CHESTER COUNTY LIBRARY BOARD OF TRUSTEES
MONTHLY MEETING
MARCH 15, 2022

AGENDA

https://us06web.zoom.us/j/84961446587?pwd=dDdYL29NZnlVMURsSCsrYk1HQmtnUT09

CALL TO ORDER, 9:00 AM (Virtual/Burke Board Room)

WELCOME and INTRODUCTIONS

ANNOUNCEMENT OF EXECUTIVE SESSION (IF NECESSARY)

PUBLIC COMMENTS

REVIEW AND ADOPTION OF CONSENT AGENDA
- Minutes of February 15, 2022 (p. 3)
- Chester County Library Director Report (p.7)
- Henrietta Hankin Branch Manager's Report (p.14)

FINANCIAL STATEMENTS
- February 2022 Exton and Hankin Financial Statements (p16.)

FOR INFORMATION/DISCUSSION
- Revised Fee Schedule – Tax Changes (p.21)
- Tech Fund Update (p. 23)
- Public Programming Discussion – Children's programming (p.24)
- TMACC – CCL Bike Parking Facility (p26.)
- Library Behavior Staff Guidelines (p.27)
- Unattended Children Staff Guidelines (p.31)
- Parking Lot Bid (separate e-mail)

FOR APPROVAL
- Policies
  - Electronic Media Communication Policy (p.34)
  - Library Behavior Policy (p.37)
  - Unattended Children Policy (p.41)
- 2022 Budget Change Request – Exton & Hankin Copier/Printer Revenues (p43.)

REPORTS/CORRESPONDENCE
- President's Report
- Director's Report
- Branch Manager's Report
- Friends of the Chester County Library
- Friends of the Henrietta Hankin Branch Library

Continued next page

- Committee Reports

    Ad Hoc Committees   Standing Committees
    - Institutional Advancement   - Executive
    - Policy   - Finance
    - Strategic Planning & Facilities   - Governance

- Visitor's Comments

Upcoming Events

Tuesday, April 19, 2022 8:30 AM – CCLS Board Meeting, CCL (Virtual/Burke Board Room)
Tuesday, March 29, 2022 11:00 AM -Strategic Plan Committee Meeting
Monday, April 25, 2022 3:00 PM Governance Committee Meeting

CHESTER COUNTY LIBRARY BOARD OF TRUSTEES
MONTHLY MEETINGS – VIRTUAL
February 15, 2022

Board Members Present
JoAnn Weinberger, President; Kathleen Pearse, Vice President; Brian Taylor, Secretary; Richard Hankin, Bill Connor, Michael Skay

Board Members Excused
Lisa Ionata, Treasurer

Others Present
Joe Sherwood, Executive Director, CCLS; Mary Gazdik, CCL Director: Meghan Lynch, Henrietta Hankin Branch Manager; Agatha Lyons, District Consultant; Lauren Harshaw, Continuing Education and Advocacy Coordinator; Maureen Crawford, Administrative Assistant,

CALL TO ORDER:

PUBLIC COMMENTS: None

EXECUTIVE SESSION: None

REVIEW AND ADOPTION OF CONSENT AGENDA
On motion made by Richard Hankin, seconded by Michael Skay, the Minutes and Consent Agenda were unanimously approved.

FINANCIAL STATEMENTS
December 2021 Exton and Hankin Financial Statements (year end- pre-audit)
Exton and Hankin Year End 2021 Transfers to Reserves
January 2022 Exton and Hankin Financial Statements
- There have been some adjustments in the PECO bill as the bills were coming in as estimated rather than actual amounts.
- The negative amount in the County Coordination Aid is money that has been reimbursed but not deposited.
- Reserve transfers were made to five funds as the Library was under budget. Multimedia hit their collection expenditures budget, but other areas were underspent. More monitoring will be done through the year to ensure the money is spent appropriately.

On motion made by Kathy Pearse and seconded by Richard Hankin, the December 2021 year end Exton and Hankin Financial Statements, the Exton and Hankin Year End 2021 Transfers to Reserves and the January 2022 Exton and Hankin Financial Statements were unanimously approved and filed for audit.

FOR INFORMATION/DISCUSSION

Patron Fee Schedule

The Patron Fee Schedule is included in the package for review. The schedule was adopted in January. JoAnn asked if materials are being provided to patrons by the Library. In most cases, patrons are providing their own materials. The goal is to have the technology available, but patrons completing the projects on their own rather than staff.

Public Programming Discussion

There will be no change in programming at this time. The situation will be reviewed next month.

2022 Board Meeting Schedule Update with Locations

The list of the new locations for Board Meetings are included in the package.

FOR APPROVAL

Board of Trustees Bylaws

The Bylaw changes were presented at last month's meeting.

On a motion made by Brian Taylor and seconded by Bill Connor, the changes to the Bylaws were unanimously approved.

REPORTS/CORRESPONDENCE

President's Report

JoAnn discussed that she would like to increase advocacy activity at CCL and Hankin. This would include reaching out to townships and attending Township Meetings. One idea is to have a Board Member "adopt" a township. JoAnn would like a list of townships in CCL area. Lauren has been working on some plans for advocacy for CCL and HH. Lauren has been working with David Wierz, the Henrietta Hankin Friends vice president. Kelly Quigg is working with Lauren on getting staff involved in advocacy. Lauren will attend the Henrietta Hankin Friends meeting. There is a township supervisor who is also a HH friend. Lauren and Kelly have also been working with a volunteer named Craig Miller, who will be a great advocate and attend township meetings. An Institutional Advancement Committee will be scheduled.

Chester County Library Director's Report
- Mary is meeting with Department Heads and learning about the departments. Met with Meghan to become more familiar with Henrietta Hankin Branch.
- Working on a banning letter to be sent to patron due to a behavior incident.
- Peter is working on leaks in the building and Mary will follow up to make sure the issues are resolved.
- Joe thanked Meghan for filling in while the CCL Director position was open.

Branch Manager's Report
- Door counts, circulation and curbside numbers are up.
- The Commissioners would like to use the Annex for Voters' Service again this year. Waiting for dates to be confirmed.
- The AARP Tax slots are filling up.

- Uptick in pre-school story time attendance.
- Winter Family Read Aloud Program is very popular. There are 75 families signed up and more may sign up as the program continues.
- JoAnn also thanked Meghan for all her help.

Friends of the Henrietta Hankin Library
- The Friends will not be having the spring book sale due to lack of volunteers to help with the sale.

Friends of CCL
- Mary and Joe attended the last board meeting. Eric Tannenbaum is running meetings until a new president can be found. David Chartier, who is now the treasurer, is working with Rebecca to simplify Friends' financial reporting.
- The Friends have not made a final decision on the Book Sale. There are still issues that there are not enough volunteers to help with the sale.
- Joe and Mary met with Theresa and David.

Committee Updates

Funding Task Force

Will meet on March 4, 2022. Looking at making a request from the Commissioners of $100,000 for personnel costs.

Institutional Advancement Committee

No update.

Policy Committee

No update.

Strategic Planning and Facilities

No update.

Technology

No update.

Executive Committee

No update.

Finance Committee

No update.

Governance Committee

No update.

Other Comments:

A communication was sent to the townships from the Community Engagement Committee without Joe's or the Institutional Advancement Committee's knowledge. Joe is communicating to staff that any outside communications (particularly something that is the first time)need to be reviewed and approved.

Visitors' Comments
No comments

The meeting was adjourned at 10:10 AM

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Approved March 15, 2022
Brian Taylor, Secretary

TO: Board of Trustees, Chester County Library and District Center
FROM: Mary Gazdik, Director, Chester County
DATE: March 8, 2022
RE: Report to the Board on the Chester County Library Center, February 16 — March 15, 2022

- Building update
  - The old meter and related electrical equipment no longer in use was removed from the back parking lot.
  - A new door closer was installed in the Women's Restroom on the first floor.
  - All utility lines in the vicinity of the excavation area for the water meter pit repair have been marked. If the excavation approaches the nearest Sunoco pipeline, a representative from Sunoco will need to be present during the excavation work.
  - The water to the building will need to be shut off to make the repair to the pit leak. The library will need to be closed the day of the shut-off. We are working with the county to try to coordinate the major part of the carpet installation and water shut off to happen on the same day.
  - John Betts, the new van driver, will start on March 28th pending approval of background checks.
  - First Floor Redesign
    - Carpet installation to take place March 14th & 16th. The under tracks for the electric will not be in but a workaround has been found that will allow the electric to be installed after the carpet install.
    - All the furniture except for the glass walls will be delivered and installed in the next two weeks. Glass walls are currently scheduled for May.

- Departmental Reports
  - Circulation Department—Barbara Bailey
  - Door counts have not been available since mid-November 2021, but checkouts are holding at about 75%, the number of holds filled was 5% higher and items on the hold shelf were about the same, when compared to totals in February 2020.
  - Use of our combined contactless checkout services, which includes Express Lane, Capria mobile app, CCL Hold-It Locker, and curbside pick-up, at Chester County and Hankin libraries increased once again by 14% in February.

Month	Express Lane Indoor Self Check		HoldIT Locker	Curbside Service		Mobile App Self Checkout			Percent change
	CCL	Hankin	CCL	CCL	Hankin	CCL	Hankin	Total	+/- %
Jan 2022	7782	1286	460	97	95	254	91	10065	
Feb 2022	8890	1801	545	53	52	312	90	11743	+16.5%

CCL	Door: Feb 2020	Door: Feb 2022	Checkouts: Feb 2020	Checkouts: Feb 2022	Holds Filled: Feb 2020	Holds Filled: Feb 2022	Library Cards: Feb 2020	Library Cards: Feb 2022
Counts	36583	n/a	46543	34419	13849	14610	489	325
% +/-		n/a		-26%		+5.5%		-33%

- Community Engagement Leadership Team met on March 4th and welcomed new CCL Director Mary Gazdik. The meeting focused on planning representation at township meetings on a quarterly basis, along with plans to form a community engagement advisory board consisting of volunteers that could assist with advocacy efforts. Top priority is attendance at May/June meetings to promote summer programs and August/September to focus on funding requests.
- The XYZ Programing Committee has an open co-chair position open with the resignation of Summer Arawjo. Laura Presby remains as co-chair and several tasks have been assigned to other committee members in the interim.
- The Incident Response Plan Coordination Team met on February 2nd to review documents and assign tasks. The new team members are Karen Clickener-Ousey, Melissa Kohl and Barb Bailey. Highlights of the meeting include simplifying the PIC monthly schedule creation process and instructions for the new process were shared with public service department heads. The next meeting is scheduled for March 9th after the PIC meeting.

- Jacobs Technology Center (JTC)—Sara Lim Harden
  - A part time library assistant was promoted to the Graphic Specialist position. Her last day was February 26th. The department currently has 3 openings and is under 50% staffed.
  - JTC volunteer Mike Sheldon is starting a series of Excel Workshops starting March 8th.
  - Two teen volunteers have been recruited! One started on February 27th and the other will begin on March 15th.
  - Staff are working with Pam Marquette to coordinate the logistics of circulating the Citizen Science kits. Once they are cataloged they will be stored in the JTC and be available for patrons to check out.
  - In February we had…
    - 6 3D print requests, taking 20.25 hours and 278 grams of material.

- 1 3D scanning request for one object, taking 7 hours to scan.
- 2 photo print requests, for 5 total photos.
- 7 digitization requests, for 101 total pieces of media, taking 97.5 hours to convert.
- 4 proctored exams.

- Multimedia Department—Stephanie Sharon-Missanelli
  - ARP LSTA Grant
    - $153,000 will be split between holds, EDI titles and Juvenile/YA titles.
    - Grant runs through July 31, 2022 and carts were created in OverDrive for bi-monthly purchases of titles. The committee will continue to add to the carts for the duration of the grant.
    - Holds managers were set up for both downloadable Audiobooks and eBooks.
    - The committee will meet on March 14th to discuss grant progress and revise collection development guidelines.
  - Current volunteer, Alexis Hartzell, will fill the open Page position. She will start at the end of March.
  - Staff are working on a transition plan to shift the collections once the first-floor redesign is finished.
  - The temporary Multimedia Desk has been set up, and staff are working on a plan to shift the collection as quickly and efficiently as possible when the permanent desk and shelving are installed.
  - Black History Month displays and collections were curated for Overdrive, children's and teen reading rooms.
  - Meghan Lynch and Stephanie met with a representative with KultureCity to discuss their sensory inclusion certification program. This program will be brought to the EDI committee for discussion and to make a recommendation on whether or not to pursue the certification.

- Public Relations/Graphics—Monique Kolb
  - Graphics:
    - For the month of February 61 graphic orders and 10087 copies were completed.
    - Emma Driban, our new Graphic Design Specialist started on February 28th.
    - Planning is underway with Susan Walraed for a Volunteer Appreciation project scheduled to take place in April.
    - Promotional material for the Housing Fair and Blood Drive in April is being worked on with Kelly Quigg.
  - PR:
    - Working with the CCL Friends to promote the Spring Book Sale.
    - Working on the PaLA Bronze Star Status with Hankin and maintain Gold Status with CCL.

- Meeting rooms continue to be booked by patrons with request for single one-person rooms being made frequently.
- Invitations have been emailed and physically mailed out for the Legislative Breakfast scheduled for Friday, April 29 from 7:30 – 9 am
- 2022 CCLS Annual Report is currently in the design phase. Directors were asked to submit their information for the report by March 7th.
- Valley Creek Productions shot footage on February 22nd & 25th at CCL, Hankin, and Oxford. The footage is currently being edited and a 3rd day of shooting is being planned for April 1-2 at other member libraries that have in-person programming.
- Plans for National Library Week are underway. Member libraries have been notified of promotional materials on the PaLA & ALA websites.

- Adult Programs:
  - Longwood Gardens "Community Read" program started March 1st and runs through May 31st. There are 6 programs scheduled on the CCL Events calendar and one is in the process of being planned.
  - "Citizen Science Month" is April and plans for an April 2nd kick-off event are being planned. SciStarter kits are being put together and accompanying documents edited and getting ready to print. The kits are being cataloged and will be available in the JTC for patrons to check out.
  - The AARP Foundation Tax-Aide program is in-person this year, appointments are full and running much smoother than last year's hybrid/online/phone appointments.
  - "Yin Yoga with Heather" continues to be popular and well attended as well as "Classic Movie Trivia". The regulars have requested to continue to offer both of these programs virtually.

- Reference—Melissa Kohl
  - Laura Salvucci is working on diversifying the library's Oral Histories, one of the library's newest collections. Laura is working with a vendor to digitize 12 additional cassettes.
  - Kelly Quigg is serving on the West Whiteland Township's planning committee for this year's Exton Park Day.
  - Kelly has also coordinated a Blood Drive with Rep. Kristine Howard on Thursday, June 9, 2022 in Struble Room
  - The Community Engagement Leadership Team and Committee will be coordinating library staff to attend a host of events in the community this year, including: Sheep & Wool Day (4/30), West Whiteland Spring Craft Fair (4/30), Upper Uwchlan Township Block Party (6/18), Exton Park Day (7/16), Uwchlan Township Community Day (8/20), Warwick Fall Festival (10/1).
  - 6 new museums have been added to CCL and HHB's list of circulating Museum Passes and will be ready to circulate by the end of March. They are:
    - African American Museum in Philadelphia (AVAILABLE NOW AT CCL)

- Bucks County Children's Museum (AVAILABLE NOW AT CCL & HHB)
- The Rosenbach (COMING SOON)
- Shofuso Japanese House and Gardens (AVAILABLE NOW AT CCL)
- Tyler Arboretum (COMING SOON)
- Wharton Esherick Museum (COMING SOON)

- Technical Services—Jenna Persick
  - Website Redesign
    - The RFP has been sent to Joe & Mary for their review
  - Michele Ruffino was promoted to the Library Assistant III processing position and started in her new role on February 14th.
  - There are currently 2 positions open in the department
    - Library Assistant II receiving/acquisitions (full time)
    - Library Assistant III cataloging (part time)
  - I continue to order and distribute the leased books. We are in our first full year of the program. To date, our leased books have 3,284 checkouts system-wide.

- Volunteers—Susan Walraed
  - Volunteers continue virtual monthly and quarterly programs in cooperation with Reference, Hankin Library and Jacobs Technology Center.
  - Planning is in the works for volunteer Craig Miller to advocate for the library at the township meetings starting with West Whiteland in March.
  - The Saturday Multi Media volunteer has moved to the JTC. Two new volunteers are expected to start in April and one seasoned volunteer will also help in April due to staff shortages.
  - Working with Niki to present volunteer service awards for 2019 and 2021. There will be no luncheon but a design for the slat wall is planned as notifications are in the works for National Volunteer Week beginning April 15th.
  - The HH Maker Space now has 4 volunteers and we expect to place high school students to cover shifts in the summer.
  - We received more applicants than needed for the Digital Device help program in Reference. Interviewing began in February with 2 volunteers ready to begin the process.
  - One volunteer has taken a 2nd placement to assist in PR/Graphics.
  - Friends of Chester County Library:
    - Plans for the April book sale are in progress. Community Service and Chester County Sheriffs have been requested.
    - Donations closed on March 1st.

- Youth Services—Jeanne Clancy
  - This is Jeanne's last report. Her last day with the library was March 4th. We wish her a happy retirement.

- Jeanne has continued to serve on the Commonwealth Libraries Youth Services Guidelines revision committee.
- Jeanne continued to meet monthly with Commonwealth Libraries and Youth Services Consultants and nearly weekly with the YS Consultants from Berks, Bucks, Delaware, Lancaster, Montgomery, and Philadelphia counties.
- Jeanne has arranged speakers for the March 29th and May 31st Children's and Teen Librarians meetings. April Nickel will run the meetings.
- The patches have been chosen for the Power Patch program. The four new patches for 2022 are Distinctly Diverse, Folding Master, Plundering Pirates, and Verse Virtuoso. April Nickel will moderate and send out the program planning template.
- On March 7th, Jeanne and Julie Darnall met with the staff from The Franklin Institute about GSK Science in the Summer 2022 – Be a Biologist! A tentative schedule has been submitted, and we are waiting to hear about teachers. Registration will be online through TFI, starting in May, and will be by lottery. Julie will be the contact for SITS going forward.
- The winter sessions for Virtual Storytimes has wrapped up. The Spring Session begins March 7th.
- Julie Darnall planned a Children's Dental Health Month program with Children's Dental Health of Exton on February 2nd, which was very well-attended.
- Lisa Urbani held a Teen Trivia Contest (on Kahoot) for the Teen Library Crew on February 25th. A nice group turned out, and the contestants were impressive.
- April Nickel continues to provide Preschool Outreach Services to many child care, special education, CCIU, and Head Starts throughout the County – all virtually.

Meetings & Trainings Attended

2/15	CCLS/CCL Board Meeting
2/16	Site meeting at CCL
2/17	Meeting with Agatha to go over the State Annual Report
	PLIX (Public Library Innovation Exchange) Creative Ambassadors Spatial Poetry workshop and Beta Testing for new module (In)Visible Self
	How to Break the Rules: Offering Great Customer Service to Everyone! webinar
2/22	Chester County New Employee Orientation
2/23	Nation of Makers Librarian Working Group
	PLIX (In)Visible Self Beta Testing working meeting
	CC-Link Virtual Meeting
2/24	Meet & Greet
	CCL/HHB page for the CCLS Annual Report meeting
2/25	Meeting with Lauren, staff recognition awards
2/28	Bi-weekly meeting with Meghan & introduction to HH staff
3/1	CCL Trust Board Meeting
	CCL Friends Meeting
	Institutional Advancement Committee meeting
3/3	IRP Command Team Meeting
3/4	Community Engagement Leadership meeting

3/7	Policy Committee meeting
3/8	First Floor Redesign meeting
	Technology Committee meeting
	DLM/SAC Meeting
3/9	Department Heads/Public Service Staff Meeting
	PIC Meeting
3/10	Candidate interviews for Head of Youth Services (3)
3/14	Candidate interview for Head of Youth Services
3/15	CCLS/CCL Board Meeting

TO: Board of Trustees, Chester County Library and District Center
FROM: Meghan Lynch, Henrietta Hankin Branch Manager
DATE: March 8, 2022
RE: Report to the Board on the Henrietta Hankin Branch, February 15 — March 15, 2022

- Building update
    - The consultants selected by County Facilities completed our Building Reserve Study report. We are reviewing the report for completeness and accuracy.
    - Peter identified a number of noticeable gaps in the soldered copper rain gutter joints. These may be the source of the ongoing roof leaks. He asked Jack Stewart of the Facilities Department if the roof is still under warranty.
- Door counts were up nearly 10% from January to February 2022.
- Total circulation was down slightly for both physical materials and eBooks/eAudiobooks in February. Curbside pickups dropped by 45%.
- Meeting Room usage in February was down slightly, with 18 patron bookings for a total of 56 hours.
- The Commissioners will be holding their March 22nd meeting at our library. During their meeting they plan to issue a National Library Week proclamation.
- The Commissioners would like to use the reception area in the Annex as a Voter Services satellite office in the weeks leading up to the 2022 Primary Elections. There is pending litigation that has prevented details from being finalized, but Voter Services is hoping to have firm dates for us in the near future.
- Supervisors have been working on completing the yearly performance appraisal process.
- Mary Gazdik, Niki Kolb, and I collaborated on the CCL/HHB page for the CCLS Annual Report booklet.
- Niki Kolb and I have started working on the PA Forward Star Library certification process. We hope to have the Bronze star completed in the next month.
- Reference
    - Notable February programs included Civil War series (Hybrid, 3 sessions, 71 total attendees) and Take and Make Beeswax Food Wraps (asynchronous, 25 participants)
    - We are working with the AARP Tax Aide program again this year. Tax appointments are offered on Thursdays and Fridays through April 15th. Their volunteers completed 103 returns for members of our community in February.
    - The popular volunteer led Mah Jongg and Adult Book Bingo programs will both be returning for in person play in April.
- Youth Services
    - Our first 2022 storytime session ended on February 16. We held three virtual programs by outside presenters during our storytime break that focused on music and nature and averaged 27 attendees. Storytimes resumed the week of March 6th.
    - Our Winter Family Read Aloud program had a total of 151 families register, nearly doubling number of families that participated last year. Calendars can be returned through March 12 and each family receives a free book and raffle ticket(s) for a chance to win the grand prize.

- We have been offering scavenger hunts as a self-directed activity for young library visitors. February's winter themed scavenger hunt was enjoyed by 83 children.
- The Friends of the Hankin Branch Library approved funding for additional Virtual Reality content for the Makerspace and prizes for the Youth Services Scavenger Hunts at their March meeting.

Meetings & Trainings Attended

2/15	CCLS/CCL Board meetings
2/17	Reference Staff meeting
	How to Break the Rules: Offering Great Customer Service to Everyone! webinar
2/18	Youth Services Staff meeting
2/24	CCL/HHB page for the CCLS Annual Report meeting
2/25	Meeting with Kulture City regarding Sensory Inclusive Certification
2/28	Hankin staff meeting and meet-and-greet with Mary Gazdik
3/1	CCL Trust Board meeting
	ChesCo Department of Human Services meeting
	Institutional Advancement Committee meeting
3/3	Friends of the Hankin Branch Library Board meeting
3/4	Community Engagement Leadership Committee meeting
3/7	Policy Committee meeting
3/8	Technology Committee meeting
	DLM/SAC meeting
3/9	Department Heads/Public Service Staff meeting
	PIC meeting
3/10	CCLS MuseumKey Committee meeting
	EDI meeting
3/11	Adult Summer Reading planning meeting
3/15	CCLS/CCL Board Meetings
	Youth Services staff meeting

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
COUNTY BUDGET REPORT - EXTON LIBRARY
PERIOD ENDING February 28,2022

	2022 ANNUAL BUDGET	2022 YTD BUDGET	2022 YTD ACTUAL	2021 ACTUAL	2022 YTD BUDGET VARIANCE	2022 YTD BUDGET VARIANCE %	2022 BALANCE	PERCENTAGE REMAINING
Salaries	2,578,075	297,470	275,716	296,356	21,754	7.3%	2,302,359	89.3%
Wages	649,006	74,885	57,122	62,162	17,764	23.7%	591,884	91.2%
Fringe Benefits	1,168,501	194,750	172,246	162,509	22,504	11.6%	996,255	85.3%
Security Provided by the County - EMS	0	0	0	0	0	#DIV/0!	0	#DIV/0!
TOTAL PERSONNEL SERVICES	4,395,582	567,106	505,084	521,027	62,022	10.9%	3,890,498	88.5%
LIBRARY MATERIALS	70,000	17,500	17,500	17,500	0	0.0%	52,500	75.0%
CORE EXPENDITURES								
Materials and Services	120,840	20,140	12,072	13,542	8,068	40.1%	108,768	90.0%
Insurance	18,390	9,195	9,195	8,755	0	0.0%	9,195	50.0%
Maintenance - Buildings & Grounds	70,385	11,731	3,188	5,320	8,542	72.8%	67,197	95.5%
Utilities	97,520	16,253	8,310	10,526	7,943	48.9%	89,210	91.5%
Vehicle Expense	44,486	7,414	5,714	3,990	1,700	22.9%	38,772	87.2%
Security Costs	0	0	0	0	0	#DIV/0!	0	#DIV/0!
TOTAL CORE EXPENDITURES	351,621	64,734	38,480	42,133	26,254	40.6%	365,641	104.0%
INDIRECT COSTS	558,534	93,089	93,090	108,780	(1)	0.0%	465,444	83.3%
CAPITAL OUTLAY	0	0	0	0	0	0.0%	0	#DIV/0!
TOTAL BUDGET	**5,375,737**	**742,428**	**654,153**	**689,440**	**88,275**	**11.9%**	**4,721,584**	**87.8%**

Notes:

Personnel Services: Salaries and Benefits are under due to vacancies.

Core Expenditures: Utilities - under due to one-month lag on PECO Bills

Indirect Costs: These are allocated to cover costs for services performed by various County departments such as DCIS (PeopleSoft), Telecommunications, Treasurer and Controller's Offices, and Facilities, based on usage or some other reasonable method of allocation.

Total Budget: Budgeted expenditures YTD are   13.81%   of total budget
Actual expenditures YTD are   12.17%   of total budget

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
COUNTY BUDGET REPORT - HANKIN LIBRARY
PERIOD ENDING February 28,2022

	2022 ANNUAL BUDGET	2022 YTD BUDGET	2022 YTD ACTUAL	2021 ACTUAL	2022 YTD BUDGET VARIANCE	2022 YTD BUDGET VARIANCE %	2022 BALANCE	PERCENTAGE REMAINING
Salaries	433,942	51,470	51,470	48,323	(0)	0.0%	382,472	88.1%
Wages	183,357	20,359	19,731	19,210	627	3.1%	163,626	89.2%
Fringe Benefits	217,890	39,075	36,801	32,949	2,273	5.8%	181,089	83.1%
TOTAL PERSONNEL SERVICES	835,189	110,903	108,003	100,482	2,901	2.6%	727,186	87.1%
LIBRARY MATERIALS	20,000	5,000	5,000	5,000	0	0.0%	15,000	0.0%
CORE EXPENDITURES								
Materials and Services	56,374	11,272	3,214	3,628	8,058	71.5%	53,160	94.3%
Insurance	5,960	2,679	3,162	2,980	(483)	-18.0%	2,798	46.9%
Maintenance - Buildings & Grounds	60,010	10,817	10,612	20,765	204	1.9%	49,398	82.3%
Utilities	46,860	7,730	4,009	7,167	3,721	48.1%	42,851	91.4%
TOTAL CORE EXPENDITURES	169,204	32,497	20,998	34,540	11,500	35.4%	163,206	96.5%
INDIRECT COSTS	165,045	35,964	35,960	27,510	4	0.0%	129,085	78.2%
CAPITAL OUTLAY	231,471	0	0	625	0	0.0%	231,471	100.0%
TOTAL BUDGET	**1,420,909**	**184,364**	**169,960**	**168,157**	**14,404**	**7.8%**	**1,250,949**	**88.0%**

Notes:

Personnel Services:

Core Expenditures: Utilities - PECO Elec bill is a month behind

Capital Outlay:

Indirect Costs: These are allocated to cover costs for services performed by various County departments such as DCIS (PeopleSoft), Telecommunications,

Treasurer and Controller's Offices, and Facilities, based on usage or some other reasonable method of allocation.

TOTAL BUDGET: Budgeted expenditures YTD are   12.98%   of total budget
                     Actual expenditures YTD are   11.96%   of total budget

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
STATE AID BUDGET REPORT - EXTON
PERIOD ENDING February 28,2022

	2022 ANNUAL BUDGET	2022 YTD BUDGET	2022 YTD ACTUAL	2021 YTD ACTUAL	2022 YTD BUDGET VARIANCE	2022 YTD BUDGET VARIANCE %	2022 BALANCE	PERCENTAGE REMAINING
REVENUE								
State Aid	347,470	347,470	347,470	352,708	0	0.0%	0	0.0%
State Aid - Others	1,154,597	1,154,597	1,154,597	1,149,358	0	0.0%	0	0.0%
STATE REVENUE	1,502,067	1,502,066	1,502,067	1,502,066	1	0.0%	1	0.0%
Township Appropriations	19,000	3,167	19,000	0	15,833	0.0%	0	0.0%
Charges	38,550	6,425	6,443	10,638	18	0.3%	(32,107)	-83.3%
Fines and Overdues	60,000	10,000	11,933	10,055	1,933	19.3%	(48,067)	-80.1%
Interest	500	83	0	128	(83)	-100.0%	(500)	-100.0%
Donations and Fundraisers	7,600	350	325	335	(25)	-7.0%	(7,275)	-95.7%
Transfer from other funds	0	0	0	0	0		0	
Transfer from County for Materials	70,000	17,500	17,500	17,500	0	0.0%	(52,500)	-75.0%
Miscellaneous Revenue	115	19	28	3,530	9	48.0%	(87)	-75.3%
TOTAL OTHER REVENUE	195,765	37,544	55,230	42,186	17,686	47.1%	(140,535)	-71.8%
TOTAL REVENUE	**1,697,832**	**1,539,610**	**1,557,297**	**1,544,252**	**17,687**	**1.1%**	**(140,535)**	**-8.3%**
EXPENDITURES								
Library Materials	405,713	67,438	37,285	52,826	30,154	44.7%	368,428	90.8%
Services and Charges	78,184	12,547	8,216	6,765	4,331	34.5%	69,967	89.5%
Supplies	25,000	4,167	1,645	2,291	2,522	60.5%	23,355	93.4%
Miscellaneous	23,540	3,923	2,093	1,860	1,830	46.6%	21,447	91.1%
Transfers and Reimbursements	1,154,597	1,154,597	1,154,597	1,149,358	0	0.0%	0	0.0%
Capital Outlay	10,798	1,800	5,820	4,331	(4,020)	-223.4%	4,978	46.1%
TOTAL EXPENDITURES	**1,697,832**	**1,244,472**	**1,209,656**	**1,217,431**	**34,816**	**2.8%**	**488,176**	**28.8%**
REVENUE OVER EXPENDITURES	**0**	**295,138**	**347,641**	**326,820**	**52,503**		**347,641**	

NOTES:	
	State Aid Money for 2022 was distributed this month
Other Revenue:	**Township Approp Revenue includes $9500 in ARPA funds from West Whiteland**
Total Revenue:	**Budgeted revenues YTD are** 90.68% of total revenue
	Actual revenues YTD are 91.72% of total revenue
Expenditures:	**Materials spending is less than budget. Capital Outlay overage is timing.**
Total Expenditures:	**Budgeted expenditures YTD are** 73.30% of total expenses
	Actual expenditures YTD are 71.25% of total expenses

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
STATE AID BUDGET REPORT - HANKIN
PERIOD ENDING February 28,2022

	2022 ANNUAL BUDGET	2022 YTD BUDGET	2022 YTD ACTUAL	2021 YTD ACTUAL	2022 YTD BUDGET VARIANCE	2022 YTD BUDGET VARIANCE %	2022 BALANCE	PERCENTAGE REMAINING
REVENUE								
State Aid	87,000	87,000	87,000	90,000	0	0.0%	0	0.0%
STATE REVENUE	87,000	87,000	87,000	90,000	0	0.0%	0	0.0%
Township Appropriations	7,250	7,250	5,000	0	(2,250)	0.0%	(2,250)	-31.0%
Charges	9,825	819	2,531	2,518	1,712	209.1%	(7,294)	-74.2%
Fines and Overdues	18,700	1,558	3,704	2,887	2,145	137.7%	(14,996)	-80.2%
Interest	35	3	0	10	(3)	-100.0%	(35)	-100.0%
Donations	0	0	90	268	90	899900.0%	90	899900.0%
Transfer from Other Funds	0	0	0	0	0		0	
Transfer from County for Materials	20,000	5,000	5,000	5,000	0	0.0%	(15,000)	-75.0%
Miscellaneous Revenue	5	0	1	822	0	109.5%	(4)	-82.4%
TOTAL OTHER REVENUE	55,815	14,630	16,325	11,505	1,695	11.6%	(39,490)	-70.8%
TOTAL REVENUE	**142,815**	**101,630**	**103,325**	**101,505**	**1,695**	**1.7%**	**(39,490)**	**-27.7%**
EXPENDITURES								
Library Materials	127,030	10,586	7,321	9,419	3,265	30.8%	119,709	94.2%
Services and Charges	6,285	524	711	876	(187)	-35.7%	5,574	88.7%
Supplies	4,700	392	0	172	392	100.0%	4,700	100.0%
Miscellaneous Expense	2,750	229	305	143	(76)	-33.1%	2,445	88.9%
Capital Outlay	2,050	171	0	0	171	100.0%	2,050	100.0%
Transfers and Reimbursements	0	0	0	0	0	0.0%	0	0.0%
TOTAL EXPENDITURES	**142,815**	**11,901**	**8,337**	**10,610**	**3,565**	**30.0%**	**134,478**	**94.2%**
REVENUE OVER EXPENDITURES	**0**	**89,729**	**94,989**	**90,895**	**5,260**		**94,989**	

NOTES:

State Revenue:	State Aid Money for 2022 was distributed this month		
Other Revenue:	Charges & Fines continue to exceed budget		
Total Revenue:	Budgeted revenues YTD are	71.16%	of total revenue
	Actual revenues YTD are	72.35%	of total revenue
Expenditures:	Materials spending is currently less than budget.		
Total Expenditures:	Budgeted expenditures YTD are	8.33%	of total expenses
	Actual expenditures YTD are	5.84%	of total expenses

CCL Fund Balance Report	Balance
Operating Funds	
001 CCL	334,044.56
043 Hankin	90,507.25
Total Operating Funds	**424,551.81**
Reserve Funds	
004 Technology Fund	268,775.12
400 Chester Cty Library Capital Reserve	82,836.49
410 Chester Cty Library Program Fund	188,544.08
450 Hankin Library - Capital	223,009.17
451 CCL & Hankin Materials	125,585.23
Total Reserve Funds	**888,750.09**
Grants - Friends of the Library	
091 I & R Services	5,649.80
092 Multi-media	2,772.04
093 2nd Floor Improvements	7,017.47
094 Library Staff	13,905.67
095 1st Floor Improvements	12,243.19
096 Courtesy Bags	5,026.51
097 Programming	1,283.18
098 Circulation	125.77
099 Youth Services	3,661.81
900 Volunteer Support	5,352.64
902 Jacobs Tech Center	3,812.07
903 Capital Fund	88,253.97
Total CCL Friends	**149,104.12**
943 Friends of Henrietta Hankin Branch	(843.73)
Total Friends Funds	**148,260.39**
Grants and Appropriations	
002 Community Foundation - Grants	16,504.18
100 CCL County Materials Fund	17,721.29
104 CCL Trust - Grants	126,433.32
109 Hankin County Materials Fund	6,004.06
132 Glaxo-Smith Kline Science in the Summer	1,697.42
Total Grants and Appropriations	**168,360.27**
Special Funds	
003 Helen Russell Memorial Fund	5,231.15
105 CCL Community Day	4,024.81
106 CCL & Hankin Museum Passes	5,505.11
107 CCL & Hankin Author Events	3,301.29
Total Special Funds	**18,062.36**
Endowment Funds	
090 Chester County Library Trust	2,317,872.94
500 District Center Aid Funds	**129,898.16**
510 County Coordination Aid	**340,616.62**
TOTAL ALL FUNDS	**4,436,372.64**

* Hankin Friends reimburses this fund when expenses are incurred, so fund does run negative due to timing

FEES SCHEDULE

Prices do not include sales tax where applicable*

Book Bags - $1.00*

Rental Items*
Rental Books - $1.50/1 week
Video Games - $3.00/1 week
Mobile Hotspots- $2.00/day for 3 or 7 days

Copy/ Printing
(sales tax included)
Printer Copies:
- Black/White - 10¢/copy
- Color Printing - 50¢/copy
Photocopies:
- Black/White - 10¢/page
- Color - 50¢/page
Microfilm:
- 8.5 by 11 - 10¢/copy
- 11 by 17 - 20¢/copy
Fax (Send Only) - $2.00 (up to 10 pages)

Purchases*
Earbuds - $1.25
Flash Drives - $7.50
CD-R discs - $1.00
CD-RW discs -$1.50
DVD discs - $2.00

Digital Media Lab/Makerspace *
Epson Inkjet Printer
-4x6 = $1.00 per page
-5x7 = $1.50 per page
-8x10 = $2.50 per page
-8.5x11 = $2.50 per page
-11x17 = $4.50 per page
-13x19 = $5.50 per page

3D Printer
Printing starts at $3.00 with $.50 for each additional 10 grams, with all weights rounded up.
Laminator
All sizes - $.15 per thermal pouch
Pins
1" and 2 1/4" - $.25 per button

FINES SCHEDULE

(not subject to sales tax)

Adult Books - 25¢/day ($10 max.)
Audiobooks - 25¢/day ($10 max.)
Children's Books - 15¢/day ($10 max.)
CDs - 25¢/day ($10 max.)
DVDs - 25¢/day ($10 max.)
Video Games - 25¢/day ($20 max.)
Rental Books - 25¢/day ($10 max.)

Mobile Hotspots - $20/day ($60 max.)
Museum Passes - $20/day ($60 max.)
Book Club in a Bag - $3.00/day per bag ($30 max.)

REPLACEMENT SCHEDULE

(not subject to sales tax)

Lost/Damaged Library Items – Replacement Cost plus $4 Processing Fee
Lost Museum Passes – Current Cost of Replacement plus $25 Service
Charge Lost/Damaged Mobile Hot Spots - $95
Lost/Damaged Stem Kits - $50

Reviewed and adopted September 18, 2018
Reviewed and adopted February 16, 2021
Reviewed and adopted August 1, 2021
Reviewed and adopted January 18, 2022

CCLS Technology Fund 2008-2024

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Notes
Beginning Balance	917,465	369,927	399,374	363,792	289,321	276,103	218,031	182,916	193,975	199,104	194,683	205,077	199,786	212,057	268,776	265,751	215,751	
Revenue																		
Interest	9,174	1,338	859	426	295	201	105	91	97	310	1,061	1,259	377	168				
Transfer from CCL operating fund balance	74,985	78,819	38,171	-	7,492	8,729	3,751	10,968	5,392	5,270	9,443	6,161	13,311	56,910				
Total Revenue	84,160	80,158	39,030	426	7,787	8,930	3,855	11,059	5,489	5,579	10,504	7,420	13,688	57,078	-	-	-	
Expenditures-Systemwide Hardware Upgrades																		**Expenditures-Systemwide Hardware Upgrades**
VMWARE Config	91,082						30,612			10,000								(26K in 2017/8 (16k from CCA) - Virtual environment server configuration
4510R - Main Switch															50,000			Main network routing device for CCLS (50 K covered by county)
Cisco ASA																	10,000	Firewall, network access and security (10 K came out of CS budget)
Cisco 5500 Wireless Controllers				36,764							12,106							Wireless solution for CCLS ($18k approved Erate)
DL 360 G7 - Email																		Exchange server, email for CCLS - Move to VM 2020
CCLS System switches													-					system switches (may be covered in part by Erate) CCA 2020 - $11531.10
Expenditures - other																		**Expenditures - other**
MS Office Upgrade																		Office Upgrade (2020 paid for through other sources DCA,CCA)
Innovative Software Upgrade (Sierra)					18,745	56,236												ILS System, staff and customer daily transactions
Capital Outlay - Repeater store					864													CCL Patron Phone accessory
Capital Outlay - Software for PR					1,396													Adobe Graphics software
Innovative		20,000	44,932	38,134														Modules (2009) & partial maintenance fee (20010/11) , 2016 converted to hosted
Professional Services - Eplus Tech		900																Configure Botnet Traffic Filter
Professional Services - Website					10,766	8,359		360		110		604	1,417	359.88	3,024			Approved by Board up to $25,000 on 5/28/2013
Supplies - Computer	2,077	1,056	26															miscellaneous supplies
Capital Outlay - Ipad, E-readers, and accessories			1,952															Reference pilot project
Capital Outlay - People counters			26,802															System wide door counters
Professional Services - Standing Stone Media		6,729																Website upgrades, RSS, Login, Search feature, etc
Capital Outlay - 3M Self Check		19,434																CCL Self check - system pilot
Capital Outlay - Hardware		3,492																Switch
Computer Maint - Lease set up, imaging, and freight	9,830																	Lease setup, imaging, return fees
Equipment Lease - Computers	6,741																	Misc Lease costs
Training - VM Ware	2,995																	Initial setup for VM Ware
Capital Outlay - Computer Equipment	5,424																	Misc Hardware
Removed																		
DL 380 G5 Domain Controller																		To be virtualized in 2018 - Primary server, handles domain authentication
DL160 G6 - Network Storage																		Handles network drives for CCLS (4 K came out of CS budget 2015)
Transfers																		
2/18/2008 new funds set up per board	513,547																	
Total Expenditures	631,697	50,711	74,612	74,897	21,005	67,002	38,971	-	360	10,000	110	12,710	1,417	360	3,024	50,000	10,000	
Net Income (Loss)	(547,538)	29,447	(35,582)	(74,471)	(13,218)	(58,071)	(35,116)	11,059	5,129	(4,421)	10,394	(5,290)	12,271	56,718	(3,024)	(50,000)	(10,000)	
End of Year Balance	369,927	399,374	363,792	289,321	276,103	218,031	182,916	193,975	199,104	194,683	205,077	199,786	212,057	268,776	265,751	215,751	205,751	

= Projected amounts

rev. 3/14/2019   = To be finalized

Thursday, March 10, 2022

To: CCL Board of Trustees

From: Mary Gazdik, Director

Re: CCL / HH Youth Programming 2022

Background:
Previously the CCL Board of Trustees had determined that while the County was in Substantial or High Transmission (for COVID – 19), masks were unable to be required (but strongly recommended) and children were unable to be vaccinated, we would offer all children's programming only through a virtual option.

Children ages 5 & up have been eligible for vaccines long enough for children in this age group to be fully vaccinated. According to data published in the New York Times, 81% of people ages 5 & up are fully vaccinated at this time.

Under the CDC's updated guidance, Chester County's Community Level is LOW. (https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html)

Community input:
Staff have been getting feedback from patrons that they would like to see in-person programs for children return. The recently completed Customer Survey received several comments from patrons saying they are tired of virtual programs and calls to bring back in-person storytimes.

Youth Services staff have expressed that they would like to begin holding in-person programs again and look forward to having kids back in the library.

Changed factors:
Older children have been eligible for the vaccine long enough to be fully vaccinated and for teens to be fully boosted.

The CDC has updated it's guidance and masks are no longer widely recommended while the county is in a low or medium level.

Proposal:
We look at planning to allow in-person programs for children 5 years old and up starting with our sessions beginning after April 1, 2022. We are looking at planning summer programming to be fully in-person for people of all ages. While children under the age of 5 are not currently eligible for the vaccine, we feel that with the new guidance in place from the CDC and the fact that masking is no longer required in schools or daycare settings that allowing in-person programming for people of all ages to resume by summer would be acceptable and desired by the community. We would post signage that masking for all attending these programs is strongly recommended. Additionally, we would look at occupancy of our rooms to ensure

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appropriate spacing is possible. We would also look at holding some programs outside at parks and other settings where appropriate and possible.

We would continue to offer some virtual option for story times for patrons who are still not comfortable with bringing children ineligible to receive a vaccine to storytimes.

Decision process:
The CCL Board meeting in March this would be an agenda item for a decision.

What additional information would the Board like to make a determination?

The Missing Amenities: Enhancing Bicycling Reliability

DVRPC Travel Options Program (TOP) Grant Application Summary

Project Proposal Summary

Current Status: Invited to submit grant
Grant Proposal Due Date: March 9, 2022
Grant Closeout: June 30, 2024
Contractor: Site work-TBD

In 2013 the Chester County Planning Commission completed the Central Chester County Bicycle & Pedestrian Circulation Plan. TMACC's "Missing Amenities" proposal is to activate portions of the Circulation plan by improving and installing some of the needed "missing" bicycle infrastructure amenities. Urban and suburban commuter cycling cultures do have different infrastructure needs. By building out and creating awareness of these needed amenities like fix-it stations, shelters, bicycle racks and their locations will provide commuters with the reliability within the bicycle infrastructure network to reduce automobile trips and opportunities for alternative trip modes. With corporate offices shuttered since March of 2020, people commute patterns will change and now is the time and this is the opportunity to encourage new travel behavior especially since people have rediscovered the outdoors once again. Investing in and promoting bicycle infrastructure provides the opportunities to reduce Single Occupant Vehicle trips and support the improvement of air quality. For many who may choose to ride a bicycle, the lack of amenities and/ or knowledge of the destination amenities, act as a barrier for anyone considering cycling as alternative trip hence why we believe there is a greater use for recreational cycling; the origin becomes the destination. Knowing that these amenities especially secure bicycle parking are available at a destination encourages confidence in selecting another mode. The grant is designed as a 4:1 return on investment.

Chester County Library & District Center

For the Chester County Library TMACC is proposing the installation a new bike parking and service facility which would include locking bike boxes with Bluetooth enabled locks, 3 sided bike shelter with vertical stands to maximize bike parking as well as a bike repair station with common bike tools and a bike air pump.

The bike shelter is designed to fit within one car parking spot and could be installed in the parking lot, or on a new concrete pad in a more preferred location. Final configuration, elements and installation preference can all be adjusted post grant award.

Grant requires a 20% match which can be supplied via labor, materials, or professional services. Installation is expected occur between July 2022 and June 2024.

CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY
STAFF GUIDELINES

It is the policy of the Chester County Library to treat all Library customers equally, fairly, and respectfully and to assume that all persons have a legitimate reason for being in the Library.

However, there are circumstances, when handling difficult situations, which call for a reasoned but firm response. At such times, staff must use common sense and a positive attitude. Although the following guidelines do offer steps toward resolution in a number of circumstances, staff members need to understand the intent of these procedures as well as the specific recommendations. Each staff member has a responsibility to be aware of potential problems and alert the Person In Charge when he or she senses a potential problem, as well as an actual problem.

General Information and Background

The following information should assist staff in understanding the purposes of the Policy and Guidelines above and the spirit in which they are to be implemented.

Under The Library Code of Pennsylvania, Article IV, Section 415,
> "Every library [ ] shall be free to the use of all the residents and taxpayers…subject to such rules and regulations as the board of library directors may adopt, and the board may exclude from the use of the library any person who willfully violates such rules."

The Chester County Library Board of Trustees and staff have endorsed the following guidelines, based upon constitutional principles, in developing and approving a Policy for public behavior in the library and Guidelines for its implementation. What follows is taken from the American Library Association's *Guidelines for the Development of Policies Regarding User Behavior and Library Usage* (*adopted 1993, revised 2000*)

- Regulation of user behavior must be approached within the framework of the ALA *Code of Ethics*, the *Library Bill of Rights* and the law, including state and local statutes, constitutional standards under the First and Fourteenth Amendments, due process and equal treatment under the law.

- Publicly supported library service is based upon the First Amendment right of free expression. Publicly supported libraries are recognized as limited public forums for access to information. At least one federal court of appeals has recognized a First Amendment right to receive information in a public library. Library policies and procedures that could impinge upon such rights are subject to a higher standard of review than may be required in the policies of other public services and facilities.

- There is a significant government interest in maintaining a library environment that is conducive to all users' exercise of their constitutionally protected right to receive information. This significant interest authorizes publicly supported libraries to maintain a safe and healthy environment in which library users and staff can be free from harassment, intimidation, and threats to their safety and well-being.

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CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY
STAFF GUIDELINES

- Policies and regulations that impose restrictions on library access:
  a. Should apply only to those activities that significantly interfere with the public's right of access to library facilities, the safety of users and staff, and the protection of library resources and facilities.

  b. Should be based solely on actual behavior and not upon arbitrary distinctions between individuals or classes of individuals.

  c. Should not restrict access to the library by persons who merely inspire the anger, annoyance, or negative subjective reactions of others.

Basic Staff Guidelines
Determine whether a condition or situation is critical. If so, call 9-911 immediately and report call to the Person In Charge.

If you witness or are informed of a crime, immediately notify the Person In Charge. *If time is critical, call 9-911 immediately*, then report it to P.I.C.

If you observe unusual behavior, report your observation to the Person In Charge.

General Staff Procedures for Handling Behavior Problems
1. **Always attempt to handle a problem positively**. Inform customers of the guideline(s) and ask for compliance. Customers may, in fact, be unaware that their behavior is disturbing others or is against Library guidelines.

2. **When positive techniques fail**, the Person In Charge, staff on duty, or the guard may **issue a warning** to the customer. (The Person In Charge, if not present, must be informed of the situation.)

   a. Warnings should be delivered in a neutral voice, should restate the guideline and offer the consequences if the behavior does not stop. The consequences might be that one or more of the individuals are asked to leave the Library.

   b. In some situations having the Person In Charge present may reinforce the seriousness of the situation to the customer.

   c. When appropriate, warnings and/or discussion of problems should take place discreetly, but not in an isolated place.

3. **Applying the consequences**. When Library customers fail to heed warnings, the stated consequence should be applied. If the consequence is that a customer must leave the library, security and/or the Person In Charge will escort him or her to the door. Do not touch the customer. If separating a noisy group, stand by while the individuals comply.

4. **When customer refuses to leave**. When Library customers have been asked to leave the building and refuse to do so, the Person In Charge should tell them that the police will be called. If they still do not leave, the Person In Charge or assigned staff member should call 9-911.

> **If 9-911 is called or if a customer is asked to leave the Library,**
> **the Person in Charge will document the incident in accordance**
> **with the Incident Response Plan.**

BEHAVIOR POLICY – UNATTENDED CHILDREN

DURING LIBRARY HOURS

Children under the age of eleven (11) must be accompanied by a parent or responsible caregiver (at least 14 years of age) at all times.

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Guidelines for staff implementation

If a staff member becomes aware of a **child under the age of eleven** alone in the library:

1. Staff should try and identify the parent or caregiver who is supposed to be with the child in the building.

2. If a parent or caregiver is not immediately found, the staff member should inform the Person-In-Charge (PIC) and escort the child to the Youth Services department. The PIC or designated Youth Services staff will:
   a. Page the child's parent or caregiver. If they arrive, they should be asked to stay with the child. A child is considered alone even if the parent or caregiver is in the library but far from the child.
   b. If there is no response to two pages, the staff should try and identify a phone number for the parent or caregiver. If they can identify one, contact the parent or caregiver.
      i. If successful, ask the person to come immediately for the child. If the person cannot come within 30 minutes, tell them that 911 will be called to pick up the child. (PIC and Youth Services staff may use some discretion in determining if an extension of the 30-minute time limit is appropriate.)

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      ii. If that person is expected within 30 minutes, YS staff should keep the child under observation until the parent or caregiver arrives. When the parent or caregiver arrives, staff should
         1. Provide a copy of the Library's Unattended Children Policy;
         2. Explain the Library's Unattended Children Policy;
         3. Say that no public place, including the Library, can guarantee the safety of a young child alone;
         4. Tell the person that, if they had not come, 911 would have been called.

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    c. If not successful in reaching the parent or caregiver, notify PIC. PIC calls 9-911 and informs them of situation. Notify other staff to be alert for the parent or caregiver looking for the child so that parent/caregiver can be properly directed.

    d. If child cannot give contact information or no contact information can be determined, call 9-911 as above.

If a staff member becomes concerned about the behavior or the vulnerability of an **unaccompanied child eleven years of age or older**

1. staff member should notify the PIC and the Youth Services department, who will assess the situation together.
2. If, in their judgment, the situation requires parental involvement, staff should follow the steps given above for contacting a parent or caregiver or, if necessary, calling 9-911*.

Like all other members of the public, unaccompanied children of any age, as well as children who are accompanied, must abide by the Library's Behavior Policy

AT CLOSING TIME

Children under the age of 14 who are unattended or waiting for transportation **inside the Library** when the Library closes will be monitored and assisted by staff until transportation or 911 responders arrive. The PIC and one additional staff member should wait with the child. **Staff will not provide transportation to children under any circumstances.**

1. the PIC or designee will ask any unattended children if they are expecting a ride, when the ride is coming, and if they need to use the telephone; offer the use of a library telephone to any child.
2. If the ride has not arrived within 10 minutes after closing:
    a. Ask the name of the children
    b. Inform them that, for their safety, the Library is calling 911.
    c. Discourage, but do not physically prevent, children from leaving the Library unless they are in imminent danger.
    d. If Emergency Responders arrive and take a child into custody. Staff should:
        i. Post a notice at entrance stating that "Unattended Children are in the care of 911 responders, who may be reached at ."
        ii. If the ride arrives before the 911 responders, inform the driver that 911 has been called and give the driver a

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* Library staff may take any action they deem appropriate and necessary to provide for the welfare and safety of an unattended child until a parent, caregiver or emergency responder arrives.¶

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copy of the Unattended Children Policy. Call 9-911 to say the emergency has been resolved.

An Incident Report will be completed then or in the morning.

If children are waiting **outside the Library** on County property they are subject to the local township curfew ordinances. Library staff are not allowed interfere with individuals outside of the library building.

If staff determines that a situation is life-threatening or that a crime has been committed, 9-911 should be called immediately.

Approved 10/17/06
Revision adopted 6/17/08
Revision adopted 9/20/2011
Revision adopted 9/18/2018

ELECTRONIC MEDIA COMMUNICATION

The Chester County Library (CCL) is a department of Chester County ("the County") government and is primarily governed by the principles and provisions of the County of Chester's *Electronic Media Communication Policy* (*Employee Handbook*, Section 40505). In many instances, as outlined below, the Library's staff is also governed by the Chester County Library System (CCLS) policy on *Confidentiality of Library Record*s, and other library policies endorsed by the CCL Board of Trustees.

As fundamental differences exist between County and library networks and users, the Chester County Library will adhere to the following amendments and clarifications of specific elements of the County Policy:

Ownership, Leasing, Licensing and Use of Equipment and Software

1. The Chester County Library and the Henrietta Hankin Branch, do not use the County e-mail system or network. All library hardware, software and peripherals are wholly operated, owned, leased, licensed and are the responsibility of the Chester County Library or Library System.

2. The Chester County Library provides computers and Internet access for use by the public. The CCLS Internet Acceptable Use Policy governs use of these resources. CCL provides hardware, software and peripherals to the public to enable Internet access, including the ability to access personal web-based email accounts. CCL does not manage or monitor these accounts nor takes any responsibility for their content.

Policy and Law

1. Occasionally it will be necessary for library staff, as they discharge their duties in responding to requests for information, to transmit information that may not always be consistent with established County policy. While making every effort to adhere to County policy, the Library will always endeavor to answer all questions fully, regardless of their content or the language needed to provide an answer.

2. The Library staff's electronic communications containing personally identifiable library user information are subject to P.L. 431, No. 90, section 3, commonly referred to as Act 90, "Library Circulation Records" stating that such records are confidential.

Computer and E-mail Usage

All computers, computer files, the email system and software furnished to employees are the property of the Chester County Library System. All personally identifiable library user information is governed by the confidentiality provisions of (PA) Act 90, as stated above, unless superceded by applicable Federal law. Monitoring of employee computer or email use that may contain such user information is also governed by the confidentiality provisions of Act 90.

The Chester County Library System provides computers and Internet access for use by the public. The CCLS Internet Acceptable Use Policy governs use of these resources. The Library provides hardware, software and peripherals to the public to enable Internet access, including the ability to access personal web-based e-mail accounts. CCL does not monitor or manage these accounts nor takes any responsibility for their content.

Global E-Mail

The Library operates its own e-mail network and it is frequently necessary to send global messages to all Library and Library staff. Therefore, no special permission is required to send an e-mail message to Library global distribution lists. All such communications should be work-related and pertinent to library operations.

Internet Usage

All personally identifiable library user information is governed by the confidentiality provisions of (PA) Act 90, as stated above, unless superceded by applicable Federal law. Monitoring of employee computer or Internet use that may contain such user information is also governed by the confidentiality provisions of Act 90. Monitoring or disclosure of Internet data, received or transmitted, which contains such personally identifiable user information is subject to the confidentiality provisions of Act 90 as stated above unless superceded by applicable Federal law.

Occasionally it will be necessary for Library staff, as they discharge their duties in responding to requests for information, to collect or transmit information over the Internet that may seem to violate certain parts of established County policy. While making every effort to adhere to County policy, the Library will always endeavor to answer all questions fully, regardless of their content or the language needed to provide an answer.

Approved February 17, 2004
Reviewed March 21, 2006
Reviewed March 18, 2008
Reviewed and adopted December 17, 2013
Reviewed and adopted September 18, 2018

CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY

Policy Statement

The Chester County Library and Henrietta Hankin Branch welcome and encourage the use of its facilities and resources by the public. Library users are expected to abide by our Library Behavior Policy to maintain a safe environment with equal access for all.

Major Violations

The following activities and behaviors are considered major violations of the Library Behavior Policy, seriously interfere with the provision of Library service, are prohibited in or on Library property, and are grounds for immediate expulsion from the Library.

Staff is instructed to call 9-9-1-1 immediately in response to any of the following behaviors, and will document the event in an Incident Report. These violations will result in extended expulsions, up to permanent expulsion from the Library, following the guidelines for suspension of library privileges outlined below.

- Engaging in any activity which violates Federal, State, local or other applicable law.

- Verbally or physically threatening or harassing other patrons, volunteers, or staff, including, but not limited to bullying, fighting, stalking, staring, lurking, offensive touching, or physical abuse, and obscene acts such as sex acts and indecent exposure.

- Being in possession of, distributing, or under the influence of alcohol or illegal drugs.

- Intentionally damaging, destroying, or stealing any property belonging to the Library, a user, or employee.

Suspension of Library Privileges/Expulsion (Major)
One Month (30 Day) Suspension/Expulsion
- Patron has committed a major violation. An Incident Report will be created documenting patron's behavior and library's response.

Three Month (90 Days) Suspension/Expulsion
- Patron has committed a second major violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 2 incident reports on file documenting the patron's continued violation of the Library's Policy.

CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY

Permanent Expulsion
- Patron has committed a third major violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 3 incident reports on file documenting the patron's continued violation of the Library's Policy.

Minor Violations

The following activities are considered minor violations of the Library Behavior Policy, are disruptive to staff, volunteers and other users, and Library users engaged in these activities will be given one warning to stop the behavior by the Person in Charge.

Continued violations will result in the user being asked to leave the Library for the day, and will be documented by the Person in Charge in an Incident Report. Staff will call the police if a person or group of persons is asked to leave the Library and refuses to leave and/or becomes difficult with the staff member.

Repeat violations will result in longer expulsions, up to permanent expulsion from the Library, following the guidelines for suspension of library privileges outlined below.

- Noisy, rowdy, boisterous, aggressive, or other disruptive behavior that interferes with the use of the Library by other users, or interferes with Library employees' performance of their duties.

- Violation of the Library's Unattended Children Policy: Unaccompanied children under the age of eleven (11) who are not accompanied by a parent or responsible caregiver (at least 14 years of age) at all times. *(Please refer to the Unattended Children Policy for further guidelines.)*

- Removing Library materials from the premises without authorization through established lending procedures. This does not pertain to free handouts. *(Please refer to the PA Library Theft Act for further guidelines.)*

- Trespassing in nonpublic areas, or being in the Library without permission of an authorized Library employee before or after Library operating hours.

- Violation of the CCLS Internet Acceptable Use Policy. A user accepts these rules before accessing the Internet through a Library computer or wireless.

- Using communication devices in a manner that interferes with the use of the Library by others. Audible ringers must be on vibrate. Audible cell phone use is not permitted in quiet areas.

CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY

- Using audible devices without headphones or with headphones set at a volume that interferes with the use of the Library by others.

- Using restrooms for bathing, shampooing, or doing laundry.

- Littering or spitting.

- Smoking, chewing, or other use of tobacco products, as well as the use of electronic cigarettes and vaping.

- Being barefooted, without a shirt, or possessing a strong odor or scent that interferes with the use of the Library by others.

- Sleeping in the Library if the sleeping individual is snoring, reclining, or using seating intended for more than one person.

- Taking Library materials into the Library restrooms.

- Eating food which causes a mess or odor and interferes with the use of furniture by other patrons is prohibited. Covered beverages and snack foods are permitted if handled neatly. No food or drink is allowed in the public computer areas.

- Bringing animals, other than service animals, into the library.

- Using electronic devices that are disruptive to others, or that have electrical cords which create obstacles or pose tripping hazards.

- Blocking of aisles with personal items.

- Luggage, carry-on bags, oversize backpacks or bags, or shopping carts are not allowed in the Library. The Library reserves the sole discretion to decide what constitutes an oversized backpack or bag relevant to its function (medical device, diaper bag, or returning large numbers of books, etc.).

Suspension of Library Privileges/Expulsion (Minor)
One Day Suspension/Expulsion
- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior once. An Incident Report will be created documenting patron's behavior and library's response.

One Month (30 Days) Suspension/Expulsion
- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received a previous one-day expulsion for a minor violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 2 incident reports on file documenting the patron's continued violation of the Library's Policy.

Three Month (90 Days) Suspension
- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received two previous one-day expulsions for minor violations.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 3 incident reports on file documenting the patron's continued violation of the Library's Policy.

Permanent Expulsion
- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received three previous one-day expulsions for minor violations.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 4 incident reports on file documenting the patron's continued violation of the Library's Policy.

Unattended Belongings

Personal belongings must not be left unattended. The Chester County and Henrietta Hankin Branch Libraries assume no responsibility for the personal belongings of users while using the Library. Packages, backpacks, laptops, or any other personal items left unattended or otherwise unclaimed after a period of twenty four hours may be discarded at the sole discretion of Library staff.

EXPULSION

Notice of expulsion in excess of one day will be given in writing and delivered either in person or by certified mail. In the case of a minor child, a copy of such notice shall be delivered, either in person or by certified mail, to the child's parent or guardian. If the expulsion includes the suspension of Library Privileges it will be so noted on the written notice.

CHESTER COUNTY LIBRARY
LIBRARY BEHAVIOR POLICY

Such notice shall inform the person of the specific conduct or activity which is the basis for the expulsion, the date of its occurrence and the right of the individual to appeal the sanction.

Any person who enters the Library or grounds, after receiving notice of an expulsion prohibiting such entry shall be subject to arrest and prosecution for trespass.

RIGHT TO APPEAL

Any individual who is expelled may request to have the decision reviewed by the Board of Trustees of the Chester County Library. The request must be made in writing and submitted to the Library Director and the President of the Board of Trustees. Requests must be received 10 days prior to the Chester County Library Board meeting or they may be deferred to the next regularly scheduled meeting. No further appeals shall be considered.

Adopted July, 1996
Revised and updated February 17, 2004
Revision adopted May 20, 2008
Revised and updated September 20, 2011
Revision adopted June 18, 2013
Revision adopted December 16, 2014
Revision adopted April 21, 2015
Revision adopted March 19, 2019
Revision adopted February 18, 2020
Revision adopted September 21, 2021

UNATTENDED CHILDREN

The Chester County Library and Henrietta Hankin Branch welcome the use of their facilities and services by children of all ages. The library offers many services and programs for children to encourage them to visit often and develop a love of books, reading and libraries.

For the protection and well-being of children who enjoy our resources, programs and facilities, the Chester County Library and Henrietta Hankin Branch have adopted the following policy:

- Children under the age of eleven (11) must be accompanied by a parent or responsible caregiver (at least 14 years of age) at all times.

- Children, like all library users, are expected to abide by all library policies. Parents and caregivers are responsible for their children's behavior while in the library.

- If a child under the age of eleven (11) is attending a program independently, a parent or caregiver must remain in the building.

- The library staff cannot assume responsibility for children left in the library throughout the day or at closing.

- In the event that children under the age of 14 are unattended or waiting for transportation when the Library closes, staff will call 911 and monitor the situation until first responders arrive. Staff will not provide transportation to children under any circumstances.

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Approved 10/17/06
Revision adopted 6/17/08
Revision adopted 9/20/2011
Revision adopted 5/12/2015
Revision adopted 9/18/2018
Revision adopted 12/15/2020

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MEMORANDUM

TO: CCL Board

FROM: Rebecca Peck, Finance Manager

RE: 2022 Budget Change Request – Exton & Hankin Copier/Printer Revenues

DATE: March 10, 2022

Currently we divide the revenue from the public copiers into four categories:

Black & White Copies 333000
Color Copies 333050
Black & White Prints 333300
Color Prints 333350

After discussion with various staff at Exton & Hankin, there is no need to categorize the revenue this way. Any breakdown of printing /copying by category can be easily obtained by running a report from the machines.

It would greatly simplify our accounting processes if we could combine the revenues into one account on the financial statements. This would also entail changing the 2022 budget. There would be no net change to income for the year, we would just be moving the revenues from accounts 333050, 333300, and 333350 into the 333000 account.

Exton		**Hankin**	
333000 from $1,750 to $11,650	+ $9,900	333000 from $500 to $	+ $1,550
333050 from $300 to $0	- $300	333050 from $100 to $0	- $100
333300 from $8,500 to $0	- $8,500	333300 from $1,100 to $0	- $1,100
333350 from $1,100 to $0	- $1,100	333350 from $350 to $0	- $350
Net change	**$0**	**Net change**	**$0**

I respectfully ask the board to consider & approve this budget change.