2023 BUDGET REPORT**

COUNTY					
	<u>BUDGETED</u>	<u>YEAR TO DATE</u>	<u>UNREALIZED</u>	<u>SPENT</u>	
REVENUE					
COUNTY FUNDING	\$ 3,714,542.00	\$ 3,714,542.00	\$ -		
GIFTS AND MEMORIALS / FINES AND CHARGES	\$ -	\$ -	\$ -		
MUNICIPAL CONTRIBUTIONS	\$ 300.00	\$ 350.00	\$ 50.00		
TOTALS	\$ 3,714,842.00	\$ 3,714,892.00	\$ 50.00		
EXPENDITURES					
SERVICES TO MEMBER LIBRARIES					
CIRCULATION SERVICES	\$ 2,800.00	\$ 2,395.59	\$ 404.41		86%
CONTINUING EDUCATION	\$ 1,500.00	\$ 1,200.00	\$ 300.00		80%
COLLECTION DEVELOPMENT	\$ 3,500.00	\$ 3,456.00	\$ 44.00		99%
INTERLIBRARY LOAN	\$ 8,000.00	\$ 8,000.00	\$ -		100%
MATERIALS PROCESSING	\$ 21,800.00	\$ 19,484.29	\$ 2,315.71		89%
PROMOTION	\$ 250.00	\$ 250.00	\$ -		100%
SPECIALIZED RESOURCES	\$ 1,000.00	\$ 178.83	\$ 821.17		18%
DIRECT PATRON SERVICES					
AUTOMATED NETWORK	\$ 62,000.00	\$ 46,900.53	\$ 15,099.47		76%
COMMUNITY PROGRAMMING	\$ 6,500.00	\$ 6,460.01	\$ 39.99		99%
GASOLINE	\$ 14,196.00	\$ 4,880.15	\$ 9,315.85		34%
IDS/SKYRIVER	\$ 20,399.00	\$ 20,399.00	\$ -		100%
SOFTWARE (Renewal)	\$ 1,600.00	\$ 430.80	\$ 1,169.20		27%
SOFTWARE MAINTENANCE	\$ 34,599.00	\$ 5,859.01	\$ 28,739.99		17%
TECHNOLOGY EQUIPMENT	\$ 24,000.00	\$ 15,599.50	\$ 8,400.50		65%
VEHICLE GPS MONITORING	\$ 864.00	\$ 864.00	\$ -		100%
VEHICLE MAINTENANCE	\$ 4,150.00	\$ 2,157.59	\$ 1,992.41		52%
VEHICLE SUPPLIES	\$ 150.00	\$ 150.00	\$ -		100%
GENERAL EXPENSES					
ADVERTISING	\$ 300.00	\$ -	\$ 300.00		0%
ASSOCIATION DUES	\$ 3,188.00	\$ 2,193.00	\$ 995.00		69%
CONFERENCE & TRAINING	\$ 4,000.00	\$ 1,020.00	\$ 2,980.00		26%
CONTRACTS (Pest Control, Copier Maint., Trash, Recycling Removal)	\$ 4,890.00	\$ 4,890.00	\$ -		100%
INDIRECT COSTS / BUILDING USAGE	\$ 382,971.00	\$ 226,210.81	\$ 156,760.19		59%
OFFICE SUPPLIES	\$ 4,600.00	\$ 2,474.49	\$ 2,125.51		54%
POSTAGE	\$ 444.00	\$ 416.31	\$ 27.69		94%
TELEPHONE	\$ 3,516.00	\$ 1,903.14	\$ 1,612.86		54%
TRAVEL	\$ 3,500.00	\$ 719.57	\$ 2,780.43		21%
UTILITIES	\$ 25,255.00	\$ 5,843.03	\$ 19,411.97		23%
FUNDING DISTRIBUTION					
COUNTY/CITY PUBLIC LIBRARY	\$ 900,000.00	\$ 675,000.00	\$ 225,000.00		75%
COUNTY LIBRARY AID	\$ 1,260,981.00	\$ 850,702.40	\$ 410,278.60		67%
WAGES / BENEFITS	\$ 913,889.00	\$ 421,474.01	\$ 492,414.99		46%
TOTALS	\$ 3,714,842.00	\$ 2,331,512.06	\$ 1,383,329.94		63%

COUNTY COORDINATION AID

	<u>BUDGETED</u>	<u>YEAR TO DATE</u>	<u>REMAINING</u>	<u>SPENT</u>
<u>REVENUE</u>				
COUNTY COORDINATION AID	\$ 342,957.00	\$ 342,957.00	\$ -	
TOTALS	\$ 342,957.00	\$ 342,957.00	\$ -	
<u>EXPENDITURES</u>				
ADAPTIVE COLLECTION	\$ 5,000.00	\$ 5,000.00	\$ -	100%
BESTSELLERS RESERVE POOL	\$ 6,000.00	\$ 4,746.31	\$ 1,253.69	79%
BOOKPAGE	\$ 2,970.00	\$ -	\$ 2,970.00	0%
CONTINUING EDUCATION	\$ 10,000.00	\$ 10,000.00	\$ -	100%
EARLY LITERACY OUTREACH BOOKS	\$ 500.00	\$ 473.07	\$ 26.93	95%
EARLY LITERACY OUTREACH CRAFTS	\$ 1,000.00	\$ 1,000.00	\$ -	100%
EBOOK (OVERDRIVE)	\$ 19,730.00	\$ 3,234.88	\$ 16,495.12	16%
MARKETING	\$ 25,620.00	\$ 16,441.12	\$ 9,178.88	64%
MOVIE LICENSING	\$ 6,500.00	\$ 6,500.00	\$ -	100%
POLARIS CONTRACT	\$ 108,267.00	\$ 108,267.00	\$ -	100%
DISTRIBUTION TO LIBRARIES	\$ 25,000.00	\$ 10,996.72	\$ 14,003.28	44%
SUMMER QUEST MARKETING	\$ 4,800.00	\$ 4,800.00	\$ -	100%
WAGES / BENEFITS	\$ 64,913.00	\$ 30,708.26	\$ 34,204.74	47%
WEBSITE SUPPORT / SUBSCRIPTIONS	\$ 49,259.00	\$ 49,259.00	\$ -	100%
TOTALS	\$ 329,559.00	\$ 251,426.36	\$ 78,132.64	

STATE AID

	<u>BUDGETED</u>	<u>YEAR TO DATE</u>	<u>UNREALIZED</u>	<u>SPENT</u>
<u>REVENUE</u>				
STATE AID	\$ 1,397,362.00	\$ 1,397,362.00	\$ -	
TOTALS	\$ 1,397,362.00	\$ 1,397,362.00	\$ -	
<u>EXPENDITURES</u>				
STATE AID DISTRIBUTION	\$ 1,397,362.00	\$ 1,076,574.62	\$ 320,787.38	77%
TOTALS	\$ 1,397,362.00	\$ 538,287.00	\$ 859,075.00	



Stephanie Williams, Interim Administrator

INTERIM ADMINISTRATOR REPORT

May 2023-August 2023

Personnel

One Community Engagement Specialist position remains open.

Sharon Witman joined the driver team in July. All nine driver positions are now filled.

The System Administrator position became vacant in mid-June when Amy Resh departed for a new position in Lycoming County. We thanked Amy for her 4.5 years of service and leadership in the Library System department.

Administrative and Support Services

Stephanie Williams was appointed Interim Administrator in mid-June. She worked with the County's contracts team and the Pennsylvania Integrated Library System (PaILS) to finalize the contract for the migration to the new ILS (Spark) in February 2024.

Two member libraries in 2022 were not in compliance with the System Membership Agreement and received letters highlighting the deficiencies. Boone Area Library submitted a letter with documentation showing the library is now in compliance. Robesonia Community Library remains out of compliance.

System HQ experienced water damage on two occasions in July due to localized heavy rainfall. The Administrative Assistant's floor was damaged and her operations had to be moved into the small conference room for several weeks. No equipment or collections were damaged and we all are grateful for that!

Looking ahead, Williams will continue working with the County Solicitor on a conflict of interest policy. Williams will also complete the State Aid Library Subsidy Application (SALSA) and submit by the October 1, 2023 deadline.

Bibliographic Services

Leslie Gaines started working with Amy Resh, Stephanie Williams, and the Spark support team to begin the process of planning for the System's ILS migration from Polaris to Spark/Evergreen. The agreement was signed in June, a migration schedule was created and reviewed, and Gaines and Williams worked on gathering requested data and information for the Spark team in July. Gaines will be leading the ILS migration until the "go live" date of February 8, 2024.

Gaines continued processing and cataloging the newly acquired braille items for the Accessibility and Supportive Learning Collection. She will work with Emily Orschak in promoting these items in the fall.

Gaines took on overseeing delivery in the interim while the System Administrator position is open. She and Williams are supporting each other to make sure there are no interruptions in delivery service.

Looking ahead, Gaines will continue working on the migration and original cataloging. She will also work on finalizing the bibliographic records and organizing the newly created puppet kits for patrons to borrow, as the installation of the storage racks for the kits was completed in the check-out closet.

Deputy Administrator & Outreach Services:

Outreach Services: We attended two nights of the Berks County Fair in July and informed attendees about Summer Quest activities and items available to borrow from the Library of Things collections at member libraries. Attendees had the opportunity to win giveaways by spinning our prize wheel. Children had several craft activities to complete.

We revealed our new Storywalk at Berks Nature on August 1, featuring *The Last Tree* by Maria Quintana Silva and illustrated by Silvia Alverrez. This project is made possible by Library Services and Technology Act (LSTA) funds from the U.S. Institute of Museum and Library Services administered by the Pennsylvania Department of Education, Office of Commonwealth Libraries.

Looking ahead, Williams will work with Community Engagement Specialist, Cheryl Williams, to install a unique Storywalk on the campus of Berks Heim. This Storywalk will combine photographs and local history, instead of using a traditional picture book to tell a specific story.

Delivery: The delivery team transported 19,519 crates between January-June 2023. This represents an increase of almost 4,000 crates compared to the same timeframe in 2022.

Community Relations

Emily Orischak has been working on preparing materials for the annual fall advertising campaign that corresponds with National Library Card Sign-up Month in September. She met with the advertising consultants to secure space with vendors including *Berks County Living* magazine, Lamar billboards, the Merchandiser, and Google Responsive Ads. Additionally, Orischak has been working with Stephanie Williams to create promotional materials for the fourth quarter system-wide initiative focused on health literacy. To better assist libraries with participation in the initiative, she has created several items including bookmarks, flyers, posters, handouts related to the program topic along with publishing several webpages for the website. The program is set to begin later this fall.

Over the past few months, Orischak assisted Williams with materials and publicity related to the StoryWalk ribbon cutting at Berks Nature. Her tasks included creating and printing invitations, the IMLS surveys and collection boxes, display background artwork, among others. Orischak also created and sent a media alert and follow up press release which was distributed to the library media contacts.

Looking forward, Orischak will prepare and present the future Summer Quest marketing plan following her research and discussions of present advertising efforts. As part of that

plan, she will work with Next Day Animations to produce digital content that system libraries may utilize in future programs.

Technology

Smilko and Fulkersin have continued to respond and resolve all help desk calls. They have continued their work patching all servers and PCs. Smilko has researched and ordered two new laptops and two new desktops for Hamburg Public Library. He researched and helped Exeter Community Library purchase a PA system with microphones. He went onsite and trained the staff in the use of the new system. Smilko also configured and deployed a new gigabit switch and pfsense server at Bernville Area Community Library.

Fulkersin has been working on setting up, configuring and creating user guides for two Oculus VR headsets for deployment to the libraries. He has configured and deployed two new laptops and PCs to Hamburg Public Library. He has also upgraded all of Exeter Community Library's laptops with new SSDs, 8GB of RAM and Windows 10.

Looking ahead Smilko and Fulkersin will continue their day to day support and maintenance of all County and library equipment. Smilko will be working on replacing all of the libraries' main switches with gigabit switches. Fulkersin will be working on upgrading all of Exeter Community Library's ABCmouse PCs with SSDs.



BERKS COUNTY PUBLIC LIBRARIES

Uniform Requirements and Responsibilities For System Member Evaluation

1. STRUCTURE AND GOVERNANCE

Boards of member libraries conduct the business of library governance in accordance with the following procedures:

- 1) Board meetings, with the library director in attendance, are held regularly with a quorum and not less than six times a year;
- 2) An annual notice of the board meeting schedule is published in the appropriate local newspaper no later than two (2) weeks before the first meeting of the year;
- 3) Approved library board meeting minutes must be posted on the library's website within two months of their approval;
- 4) All forms and reports, as required by Office of Commonwealth Libraries or by the System are submitted by established deadlines and audits by September 15 annually;
- 5) The calendar year is the library's fiscal year;
- 6) Any changes in library hours, including holiday hours, other than summer changes, are to be reported to the System Administrator by December and become effective the following January 1. Any other changes require a thirty (30) day written notice to the System Administrator, the District's Integrated Library System Administrator and the Office of Commonwealth Libraries;
- 7) The board operates according to written bylaws which are reviewed annually. Review of the bylaws must be noted in meeting minutes and copies of the bylaws with revised/reviewed dates must be updated on the library's website and when revised, submitted to the System;
- 8) The library posts its approved budget on the library's website on an annual basis with revisions posted as needed;
- 9) The library has a mission statement which is reviewed annually;
- 10) The library carries Directors and Officers insurance for Board members and secures necessary bonding for Board Treasurer and employees as appropriate;
- 11) 80% attendance at bi-monthly System/District joint Director's Meetings and District Youth Services meetings held at System Headquarters.

Compliance with all 11 elements listed above in addition to all other areas of the Uniform Requirements and Responsibilities is required. To confirm compliance as well as all other board actions called for in this document, a packet with materials must be sent to the System Office by December 31 of each year along with the Uniform Requirements and Responsibilities compliance check list found on the System's Intranet site, called The HQ. This is updated yearly.

2. POLICIES

The board and library director jointly plan and develop policies; a suggested list can be found in Appendix B. System-wide service and circulation policies conform to standardizations adopted by majority vote of the Library Directors and by signed agreements of participation in the Integrated Library System network. Internet policies are in keeping with the System-wide policy which appears as Appendix E of these Responsibilities.

All policies and approved board meeting minutes are to be available to the public upon request and are posted on the Library's website within two months of their approval.

Each local Board determines the review cycle for each policy the Policy Review Checklist can be found on The HQ intranet and copies are kept on file at the System Office.

Board members plan and develop a personnel policy for employees not covered by contractual agreements or the personnel policies of municipal government. Personnel policies are to be reviewed annually, and revised as needed and in accordance with changes in state and federal employment regulations.

Samples and additional information about these policies are available from the System Office.

Achievement requires policy development and review in each of the areas indicated. Reviews should be noted in meeting minutes and copies of revisions and/or new policies, if any, sent to the System Office when approved.

3. SYSTEM PARTICIPATION AND TRUSTEE EDUCATION

Library boards are represented by at least one trustee at all BCPL Advisory Board meetings. These trustee representatives compose the BCPL System Member Representatives referenced in the BCPL Bylaws. Each library annually designates one trustee and one alternate to serve as the representative to the System Member Representatives. A library director cannot serve as the library's representative at any Advisory Board meeting.

Member libraries must send no less than two (2) board members from each library to a state or System sponsored continuing education event annually. State sponsored continuing education events include those hosted virtually on the Office of Commonwealth Libraries sponsored sites, Webjunction or Niche Academy. These events must be at least one hour in length. Copies of completion certificates must be submitted to the System as proof of completion for this requirement.

The BCPL System Administrator, in collaboration with the District Consultant, will annually conduct a New Trustee Orientation before the end of the first quarter. This orientation will review both System and District Services as well as the funding formula and trustee responsibilities. All trustees are entitled and encouraged to attend as part of their annual continuing education requirement. All newly seated board members are expected to attend within their first year of serving as a board member.

4. PLANNING AND EVALUATION

The library has a strategic plan which includes goals and measurable objectives tailored to meet the needs of the community; the plan is reviewed and updated annually as part of a continuing process of evaluation.

Achievement requires creation of a planning document which incorporates the elements listed. Materials and assistance in developing strategic plans is available from the System office. A written evaluation of progress toward library goals must be sent to the System Office by January 31 of each review year. New plans must be submitted to the System Office once local Boards formally adopt the Plan.

5. PUBLIC RELATIONS

The library actively promotes its services and programs through an ongoing public relations program utilizing sources of print, broadcast and online media. This program also includes the following:

- a) Presentations to organizations such as service clubs, municipal governments, and other community groups;
- b) Posters, flyers, brochures, and bookmarks advertising library services;
- c) Posting events to the shared System website events calendar (for libraries hosted on the berkslibraries.org website);
- d) An annual report made available to the public by March 30 of the year following (i.e. 2022 annual report published by March 2023);
- e) Libraries participate in all System-wide Initiatives coordinated by the System Office.

6. STAFF DEVELOPMENT

The Library Director attends a minimum of ten (10) hours of continuing education annually; the library board or municipal authority provides paid time off and reimbursement of expenses including mileage reimbursement for this training.

All Library Directors are trained by System personnel in the use of the Integrated Library System and by System staff for all other network services. This requirement shall also apply to any other staff that may be responsible for library

operations in the absence of the library director. Member libraries will comply with state requirements for staff continuing education.

All new Directors must complete a BCPL orientation within the first three months of employment. Other staff responsible for library operations in the absence of the Library Director must attend a BCPL orientation within the first six months of becoming the interim director.

All library staff who work at least 20 hours per week in direct support of library service shall attend six hours of qualifying continuing education every two years.

7. COLLECTIONS

At least 3% of the library's materials are weeded annually.

As per PA State Code 9335 b (2) "annually spend not less than 12% of its operating budget on collections", and The System recommends a minimum of 10% of total materials expenditure for Juvenile items and 5% on Young Adult items for a balanced collection.

Achievement of this Guideline is determined by performance recorded on monthly statistical reports to the System and fiscal reports to the Office of Commonwealth Libraries. Weeding should be done in accordance with the criteria outlined in **CREW: A Weeding Manual for Modern Libraries** (revised and edited by Jeanette Larson); this tool is available for download at <http://www.tsl.state.tx.us/ld/pubs/crew>.

8. PROGRAMMING

- a) The Library participates in the annual Collaborative Summer Library Program (also known as Summer Quest) and complies with reporting requirements of the Office of Commonwealth Libraries and the System Office.
- b) The Library develops a calendar of children, teen and adult programming that supports life-long learning and the PA Forward framework based on community need.
- c) The Library participates in a schedule of ongoing activities reflecting community interests and develops and maintains community partnerships of mutual benefit.
- d) The Library participates in all System-wide Initiatives coordinated by the System Office.

9. SERVICE AREAS

Service areas of each member library are defined by the Office of Commonwealth Libraries and accepted by the BCPL System and member libraries. Member libraries should follow the procedure outlined in the Library Membership Policy (Appendix F) if they are interested in adding an unclaimed service area in Berks County.

Libraries should make every effort to host programs or events or create financial partnerships with organizations and businesses within their defined service areas. A library that plans to host programs and events and create financial partnerships with organizations and businesses in Berks County at a location outside of its defined service area should consult the service area's library during the planning process. If the service area's library objects, the libraries should try to resolve disputes themselves before the event takes place.

If the libraries cannot agree on a resolution for a service area dispute, the service area library will notify the System Administrator in writing and copy the other library. The System Administrator and the Executive Committee of the BCPL Advisory Board will resolve the dispute within 10 business days from receipt of written notification. They will then notify both libraries in writing of the resolution.

Effective January 2014
Revised November 2014
Revised August 19, 2020
Revised XX, 2023

Appendix A: Glossary of Terms

BCPL- Berks County Public Libraries

System Headquarters- Berks County Public Libraries administrative unit located at 1040 Berks Road, Leesport, PA 19533

The HQ- the BCPL intranet located at <https://sites.google.com/view/the-hq/>

ILS- Our Integrated Library System used at Member Libraries for daily library functions such as check-in, check-out, holds, etc.

ILS System Administrator- this District role oversees the integrated library system

System Administrator- this role is the department head of the County Library System, Berks County Public Libraries

Appendix B: Library Service Policies

Policies should address the following topics; other issues may be included as local boards determine to be appropriate.

The below policy types are based on recommended best practices for libraries and not an endorsement or requirement for BCPL System Membership.

1. Organization
 - a. Mission Statement/Vision Statement/ Core Values Statement
 - b. Board Governance
 - i. Bylaws
 - ii. Conflict of Interest
 - iii. Meetings of the Board/Right to Know officer, Policy/Minutes Repository
 - iv. Retention of Documents
 - v. Whistleblower policy
 - vi. Equal Employment Statement
 - vii. Board Job Description
 - viii. Library Director Evaluation Policy
 - ix. Volunteer Policy
 - c. Fiscal Authority and Responsibility
 - i. Annual Fee/Charges schedule
 - ii. Fraud prevention
 - iii. Purchasing and Petty cash
 - iv. Monetary Donations, Gifts and Cash Bequests
 - v. Limitations of Acceptance of Gifts
 - vi. Solicitation and Sales Policy
2. Public Service Policies
 - a. Library Patrons
 - i. Confidentiality of Patron Records*
 - ii. Parental Access to Children's Records
 - iii. Non Resident Borrowing Policy
 - iv. Internet Access Policy**
 - v. Unattended/Abandoned Children
 - vi. Patron Behavior Policies
 - vii. Programming Policy
 - viii. Use of Personal Equipment and Devices
 - ix. Patron Complaints/ Response to Complaints
 - x. Test Proctoring
 - b. Facilities
 - i. Hours of Operation
 - ii. Emergency Closing and Inclement Weather
 - iii. Safety and Security Policies
 - iv. Meeting Room Policies
 - v. Bulletin Board, Display and Exhibit policies
 - vi. Library Equipment and Use
 - c. Integrated library system Borrowing Policies***

- i. Registration
 - 1. Residency Requirements for Non-fee cards
 - 2. Out of County residents
 - 3. Cards for Minors
 - 4. Expiration and Invalidation of Library Cards
 - a. Rescindment and Re-instatement of Borrowing privileges
 - 5. Teacher or Group Home Cards
 - 6. Temporary/Internet Access only cards
 - 7. Transfer of Cards- use of cards by family members
- ii. Circulation Policies
 - 1. Loan Periods/Maximum items (by item type, by patron type)
 - 2. Renewals
 - 3. Requests for Holds
 - 4. Interlibrary Loan
 - 5. Lost and Damaged materials
 - 6. Refunds
 - 7. Claimed returns
 - 8. Staff Override permissions
- d. Collection Management
 - i. Selection objectives and priorities
 - ii. Retention of Materials/ Weeding
 - iii. Censorship/Request for Reconsideration
 - iv. Donations

**Must conform to Section 428 of The Library Code*

***Must conform to the BCPL System Internet Policy in Appendix E*

**** Must conform to ILS policies as stated in BCPL borrowing policy*

Appendix C: Personnel Policies

A personnel policy should address the following:

Filling vacancies (recruitment, selection, appointment)

Personnel procedures

- Job descriptions
- Probation
- Performance evaluation
- Conduct on duty
- Grievance procedures
- Personnel records
- Resignation and dismissals

Salaries, position classification

Benefits

- Insurance
- Retirement
- Worker's compensation

Hours, schedules

Staff development

- In-service training
- Certification
- Professional affiliations

Vacation and leave

- Vacation
- Sick leave
- Holidays
- Personal leave
- Professional and educational leave
- Jury duty
- Maternity and paternity leave

Appendix D: Training for Network Services

Training in the use of technology and network services shall include, but not be limited to, the following areas:

ILS policies and procedures

Email overview

Training will be scheduled at a time mutually convenient to library personnel and System staff. Newly hired library directors without prior ILS experience must complete training within 60 days of employment in a System library. Training on Cooperative Purchasing will also be given at this time.

Appendix E: Internet Policy

POLICY ON INTERNET ACCESS FOR BERKS COUNTY PUBLIC LIBRARIES

Purpose

The public libraries of Berks County are committed to the promotion of lifelong learning. As part of that commitment, the libraries will provide public access to the diverse and unique resources available via the internet and the World Wide Web.

Children and the Internet

The *Children's Internet Protection Act* (pub. L. 106.554) requires that a library receiving federal funds must "have in place a policy of Internet safety for minors that includes the operation of a technology protection measure with respect to any computers with Internet access..." In compliance with this provision of federal law, the public libraries have installed a filtering mechanism on all computers and library provided internet connections to protect young users from inappropriate material.

Parents are reminded that filtering is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that they may find offensive, but does not completely eliminate that possibility. Filters may also block access to sites that users would consider both inoffensive and useful. Parental supervision of young children searching the Internet is strongly advised.

Rights of Adults

Adults (those 17 and older) may request unfiltered access to the Internet for any purpose that does not violate the law or the libraries' policies. The filter on an individual library-owned computer will be disabled in response to such a request. Library staff may not disable the filter on patron-owned laptops or other wireless access devices.

Right to Privacy

All library users have the right to expect that their information-seeking activities in the library are private and confidential with the understanding that no records of internet use are being retained. While the Berks County Public Libraries and member libraries do not retain internet usage records or history and works to protect patron's privacy, they are not responsible for insuring the privacy of any information or data sent or received by patrons while using the libraries PC's, laptops, tablets, network, or Wi-Fi.

Conditions and Terms of Use

1. Information available via the Internet may be protected by copyrights or trademarks; use of such information must not violate any copyright or trademark law.
2. Because the Internet allows access to ideas, information and commentary from sources around the world, the libraries cannot control its content. Therefore, individual users must accept responsibility for

determining the validity and accuracy of information located on the Internet. The libraries are not responsible for any use made of information obtained from Internet resources.

3. The Internet and its available resources may contain material and ideas that are controversial and conflict with the personal beliefs of users. Parents or guardians, not library staff, are responsible for the information selected and/or accessed by their children.
4. Viewing of certain materials in the public library may be considered improper in time, place or manner. Libraries reserve the right to terminate an Internet session that disrupts library services or involves user behavior that violates library policy.
5. Patrons may not use public library Internet connections for any commercial or for-profit purpose.
6. A cost-recovery fee for print-outs may be charged.
7. The County of Berks, Berks County Public Libraries, member libraries, member library board members, or any employees are not responsible for damages to patron owned equipment including but not limited to, laptops, tablets, cell/smart phones, gaming devices, lot devices, etc. while using the libraries wireless internet connection. This includes but is not limited to, damage caused by configuration changes, viruses, spyware, malware, or other malicious code received via the libraries wireless connection.
8. Printing is not available through the library's wireless connection.

Limitations

Some libraries do not provide access to subscription services, e-mail, or chat lines; use of such web-based services as "Hotmail" may be permitted at the discretion of the local library.

User Responsibilities

1. Users will sign an Internet use agreement; agreements for those under 18 years of age will require parent or guardian signature.
2. Users must observe time limits and other procedural guidelines set by individual libraries for use of the Internet terminals.
3. Users are responsible for damage to equipment beyond what occurs with normal usage; hardware and software may not be abused, modified, or destroyed.

Staff Assistance

Library staff have received training in Internet searching and are capable of offering basic instruction in how to navigate. However, due to limited staffing and time constraints, patrons are encouraged to take the initiative and explore on their own.

Policy on Internet Access revised and approved by the Berks County Public Libraries Board of Trustees 11.20.2019

Appendix F: Library Membership Policy

BERKS COUNTY PUBLIC LIBRARIES SYSTEM MEMBERSHIP POLICY

Full Members

The benefits of full membership in Berks County Public Libraries (BCPL) include, but are not limited to, the following:

- Share in state and county funding according to the distribution formula determined by the System Board
- Participation in the shared integrated library system and bibliographic services
- Professional consulting by System staff
- Delivery services as defined in current Delivery Policy
- Share in benefits of grants awarded to the System
- Eligibility for annual awards
- Assistance in development of promotional materials
- Access to continuing education programming
- Other benefits as the System Board may enact

To retain full membership in BCPL, libraries must:

- Meet or exceed applicable state standards
- Achieve *Uniform Requirements and Responsibilities*
- Participate in the Access PA database
- participate in the Statewide Card program
- Adopt county-wide borrowing policies
- Maintain efforts to secure local funding
- Offer borrowing and return privileges to all County residents
- Abide by System/District interlibrary loan protocols
- Directors and Youth Services Staff (or representatives) attend at least 75% of scheduled Director's and Youth Services Meetings
- Participate in a minimum of four System-wide activities a year (initiatives, partnerships, etc.)
- Comply with such other requirements as state laws and System Board policies may establish

Rights and Responsibilities of Member Libraries

A member library shall:

- Retain control of and title to all property, endowments, gifts, and other locally raised funds and dedicate the use of these to public library service
- Make collections and services available on an equal basis to all residents served by the System
- Submit annual reports through the System as required by Commonwealth Libraries
- Support the System in securing necessary funds for System-wide services

- Maintain an agreement with municipal officials of the municipality or municipalities within the designated service area to provide residents with public library services
- Annually approach these same officials for financial support
- Meet state standards as they apply to the System and to the member library according to its service area

Affiliate Members

A new or existing public library may apply for affiliate membership in Berks County Public Libraries when it has:

- An ADA compliant site in which to serve the public and house the collection
- Equipment and furnishings (shelves, charging desk, etc) adequate for providing basic services as defined by the Pennsylvania Library Code
- Collection of recent, useful books and other materials
- Resolutions or statements of intent from the municipalities in the desired service area to provide annual financial support for the library in the amount of \$5 per capita
- Evidence of a membership/fund-raising drive that reaches every household in the desired service area

To make application for affiliate membership, the library organization must submit a written request for placement on the agenda of a regularly scheduled System Board meeting. This request should be made 30 days prior to the desired meeting date and include details concerning the elements listed above. In addition, the written request must include the library organization's statement of intent to meet the requirements for full membership within three years.

Affiliate members will receive the following benefits:

- Professional consulting by System staff
- Inclusion in the van delivery service route
- Access to continuing education programming
- Assistance in developing promotional materials

Affiliate members must:

- Achieve state standards within three years
- Comply with *Uniform Requirements and Responsibilities* within three years
- Conform to System service policies
- Maintain local funding

An affiliate member may apply for full membership status when it is eligible for state aid; this eligibility is defined in Section 303.2 of *The Library Code*.

Additions to Assigned Service Area of a Full Member Library

A library that is a full member of the System may request that a municipality be added to its legal service area under the following conditions:

- 1) the library meets all state standards that apply for the service area population that will result (i.e. director certification level, hours open, collection size);
- 2) the library provides evidence of a membership/fund-raising drive that reaches a majority of the residents in the municipality to be added;
- 3) the municipality issues a resolution or statement of intent to provide annual financial support for the library in an amount no less than the average annual support provided by the other municipalities in the library service area.

How "average annual support" will be determined: The most recently completed state report will be used to determine the amount of financial support from each of the municipalities in the library service area. The figures will be added together and divided by the number of contributing service area municipalities to arrive at the average.

The member library should notify the System Administrator of its plan to make a service area change request at least 30 days before the next scheduled BCPL Board meeting in order that the request may be forwarded to the System Board for review. A vote of the Advisory Board at a regularly scheduled meeting is required to approve the change.

Amended September 2010
Amended November 20, 2019

ATTACHMENT A- Sample System Member Library Profile

The 20XX System Member Profile indicates the library's level of compliance with the standards to determine eligibility for state aid. The standard requirements are compared with the information reported by the library in the 20XX PA Public Library Data Collection to determine if the member of a library system meets the standard.

Library Name	
Population	
System	

INCENTIVE FOR EXCELLENCE AID Local Library Standards	Incentive for Excellence Aid Standard	20XX PA Public Library Data Collection	Meets standard (Yes/No)
Director Certification (by population)	Professional/ Provisional/ Library Assistant		
Director Weekly Hours	20		
Continuing Education: Director annually	8 hours		
Weekly Hours Open	45		
Saturday/Sunday Hours	7		
Continuing Education: Staff biannually	6 hours		
Collection Expenditure: shall annually spend not less than 12% of its operating budget on collections, excluding costs of an unusual, emergency or non-recurring nature	12%		

The library **meets/does not meet** all eligibility standards for Incentive for Excellence Aid.



BERKS COUNTY LIBRARY SYSTEM AUTOMATION AGREEMENT

Berks County Public Libraries ("BCPL" or the "System") seeks to continue support of integrated automation in its member libraries in order to share library resources in the manner most effective for the benefit of all Berks County residents.

Toward that end, _____ Library, hereafter called *Member Library*, enters into an agreement for the provision of automated library services delivered through ~~PaPolaris ILS~~ (the Pennsylvania Integrated Library System ("PA Polaris")), provided by the System. Member Library will be governed by the terms of this agreement.

Berks County Public Libraries Commitment: The System agrees to provide automation services and support including, but not limited to:

- Assume the primary financial and contractual responsibility for the operation of an Integrated Library System (ILS) and related electronic library services.
- Provide ~~design of~~ an online catalog, circulation, acquisitions, cataloging, and other functionalities necessary to support library services.
- Enter cataloging records to the database for new acquisitions on behalf of the BCPL member libraries.
- ~~Provide~~ Technical support of the network as needed in coordination with the District Library Center.
- Support of member library automation needs during library hours and emergency support as needed.
- Support of member library computers, including troubleshooting problems.
- Maintain ~~enance of~~ appropriate files, reports, and other Polaris software applications responsive to Member Library needs.
- Establish and maintain User accounts on the ILS Polaris system.
- Coordinate ~~d~~ purchase of supplies such as barcodes, labels, library cards and other associated items.
- Provide training and consultation to member libraries on the operations of the Polaris ILS.
- Maintain A reference website containing important (non-sensitive) resources and support documentation about the automation system and services.
- Provide Hardware support for member library computer equipment including barcode scanners and receipt printers.
- Provide Hardware support for library local area networks.
- Maintain ~~enance~~ and support ~~of~~ connections from libraries Member Library to the ILS Polaris network.
- ~~Payment of~~ network fees to connect libraries PA ILS annual membership fee for all Member Library locations.

In addition, costs of software maintenance and acquisition of MARC records will be paid for by the System.

All catalog entries for the Member Library holdings will be made by ~~Berks County Public Libraries-BCPL~~ Bibliographic Services following procedures established by the System and based in established library best practices.

Member Library Commitment

- Member Library is responsible for the cost of computer hardware at their respective site(s) and network services for connecting to the ILS and related electronic library services.
- Develop and enforce a confidentiality policy that protects the privacy of all library users.
- Follow system standards for the entry of patron information into the shared database.
- Notify BCPL staff of problems with network performance or connectivity as soon as possible after the problem is experienced.
- Notify ~~Polaris Database Administrator~~, District Consultant and BCPL System Administrator of staff changes as soon as possible.

Implementation of automation on the ~~Polaris~~ ILS requires total compliance by Member Library with all elements of BCPL circulation policies. This includes loan periods, fine schedules, issuance of notices, registration requirements, and the confidentiality of registration data.

Member Library agrees to comply with all ~~Polaris~~ ILS protocols and operating procedures. Training in these procedures will be conducted by the System for all paid Member Library staff; attendance at these training sessions is mandatory. The Library also agrees to observe all cataloging, processing, and classification requirements and practices established by BCPL.

Mutual Agreement/Termination

All libraries utilizing the ~~Polaris~~ ILS will share a common borrower database and a common library card; preserve the integrity of registration data; and generally work together to provide quality service and convenient access to resources to all library users. This agreement shall be reviewed annually by both parties; it may be amended as necessary by the System Advisory Board.

Should Member Library elect to withdraw from membership in the Berks County Public Libraries System, all equipment purchased by the System in fulfillment of this agreement shall become the property of the County of Berks. In addition, Member Library must assume the cost associated with deleting its holdings from the ~~Polaris-ILS~~ database.

If Member Library breaks this agreement, the System will give ~~itthem~~ 60 days to correct any deficiencies or errors. If the Member Library does not, the System may elect to remove the Member Library from all automated library services. Member Library must assume the cost associated with deleting its holdings from the ~~ILSPolaris~~ database.

FOR County of Berks through **Berks County Public Libraries**

System Administrator

Date

ATTEST:

Outreach Services Coordinator

Date

FOR _____ **Library**

President, Member Library Board

Date

ATTEST:

Secretary

Date

Berks County Public Libraries

System User Privacy Policy

Policy Statement

The Berks County Public Library System ("System") is committed to protecting the privacy of its users. Accordingly, the System does not share Circulation Records with outside parties, except: (1) with written authorization of the System user, (2) by court order in a criminal court proceeding, or (3) as otherwise required by law.

The System may collect the minimum personal information necessary for the efficient operation of the System, and may use this information for its operational purposes.

Examples of operational purposes may include, without limitation: using mailing or e-mail addresses or telephone numbers to respond to correspondence received from a user, to notify users of overdue materials, and to inform users of library events, programs, and fundraising.

Purpose Statement

The System recognizes its obligation to protect users' privacy and confidentiality regarding their personal information and the materials borrowed on their library card accounts. This policy explains the System's information practices, what information the System collects, and how the System uses that information.

Scope Statement

This Policy applies to Circulation Records stored on servers owned or leased by the System, whether collected in person, on the website (berkslibraries.org), or on the online card catalog. This Policy does not apply to records stored or received by member libraries, which are not stored on System resources; however, such data may be subject to the individual member library's privacy policies.

Definitions

Circulation Records are defined as: any information collected by the System which relates to the circulation of library materials, and which contains the names or other personally identifying information of a user of the materials.

Circulation Records may include:

- Name
- Address
- Email address
- Phone number
- Library card number
- Drivers' license number or other identification number
- Date/year of birth
- Materials currently checked out or requested

- Item circulation transaction history (stored for up to three years)
- Last user to check out an item
- Item checkout history
- Transaction details on paid fines and fees

Actions/Procedures

1. System employees shall maintain confidentiality of Circulation Records and other personal user data, in accordance with this Policy and other applicable County Policies and Procedures.
2. All requests, court orders, or other legal process seeking access to Circulation Records or other user data stored by the System shall be referred to the System Administrator who shall consult with the Berks County Solicitor's Office prior to responding to such request, court order, or legal process. Requests seeking access to data that is retained solely by a member library should be directed to that member library.
3. Library users may select an option in their library account which allows them to maintain their reading history. If selected, the user will see a history of items borrowed, but this information is accessible only with the user's library card number and PIN. This is an optional feature available in the Integrated Library System's online catalog.
4. All users should be provided with a copy of this Policy when the user registers for a library card, for online catalog access, or any time a new user otherwise provides data which constitutes Circulation Records to the System.

Member Library Month Statistical Report Form 2023

Library Name- - Berks County

*(#)= Location on State Report

Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 YTD

SERVICES

Number of Reference Questions	0	0	0	1899	0	0	0	0	0	0	0	0	49374
Website Session Counts	43224	40299	43188	38209	40844	46495	44616	0	0	0	0	0	296875

People Count	67,884	67,089	79,407	69,785	75,596	91,806	79,107	0	0	0	0	0	530,674
Adult Library Card Reg.	511	478	429	392	422	614	579	0	0	0	0	0	3425
Juvenile Library Card Reg.	224	235	206	202	342	545	287	0	0	0	0	0	2041

SERVICES - CIRCULATION

Circulation of Physical Items (F-2)	122966	122069	137564	120220	121586	155691	148521	0	0	0	0	0	928617
Circulation of Other Physical Items (F-3)	1349	1028	1147	1062	1102	1549	1514	0	0	0	0	0	8751
Circulation of Electronic Materials (F-4)	16812	15419	17571	16420	20505	18093	17391	0	0	0	0	0	122211
Total Circulation of Physical & Electronic Materials (F-5)	141127	138516	156282	137702	143193	175333	167426	0	0	0	0	0	1059579
Circulation of Children's Materials (F-6)	60042	61614	68398	58998	59160	83000	79452	0	0	0	0	0	470664

OTHER ELECTRONIC INFORMATION

Time (hr:min) Usage of Patron PCs	5218	5030	5590	4978	5175	5013	5186	0	0	0	0	0	36189.57
Conversion to minutes	313070	301809	335376	298657	310480	300797	311185	0	0	0	0	0	2171374
PC Sessions =Time/30	10436	10060	11179	9955	10349	10027	10373	0	0	0	0	0	72379
Wireless Count	4393	4276	5063	4364	4601	4528	4532	0	0	0	0	0	31757
AWE Earl Lit Sta Sessions	1264	1007	1276	1136	791	1707	1413	0	0	0	0	0	8594
Total Computer Usage	16093	15283	17518	15455	15741	16262	16318	0	0	0	0	0	112730

M
A
S
T
E
R

SYSTEM HEADQUARTERS PERFORMANCE STATISTICS 2023

Member Services:	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date 2023	Year to Date 2022
Co-op Number of Titles Ordered	2,227	2,429	2,291	1,539	2,451	1,728	1,869						14,534	2,985
Items Cataloged (Copy Cataloging)	3,731	3,275	4,153	3,330	4,083	3,853	3,360						25,785	3,452
Items Cataloged (Original Cataloging)	72	92	126	58	71	89	45						553	34
Library Sent Items	633	734	798	688	679	708	807						5,047	-
Library Sent- Discs Cleaned	2	50	46	32	49	16	57						252	-
Crates Delivered	3,266	3,011	3,585	2,859	3,379	3,419	3,249						22,768	15,575
Technology Field Visits and Help Desk	84	67	71	47	77	68	73						487	84
Publicity Requests - Pass through to Print Shop	2	5	5	3	15	12	4						46	2
Publicity Requests - Original Design	6	4	6	5	3	10	2						36	11
Community Engagement Specialist Programs - Held	0	0	2	2	2	0	0						6	0
Community Engagement Specialist STEM Programs - Held	0	0	0	0	0	0	0						0	0
Community Engagement Specialist Programs - Attendance	0	0	27	27	30	0	0						84	0
Community Engagement Specialist STEM Programs - Attendance	0	0	0	0	0	0	0						0	0
Outreach Services and Events:														
Circulation - Specialized Resources, Puppets, and Kits	111	90	100	83	62	74	58						578	78
Circulation - Floating Collection	448	426	607	548	579	607	631						3,846	414
Community Events	0	0	0	1	0	2	2						5	0
Community Event Attendance	0	0	0	86	0	174	314						574	0
Outreach Events	0	1	1	4	2	3	1						12	1
Outreach Event Attendance	0	50	8	310	13	80	8						469	20
Professional and Community Partnership Meetings	1	2	1	0	0	1	2						7	2