

CHESTER COUNTY LIBRARY BOARD OF TRUSTEES

MONTHLY MEETING

TUESDAY, SEPTEMBER 19, 2023

PHOENIXVILLE PUBLIC LIBRARY/VIRTUAL

AGENDA

Zoom Link:

<https://us06web.zoom.us/j/83806926075?pwd=VWI4MDRyNHIEekRidEhDsk05VWtkZz09>

CALL TO ORDER, 9:00 AM (Phoenixville Public Library/Virtual)

WELCOME and INTRODUCTIONS

ANNOUNCEMENT OF EXECUTIVE SESSION (IF NECESSARY)

PUBLIC COMMENTS

REVIEW AND ADOPTION OF CONSENT AGENDA

- Minutes of August 15, 2023 (p. 2)
- Chester County Library Director Report (p. 5)
- Henrietta Hankin Branch Manager's Report (p. 12)
- Statistical Reports (p. 14)

FINANCIAL STATEMENTS

- August 31, 2023 Exton and Hankin Financial Statements (p. 16)
- August 31, 2023 Fund Balance Report (p. 20)

FOR APPROVAL: None

FOR INFORMATION/DISCUSSION:

- CCL Parking Lot Policy (p. 21)
- CCL Programming Policy (p. 23)

REPORTS/CORRESPONDENCE

- President's Report (p. 2)
- Director's Report (p. 5)
- Branch Manager's Report (p. 12)
- Friends of the Chester County Library
- Friends of the Henrietta Hankin Branch Library
- Committee Reports

Ad Hoc Committees

- Institutional Advancement
- Policy (p. 21)
- Strategic Planning & Facilities

Standing Committees

- Executive
- Finance
- Governance

PUBLIC COMMENTS

ADJOURN

Upcoming Events

Tuesday, October 17, 9:00 AM – CCL Board Meeting
Easttown Library/Virtual

CHESTER COUNTY LIBRARY
BOARD MEETING MINUTES – MONTHLY MEETING
LOCATION: Chester County Library, Betty Burke Room/Virtual
August 15, 2023

CALL TO ORDER, 10:01 AM

CCL Board Members Present:

JoAnn Weinberger, President; Michael Skay, Vice President; William Connor, Treasurer; Brian Taylor, Secretary; Richard Hankin, Member at Large; Emily Bless, Member at Large; Mark Carroll, Member at Large

CCL Staff Present:

Mary Gazdik, Director, Chester County Library and District Center; Meghan Lynch, Branch Manager, Henrietta Hankin Branch

Others Present:

Joseph Sherwood, Executive Director, CCLS; Agatha Lyons, District Consultant, CCLS; Lauren Harshaw, Continuing Education & Advocacy Coordinator, CCLS; Nicole Richards, Development Director, CCLS; Devon Dadoly, Administrative Assistant, CCLS; Dana Alan, Friends of the Hankin Library

WELCOME AND INTRODUCTIONS

JoAnn Weinberger, President, called the meeting to order.

EXECUTIVE SESSION ANNOUNCEMENT: None

PUBLIC COMMENTS: None

REVIEW AND ADOPTION OF CONSENT AGENDA

On motion made by Emily Bless, seconded by Brian Taylor, the Minutes and Consent Agenda were unanimously approved.

FINANCIAL STATEMENTS

- July 30, 2023 CCL and Hankin Financial Statements
- July 30, 2023 Fund Balance Report

On motion made by Richard Hankin, seconded by Michael Skay, the July 2023 financial statements were accepted and filed for audit.

FOR APPROVAL

- **Directors & Officers Insurance (D&O Insurance):** The Governance Committee is recommending that the board affirm the decision to move forward with Longley Insurance.
On a motion made by Brian Taylor, seconded by Emily Bless, the Governance Committee's recommendation to move forward with the D&O Insurance quote from Longley Insurance was unanimously approved.

CHESTER COUNTY LIBRARY
BOARD MEETING MINUTES – MONTHLY MEETING
LOCATION: Chester County Library, Betty Burke Room/Virtual
August 15, 2023

FOR INFORMATION/DISCUSSION: None

REPORTS/CORRESPONDENCE

President’s Report: None

Director’s Report

- **Building Updates**
 - Peter ordered signs for the parking lot that read “Flood Zone – Park at Your Own Risk”. Additionally, replacement signs have been ordered for signs that are too worn and hard to read.
 - Peter is working with Assa Abloy to get a quote for a manual lock for the front doors.
 - New CD shelving brackets have arrived
- Will be applying for a joint grant with Hankin for tabletop games (similar to the grant Atglen received)
- **Library Card Sign Up Month:** Community Day Event will take place on September 17, 2023. Niki and Mary met with Michael Hartman from Senator Comitta’s office to review plans and publicity for the event.
- **Parking Lot Issue:** The disabled car in the parking lot was removed by the owner. The county provided guidance to help navigate the situation and a letter was delivered to the owner notifying them that they would have seven (7) days to remove the car or the library would have to have it towed at their expense. The car has since been removed.
- **Teen-led Financial Literacy Workshops:** Melissa, Meghan and Mary met with Aryan Rana to discuss his proposal to lead a teen-led series of workshops for kids on financial literacy. Aryan is a senior at Conestoga High School and founder of Market Works Finance. He won \$35,000 in cash & scholarships as well as having his game Market Works put into production through the Young Entrepreneurs Academy. Aryan presented on the proposal he has submitted and provided background on the project. Currently working to develop the plan and put together a Beta class to test out the curriculum.

Branch Manager’s Report

- **Building Updates**
 - New cleaning company started on Tuesday, August 1.
 - The automatic door opening mechanism for the doors on the parking lot side of the building needs a part replaced. Peter is in communication with Assa Abloy regarding the repair.
 - The Protection Bureau is working on determining the source of a repeated fault in the alarm system that is causing the alarm to trigger frequently immediately after closing.

CHESTER COUNTY LIBRARY
BOARD MEETING MINUTES – MONTHLY MEETING
LOCATION: Chester County Library, Betty Burke Room/Virtual
August 15, 2023

- **Departmental Reports**

- **Circulation**

- Hankin Circulation manager, Charlotte Marron, is on Parental Leave through September 4.
 - Circulation staff members have started assisting with programming and are being cross trained to fill in at the Youth Services desk.

- **Makerspace:** Teen-volunteer led programs offered this summer, including a STEAM program for girls going into 3-5 grade and a 2-day CAD workshop for students aged 7-13, were well attended and well received. Many patrons are asking for this program to return during the school year.

Friends of the Chester County Library

- The Friends are busy collecting and sorting materials for the October Book Sale.
- Susan and Peter discovered a pair of 1987 Nike Air Edge sneakers signed by Phil Knight as well as a box of photos and other memorabilia signed by celebrities and sports figures when cleaning out the coat closet in the Burke Room. The Friends are planning to have the autographed sneakers authenticated.

Friends of the Henrietta Hankin Library Report:

- Plan to return to a paid model for Book Nook sales beginning in September, with the understanding that they will be responsible for filing sales tax reports on those sales.
- Are planning a second Drag Bingo fundraiser to be held at Stolen Sun Brewery, tentatively scheduled for October 4th to align with Banned Books Week.

Committee Reports

- **Ad Hoc Committees:** None
- **Standing Committees**
 - **Governance Committee:** Directors & Officers Insurance recommendation above

Visitor's Comments: None

Meeting Adjourned at 10:44 AM.

On motion made by JoAnn Weinberger, the meeting was adjourned.



September 2023

TO: Board of Trustees, Chester County Library and District Center
FROM: Mary Gazdik, Director, Chester County Library
RE: Report to the Board on the Chester County Library, September 19, 2023

Building Update

- Work has begun on the County sinkhole mitigation project. Prep work began the week of September 11th. Drilling & grouting work should begin the week of the 18th and take 8 days to complete weather permitting.
- PSI replaced a sensor head on a toilet in the CCL first-floor Ladies Room.
- Peter Greulich completed various maintenance tasks around the library including replacing an electronic ballast in a light fixture in Reference and replacing a sensor in the 2nd Floor Men's Restroom
- Peter treated the urinals at both HH and CCL with a recommended liquid intended for such a purpose. He came in after the cleaners were gone and the library was closed, the advantage being that the treatment can sit overnight and not interfere with use of the restroom. This treatment has been recommended by the plumber in order to keep the drains clean and avoid any future costly drain cleanings.
- Lenni Electric replaced a bad switch in Multimedia while Peter was on vacation.
- Facilities will deliver mulch on September 14th for the front garden beds. Peter will work with his crew and facilities to get the mulch spread and the beds looking fresh in time for the Library Card Sign-Up Fest on Sunday, Sept. 17th.

Departmental Reports

- **Circulation Department**
 - Circulation has two new Library Assistants: Syd Wise started on August 14th and Priyanka Gupta was promoted from page and will begin her new duties on September 25th. Anshu Modi will start as a page on September 18th.
 - Teen summer volunteer, Sarah Chung, enjoyed her time with the department so much over the summer that she will be staying on as a school year volunteer.
 - Circulation was down 2% from July and continues to trend about 25% lower from pre-pandemic numbers.
 - Door counts were down 5% from July and down 35% from August of 2019. Overall, the door count is down 40% from pre-pandemic levels.
- **Jacobs Technology Center (JTC)**
 - Sara Lim Harden and Tom Lally (HH) are finishing up the process of obtaining proposals for makerspace redesign/community engagement.
 - Katherine Cummings and Remy Way are ready to start the CCL Trust funded Build a Better Book programs. Programs will take place on the 2nd Thursday of each month

from 4-5:30pm in the makerspace(s), at CCL on even months and HH on odd months.

- Remy is working with Tom to come up with a system keeping track of the Makerspace usage.
- August Programming Highlights:
- Summer Reading Teen Maker projects ran through August 12th.
 - August 9th – Craft Day with Jean Montgomery
 - August 24th – Jean Montgomery led a craft event at the Harrison House
 - August 29th – Tinkering Club – Will Zhu
- In August we assisted 35 patrons with equipment in the DMLM.
- **Multimedia Department**
 - eMaterials
 - Stephanie Sharon-Missanelli and Jessie Williams met with OverDrive representatives for a partner annual review (PAR) and DEI collection analysis.
 - Stephanie presented to the DLM with the committee's recommendation as well as a recommendation to add two additional Kanopy PLUS Packs (Episodic Titles and British TV & Cinema) to the 2024 CCA budget.
 - Stephanie has set up a meeting with Agatha and OverDrive to discuss the possibility of moving from Flipster to OverDrive Magazines.
 - Collections
 - Stephanie and Jessie met with Tech Services to discuss cataloging for the board games, and Circulation to discuss the lending details.
 - All staff shifted and weeded the entire DVD collection to allow the new board games collection to be located next to the video games. All games are now located on the stone wall.
 - All of the non-fiction DVDs have had the security cases removed to test the need for them.
 - Staff Updates
 - Stephanie and Jessie have volunteered to help with a gaming grant opportunity.
 - Jessie continues to have a successful bi-monthly Knit and Crochet hybrid program at Hankin Library.
- **Public Relations/Graphics**
 - Graphics:
 - For the month of August, Niki Kolb completed ***73 graphic orders and 20,339 copies.***
 - Working on the Story Walk for Fall, installations planned for October.
 - August CCLS Insights Newsletter was completed and sent out.
 - Position for a Full-Time Graphic Design Specialist 1 position was posted and Niki is interviewing 5 candidates during the first half of September.
 - Half-page ad for the Library System was placed in County Lines magazine (September Edition) for Library Card Sign Up Month.
 - Posters and stickers are being created for Banned Books Week for CCL.
 - Created event graphics for social media, newsletters, and digital displays for September.

- PR:
 - Press Releases were sent to the Daily Local, VISTA Today, MyChesco, and Patch for the following celebrations and events and also posted on the Blog and website:
 - *Housing Fair*
 - *Library Card Sign Up Month*
 - *Library Card Sign Up Fest on Sept. 17*
 - *Residency Art Show on Sept. 21*
 - Completed work on PaLA Social Media Calendar
 - Created a promotional campaign for Library Card Sign-Up Fest in partnership with Senator Comitta
- Adult Programs:
 - The hybrid "Medicare 101" program did very well this month, with over 30 people in attendance.
 - Launching and promoting the new fall programs like "Get Creative", "Cookbook Club", "Stitch 'n Time" "Lunch and Learn" and "Classic Movie Night".
 - Planning 2 large events: "The Annular Solar 'Ring of Fire" Eclipse at Hibernia County Park" scheduled for October 14th and the "Annual Library Craft Show" scheduled for December 9th.
- **Reference**
 - The Business & Career Librarian III position remains open and in the search process. The search process for the open Part-time Librarian position will begin as soon as applications are received.
 - Kelly Quigg has been busy coordinating all and attending many community events this summer along with library staff from both CCL and HH. Some of the latest events include: Old Fiddler's Picnic, Uwchlan Township Community Day, Weatherstone Craft & Mercantile Day, Eagleview Farmers Market (on-going), and the latest Blood Drive in August.
 - Lois Shupp, ILL Manager, has once again coordinated a long-term partnership with the library's community partner Chester County Food Bank. Lois's work over the long, hot summer, working alongside other library staff members, has yielded healthy, fresh produce to serve the public in underserved populations. Lois harvested and transported the produce throughout the Summer and continues to into Fall.
 - Rebecca Manuel of the Reference Department is leading the ALA Affordable Connectivity Program grant the library received. Rebecca has worked with grant representatives and has successfully coordinated three (3) upcoming programs, October 16, 24; November 16.
 - In August, Chester County Library checked out 454 museum passes and Henrietta Hankin Branch checked out 180 museum passes. The program had record-breaking usage this summer, in large part from its expansion in location offerings and slight increases in the number of passes offered to popular locations.
 - In August, the Reference Department at CCL coordinated a record number of bookings of its small meeting spaces with 226 bookings and uses in total.

- **Technical Services**
 - Jenna Persick met with Mary and Meghan Lynch to discuss making changes to processing materials to bring practices into alignment with each other. This will aid in getting materials to the shelf more quickly and save some money in materials.
 - Laura Salvucci continues to work on the Reference Desk on Wednesday mornings while the search for the new Business Librarian continues.
 - Jenna helped at Uwchlan Community Day. Liz Stowfis helped at Eagleview Farmer's Market.
 - Jenna met with Linda Nicholson, Stephanie and Jessie to discuss cataloging the new tabletop game collection.
- **Volunteers**
 - Volunteers listed as active as of July 2023 – 123 (this includes Friends of Chester County Library). Twelve (12) volunteers are working in more than one department of the library.
 - Volunteers continue monthly and quarterly programs in cooperation with Reference, Hankin Library and Jacobs Technology Center. Welcome to the Library is planned for September 19 and 25.
 - Ice cream social was a success and will be repeated next year. The summer program ended successfully. Eight students out of thirty are staying on throughout the school year.
 - **Friends of Chester County Library**
 - The October Book Sale is scheduled for October 6th-8th. The last day donations will be accepted is September 25th. The Mall is once again advertising the sale on their signage facing Rt. 30.
- **Youth Services**
 - Office of Commonwealth Libraries StoryWalk mini-grant paper was completed and submitted. The reimbursement funds were received and deposited. This grant is now concluded.
 - Families Place Library recertification forms were completed and have been processed by MCP Library/Family Place Libraries.
 - Summer Teen Volunteers have completed their placements as of 8/25. Several will return for the Library Card sign-up fest and Eclipse event. This was a great year for teen volunteers. Danielle was a wonderful volunteer supervisor who kept the volunteers interested and on-task. The teens had no issues with attendance, and were active in programs, preparing materials, and administrative computer work, in addition to their primary shelving responsibilities.
 - Let's Talk: Kids and Social Media, collaboration with League of Women Voters. Information has been added to the calendar of events with the registration link provided by LWV. Patrons can sign up directly to view the web meeting on October 5. In addition, copies of the book Growing Up in Public: Coming of Age in a Digital World by Devorah Heitner will be distributed to all member libraries. We will also be holding a viewing of the webinar on Sunday, October 22 to complete the collaboration. Member libraries will be encouraged to use the book for book club or host their own group viewing of the webinar. The webinar will be available for group viewing for 30 days after the event on October 5.
 - 2023 District Summer Learning Survey is complete for CCL and some (9 of 18) member libraries. All surveys are due by 9/15.

- Registrations
 - Inf/Tods/PreK: 838, 110% increase from 2022
 - K-5th grade: 1490, 8% increase from 2022
 - Teen: 631, 50% increase from 2022
 - Total Registrations: 2959, 35% increase from 2022
- Programs
 - Total PreK – Teen Programs: 117
 - 7240 participants, 34% increase from 2022
- Special notes
 - Change to Teen BINGO cards resulted in 27% redemption rate
 - 172 Medals and 433 Patches were awarded to PreK – 5th grade participants
 - 321 children participated through Outreach Kits to their child care center

Committee Reports

- **Community Engagement Leadership Team:**
 - Plans for Hankin's 20th Anniversary celebration were discussed. The event will take place on Thursday, October 19th from 4-7pm.
 - Teen Outreach ideas were discussed including visiting high school health classes in November and plan for a Teen Future Success Fair in February.
 - Kelly Quigg is compiling demographic data and marketing profiles to help target local non-library users in 2024.
 - Q4 Municipal Meeting Topics were discussed:
 - Holiday/winter entertainment promoting Kanopy+, Novelist & CreativeBug
 - Holiday Craft Fair
 - Winter Reading Challenge
- **The Incident Response Plan Coordination Team:**
 - An in-person PIC meeting is scheduled for CCL PICs on September 20th.
 - A successful CCL Walkie-Talkie test was conducted on August 29th with Circulation, Multi-media, and JTC staff participating.
 - New Hankin PICs, Georgia Prevail and Jordan De Ruyter-Cazden, attended orientation training with Barb B and Karen Clickener-Ousey on August 28th.
- **XYZ Committee:**
 - The Da Vinci Murder Mystery event at Revival Pizza was a big success, with high attendance and a lot of positive feedback from program attendees.
 - We did receive some feedback about the noise level in the venue, which has been a common piece of feedback at all of our murder mystery events. We are thinking of ways to mitigate this, and are also considering holding the events in a number of different venues next year.
 - Another piece of feedback we received was that participants would like to be mailed their "roles" in the mystery before the event, so that they can prepare and even come in costume. We agreed that this would be easy to implement and might also improve attendance.
 - The Princess Bride Watch-Along event and Banned Book Edible Book Festival were both canceled due to low interest

- Because these two events were canceled, and because we are not planning a take-and-make craft for December, the committee decided to pool the rest of the year's resources into putting on a Gingerbread House Decorating Party. The event will take place on December 14th, from 5-7 PM in the Struble Room.
- **Innovative Ideas Committee:** No updates
- **EDI Committee**
 - The next staff EDI book club will be on Thursday Oct 5. The book selected is *The Sun Does Shine: How I Found Life and Freedom on Death Row* by Anthony Ray Hinton-Claire. Michelle will facilitate discussion, Adrianna will assist.

Director's Notes

- Niki, Kelly, April Nickel and I met with Michael Hartman from Senator Comitta's office to finalize the schedule for the Library Card Sign-Up Fest on Sunday, September 17th. Kelly did a wonderful job creating a master schedule that will be used to organize the day of the event. Niki created a colorful themed map and schedule to hand out at the event.
- Melissa Kohl, Meghan and I are working with Aryan Rana to schedule a Beta Test of the teen-led financial literacy workshops. He has submitted a lesson plan for review which has been approved. Once the sample workshop is complete, he will use the feedback to plan out the series. He has recruited teens to work on the project with him.
- We have been awarded a PA STEAM-based Gaming Clubs Grant through VGCUSA. This is a joint project bringing together staff from Hankin, Multimedia, and the JTC working together to brainstorm and plan out the application. Staff will work together going forward to bring the programs to the public. We will be receiving a variety of high- and low-tech equipment as well as professional learning to help staff implement the grant programs. The grant focuses on encouraging Social and Emotional Learning (SEL) through Gaming with middle and high school students. SEL is made up of five (5) core components:
 - Self-Awareness – identifying emotions, developing a growth mindset
 - Self-Management – managing stress & emotions, set & achieve goals, self-discipline
 - Social Awareness – build empathy, understand social norms, consider & respect diverse backgrounds
 - Relationship Skills – negotiate conflict, communication skills, cultivate relationships
 - Responsible Decision Making – consider ethical standards, social norms and safety in decision making, consider implications of decisions
- The CCL Friends will once again support the Maker-in-Residence program. At the September meeting we discussed continued support of the program for two makers and 1 teen artist per year. The team will be meeting to set the dates and get the Call for Makers out soon. Megan Raab-Greenholt provided some good feedback for improvements and will assist in selecting the next Maker.

Meetings & Trainings Attended/Scheduled

8/16	Public Services Staff Meeting
8/17	General Staff Meeting
8/18	Craft + Mercantile Event at Weatherstone Town Center
8/21	PaLA EDI Meeting
8/23	PaLA 2023 Conference Planning Meeting

Call with Nick Dimassis, Director of Beloit Public Library to discuss "Best Beloit Model"

8/28 Kiwanis Meeting

8/29 Funding Formula Committee meeting

8/30 Policy Committee Meeting

8/31 Effective Library Leadership for Reducing and Responding to Staff Stress & Trauma

9/4 Library Closed - Labor Day

9/5 County Sexual Harassment Training

Friends of CCL Meeting

Community Engagement Leadership Meeting

9/6 Budget Review with Joe Sherwood & Barb Baugher

Processing Meeting with Jenna Persick & Meghan Lynch

Gaming Grant Meeting

9/7 County Budget Meeting

9/8 Library Card Sign-Up Fest final planning meeting

9/11 The Intentional Relationships Workshop OCL

9/12 District Librarians Meeting

Meeting with Melissa Kohl, Sara and Meghan to discuss partnership with Penn State

Great Valley LaunchBox

Finance Committee Meeting

Funding Formula Meeting

9/13 Staff BBQ

Generative AI in Libraries webinar

9/14 PLIX Ambassador Call, planning for next cohort

Bridgebuilding: Fostering Community Engagement & Dialogue webinar

9/17 Library Card Sign-Up Fest

9/18 The Intentional Relationships Workshop Pt 2 OCL

9/19 Board of Trustees Meeting Phoenixville

PaLA Media Training with PALS



September 2023

TO: Board of Trustees, Chester County Library and District Center
FROM: Meghan Lynch, Henrietta Hankin Branch Manager
RE: Report on the Henrietta Hankin Branch, August 15 – September 19, 2023

Building Update

- The automatic door opening mechanism for the doors on the parking lot side of the building has been repaired by Assa Abloy.
- The Protection Bureau is working on determining the source of a repeated fault in the alarm system. They have been out to investigate and are scheduled to come again.
- Peter dug a shallow trench leading away from the concrete pad outside the emergency exit in the Youth Services department in hopes of preventing water from coming in under the door during heavy rains.
- Peter also addressed a thermostat issue in the Community Room, cleared the roof drains, and treated the urinals in the public rest room.

General Updates

- Door counts were up slightly (>1%) from July to August and were 14% higher than August of 2022.
- Circulation of physical materials was down 2% from July and was slightly higher than August 2022.
- Meeting Room usage in August increased both in terms of hours used and total bookings. The amount time the public computers were utilized also increased.
- Planning for our 20th Anniversary celebration, to be held on Thursday, October 19, is going well. We will have VR games, Cookbook Club, paper circuits, pumpkin decorating, and board games—promoting our programs and services through fun for all ages!

Departmental Reports

- Circulation
 - Our Circulation manager, Charlotte Marron, returned from Parental Leave on September 4.
 - Megan Dirx retired after nearly 18 years at the library on September 9th.
 - Staff is working on completing their required trainings for the year.
 - Usage of the Hold It Locker continues to increase.
- Makerspace
 - We applied for and were awarded a grant through the Video Game Clubs of America (VGCUSA) that will allow us to bring more gaming programs to the libraries. The grant materials will be shared between the two libraries and programs will be held at both libraries as well.
 - Tom Lally has been working with Sara Lim Harden to gather information on organizations that could possibly help us plan our potential Makerspace redesigns.
 - Katherine Cummings is working with Remy Way on planning and executing the CCL Trust-funded Build a Better Book programs.

- Reference
 - In August we held 1 virtual program, 15 in-person programs, 2 hybrid programs and 2 passive programs. Notable programs included a DaVinci Murder Mystery (in person at Revival Pizza Pub, 34 attendees), Adult Book Bingo (in person, 11 attendees), and Let's Get Cooking (cookbook club, in person, 9 attendees.)
- Youth Services
 - Summer Reading wrapped up on August 13 and participants could return their calendars for medals, books, and raffle tickets through September 2nd. Overall, we had 686 participants from Preschol-5th grade and 170 teens participate.
 - In 2022 we had 459 kids aged PreK-5th grade and 153 teens participate.
 - This year we awarded 323 Patch Power! Patches and 176 medals.
 - We held 9 in person programs for children and 5 passive programs. Notable programs included Science Heroes: Saving the Earth Together (school age, 37 attendees), Be a Content Creator! (teens, 13 attendees.)
- Friends of the Hankin Branch Library
 - Plan to return to a paid model for Book Nook sales beginning September 18, with the understanding that they will be responsible for filing sales tax reports on those sales.
 - Are holding a second Drag Bingo fundraiser at Stolen Sun Brewery. Tickets are available through their website, <https://hankinlibraryfriends.org/>, and are selling well.

Meetings & Trainings Attended

8/15	CCL/CCLS Board meetings Community Engagement committee meeting
8/16	Public Service Staff meeting
8/21	Meeting w/ Mary Gazdik
8/24	HHB Staff Morning Meeting
8/30	Policy Committee Meeting Friends of the Hankin Branch Library Board meeting
9/1	HHB 20th Anniversary Celebration planning meeting
9/4	Library closed for Labor Day
9/5	Mandatory Sexual Harassment in the Workplace training Community Engagement Leadership Committee meeting
9/6	Meeting with Mary and Jenna re: processing changes Meeting re: VGCUSA PA Public Libraries STEAM Based Gaming Clubs Grant Application
9/7	Retirement party for Megan Dirx
9/11	HHB Staff Morning Meeting
9/12	District Librarians meeting Makerspace collaboration meeting Finance Committee meeting Library closed at 6 p.m. due to road closures in the area
9/18	Meeting w/ Mary
9/19	CCL/CCLS Board meetings Community Engagement committee meeting Census Data or Optimizing Library Programming, Outreach, and Development webinar

CCL/HH Checkouts

Month	2019	2022	2023	Total 2019	Total 2022	Total 2023
Jan	135,903	121,297	128,197	135,903	121,297	126,295
Feb	128,133	115,457	122,260	264,036	236,754	248,555
Mar	140,394	125,143	137,431	404,430	361,897	385,986
Apr	129,971	118,892	122,582	534,401	480,789	508,568
May	127,542	116,522	119,361	661,943	597,311	627,929
Jun	150,131	133,326	138,218	812,074	730,637	766,147
Jul	166,437	145,907	146,422	978,511	876,544	912,569
Aug	151,069	141,613	143,907	1,129,580	1,018,157	1,056,476
Sept	130,366	120,930		1,259,946	1,139,087	
Oct	130,960	118,637		1,390,906	1,257,724	
Nov	122,859	115,729		1,513,765	1,373,453	
Dec	118,069	110,274		1,631,834	1,483,727	

Rotating Reads Checkout (CCL & HH)

Month	CCL	HH	2023 Total
Jan	234	191	425
Feb	230	176	831
Mar	250	213	1294
Apr	239	212	1745
May	256	204	2205
Jun	262	213	2680
Jul	271	222	3173
Aug	267	239	3679
Sept			
Oct			
Nov			
Dec			

Mail Order Delivery (MOD)

Month	Mailed to Individuals	Older Adult Facilities	2023 Total
Jan	121	134	255
Feb	111	148	514
Mar	110	144	768
Apr	114	145	1027
May	112	146	1285
Jun	113	160	1558
Jul	111	189	1858
Aug	115	137	2110
Sept			
Oct			
Nov			
Dec			

CCL Door Count

Month	2019	2022	2023	Total 2019	Total 2022	Total 2023
Jan	36,441	17,261	19,283	36,441	17,261	19,283
Feb	34,793	16,788	20,123	71,234	34,049	39,406
Mar	38,496	20,458	23,656	109,730	54,507	63,062
Apr	36,405	16,805	20,829	146,135	71,312	83,891
May	33,223	16,514	20,281	179,358	87,826	104,172
Jun	40,524	21,963	24,960	219,882	109,789	129,132
Jul	46,845	23,718	28,771	266,727	133,507	157,903
Aug	42,052	22,515	27,152	308,779	156,022	185,055
Sept	33,777	18,450		342,556	174,472	
Oct	34,142	18,942		376,698	193,414	
Nov	31,804	17,978		408,502	211,392	
Dec	30,102	16,490		438,604	227,882	

Note -January through October 2022 are estimated due to the 1st floor construction project.

HHB Door Count

Month	2019	2022	2023	Total 2019	Total 2022	Total 2023
Jan	10,042	5,616	7,721	10,042	5,616	7,721
Feb	9,149	6,143	7,436	19,191	11,759	15,157
Mar	11,089	7,748	8,925	30,280	19,507	24,082
Apr	10,582	7,306	7,821	40,862	26,813	31,903
May	9,997	7,100	7,968	50,859	33,913	39,871
Jun	11,644	8,060	9,703	62,503	41,973	49,574
Jul	12,887	8,668	9,976	75,390	50,641	59,550
Aug	11,313	8,807	10,064	86,703	59,448	
Sept	9,984	6,764		96,687	66,212	
Oct	10,691	7,698		107,378	73,910	
Nov	9,129	7,416		116,507	81,326	
Dec	8,289	5,246		124,796	86,572	

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
COUNTY BUDGET REPORT - EXTON LIBRARY - PRELIMINARY
PERIOD ENDING August 31, 2023

	2023 ANNUAL BUDGET	2023 YTD BUDGET	2023 YTD ACTUAL	2022 YTD ACTUAL	2023 YTD BUDGET VARIANCE	2023 YTD BUDGET VARIANCE %	2023 BALANCE	PERCENTAGE REMAINING
Salaries	2,963,523	1,823,706	1,783,945	1,644,258	39,761	2.2%	1,179,578	39.8%
Wages	901,515	554,778	466,452	370,193	88,326	15.9%	435,063	48.3%
Fringe Benefits	1,101,023	734,015	667,782	718,391	66,234	9.0%	433,241	39.3%
Security Provided by the County - EMS	30,000	15,000	0	0	15,000	0.0%	30,000	0.0%
TOTAL PERSONNEL SERVICES	4,996,061	3,127,500	2,918,179	2,732,842	209,321	6.7%	2,077,882	41.6%
LIBRARY MATERIALS	70,000	52,500	52,500	52,500	0	0.0%	17,500	25.0%
CORE EXPENDITURES								
Supplies, Maintenance & Services	172,525	115,017	86,715	97,937	28,302	24.6%	85,810	49.7%
Insurance	17,910	17,910	38,505	9,195	(20,595)	-115.0%	-20,595	-115.0%
Utilities	113,328	75,552	71,023	58,354	4,529	6.0%	42,305	37.3%
Vehicle Expense	50,567	33,711	32,850	26,460	861	2.6%	17,717	35.0%
TOTAL CORE EXPENDITURES	354,330	242,190	229,093	191,946	13,097	5.4%	142,737	40.3%
INDIRECT COSTS	607,019	404,679	404,680	325,815	(1)	0.0%	202,339	33.3%
CAPITAL OUTLAY	0	0	0	0	0	0.0%	0	0.0%
TOTAL BUDGET	6,027,410	3,826,870	3,604,453	3,303,103	222,417	5.8%	2,422,957	40.2%

Notes:

Personnel Services: Wages & Fringes under due to vacancies

Library Materials: 3rd Qtr County Materials appropriation received in June

Core Expenditures: Utilities are under due to PECO billing lag
Insurance includes \$20000 for claim settlement and \$594.98 for unemployment Compensation

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 63.49% of total budget
Actual expenditures YTD are 59.80% of total budget

CHESTER COUNTY LIBRARY AND DISTRICT CENTER
COUNTY BUDGET REPORT - HANKIN LIBRARY - PRELIMINARY
PERIOD ENDING August 31, 2023

	<u>2023 ANNUAL BUDGET</u>	<u>2023 YTD BUDGET</u>	<u>2023 YTD ACTUAL</u>	<u>2022 YTD ACTUAL</u>	<u>2023 YTD BUDGET VARIANCE</u>	<u>2023 YTD BUDGET VARIANCE %</u>	<u>2023 BALANCE</u>	<u>PERCENTAGE REMAINING</u>
Salaries	537,203	330,586	311,483	304,480	19,103	5.8%	225,720	42.0%
Wages	312,043	192,026	165,021	138,523	27,005	14.1%	147,022	47.1%
Fringe Benefits	239,806	159,871	141,230	150,102	18,641	11.7%	98,576	41.1%
<hr/>								
TOTAL PERSONNEL SERVICES	1,089,052	682,484	617,735	593,105	64,749	9.5%	471,317	43.3%
LIBRARY MATERIALS	20,000	15,000	15,000	15,000	0	0.0%	5,000	0.0%
<u>CORE EXPENDITURES</u>								
Supplies, Maintenance & Services	132,629	88,419	46,992	53,966	41,428	46.9%	85,637	64.6%
Insurance	6,325	6,325	6,325	3,162	0	0.0%	0	0.0%
Utilities	49,682	33,121	33,382	25,449	(261)	-0.8%	16,300	32.8%
<hr/>								
TOTAL CORE EXPENDITURES	188,636	127,866	86,699	82,578	41,167	32.2%	106,937	56.7%
INDIRECT COSTS	289,609	193,073	193,072	125,860	1	0.0%	96,537	33.3%
CAPITAL OUTLAY	0	0	0	0	0	0.0%	0	0.0%
<hr/>								
TOTAL BUDGET	1,587,297	1,018,422	912,505	816,543	105,917	10.4%	674,792	42.5%

Notes:

Personnel Services: Wages & Fringes under due to vacancies and unpaid leaves of absence

Library Materials: 3rd Qtr County Materials appropriation received in June

Core Expenditures: No major maintenance/building expenditures this month

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 64.16% of total budget
 Actual expenditures YTD are 57.49% of total budget

**CHESTER COUNTY LIBRARY AND DISTRICT CENTER
STATE AID BUDGET REPORT - EXTON - PRELIMINARY
PERIOD ENDING August 31, 2023**

	<u>2023 ANNUAL BUDGET</u>	<u>2023 YTD BUDGET</u>	<u>2023 YTD ACTUAL</u>	<u>2022 YTD ACTUAL</u>	<u>2023 YTD BUDGET VARIANCE</u>	<u>2023 YTD BUDGET VARIANCE %</u>	<u>2023 BALANCE</u>	<u>PERCENTAGE REMAINING</u>
REVENUE								
State Aid	403,974	403,974	403,974	347,470	0	0.0%	0	0.0%
State Aid - Others	1,356,982	1,356,982	1,356,982	1,154,597	0	0.0%	0	0.0%
STATE REVENUE	1,760,956	1,760,956	1,760,956	1,502,066	0	0.0%	0	0.0%
Township Appropriations	9,500	9,500	0	19,000	(9,500)	0.0%	(9,500)	-100.0%
Charges	41,660	27,773	32,561	28,846	4,787	17.2%	(9,099)	-21.8%
Fines and Overdues	73,000	48,667	56,954	50,232	8,287	17.0%	(16,046)	-22.0%
Interest	3,500	2,333	11,989	404	9,656	413.8%	8,489	242.6%
Donations and Fundraisers	2,100	1,400	4,717	6,784	3,317	236.9%	2,617	124.6%
Transfer from other funds	0	0	0	0	0		0	
Transfer from County for Materials	70,000	52,500	52,500	52,500	0	0.0%	(17,500)	-25.0%
Miscellaneous Revenue	265	177	524	227	347	196.6%	259	97.8%
TOTAL OTHER REVENUE	200,025	142,350	159,245	157,993	16,895	11.9%	(40,780)	-20.4%
TOTAL REVENUE	1,960,981	1,903,306	1,920,201	1,660,059	16,895	0.9%	(40,780)	-2.1%
EXPENDITURES								
Library Materials	477,575	315,075	255,881	195,180	59,195	18.8%	221,694	46.4%
Services and Charges	72,495	45,790	42,117	39,693	3,673	8.0%	30,378	41.9%
Supplies	28,032	18,688	16,738	14,278	1,950	10.4%	11,294	40.3%
Miscellaneous	17,490	11,735	14,309	10,141	(2,574)	-21.9%	3,181	18.2%
Transfers and Reimbursements	1,356,982	904,655	1,356,982	1,154,597	(452,327)	-50.0%	0	0.0%
Capital Outlay	10,923	8,829	7,449	8,092	1,379	15.6%	3,474	31.8%
TOTAL EXPENDITURES	1,963,498	1,304,772	1,693,476	1,421,981	(388,704)	-29.8%	270,022	13.8%
REVENUE OVER EXPENDITURES	(2,517)	598,534	226,725	238,078	(371,808)		229,242	

NOTES:

Other Revenue: 2022 TWP Appropriation was higher due to 1-time ARPA grant from West Whiteland.

Total Revenue: Budgeted revenues YTD are 97.06% of total revenue
Actual revenues YTD are 97.92% of total revenue
Interest higher than budget due to increase in interest rates

Expenditures: Materials spending is ahead of where we were last year at this time. I am working with staff to ensure funds will be expended by the end of November this year.

Total Expenditures: Budgeted expenditures YTD are 66.45% of total expenses
Actual expenditures YTD are 86.25% of total expenses
Budgeted expenditures exceeds revenue by the amount of carryover from 2022 Materials budget in Fund 100

**CHESTER COUNTY LIBRARY AND DISTRICT CENTER
STATE AID BUDGET REPORT - HANKIN - PRELIMINARY
PERIOD ENDING August 31, 2023**

	<u>2023 ANNUAL BUDGET</u>	<u>2023 YTD BUDGET</u>	<u>2023 YTD ACTUAL</u>	<u>2022 YTD ACTUAL</u>	<u>2023 YTD BUDGET VARIANCE</u>	<u>2023 YTD BUDGET VARIANCE %</u>	<u>2023 BALANCE</u>	<u>PERCENTAGE REMAINING</u>
REVENUE								
State Aid	100,993	100,993	100,993	87,000	0	0.0%	0	0.0%
STATE REVENUE	100,993	100,993	100,993	87,000	0	0.0%	0	0.0%
Township Appropriations	7,250	4,833	6,000	5,000	1,167	0.0%	(1,250)	-17.2%
Charges	11,830	7,887	9,118	10,134	1,232	15.6%	(2,712)	-22.9%
Fines and Overdues	24,700	16,467	17,036	17,805	569	3.5%	(7,664)	-31.0%
Interest	45	30	1,071	42	1,041	3470.5%	1,026	2280.4%
Donations and Fundraisers	530	353	506	1,569	152	-	(24)	-4.6%
Transfer from Other Funds	0	0	0	0	0		0	
Transfer from County for Materials	20,000	15,000	15,000	15,000	0	0.0%	(5,000)	-25.0%
Miscellaneous Revenue	80	53	2	80	(51)	-95.4%	(78)	-96.9%
TOTAL OTHER REVENUE	64,435	44,623	48,734	49,630	4,110	9.2%	(15,701)	-24.4%
TOTAL REVENUE	165,428	145,616	149,727	136,630	4,110	2.8%	(15,701)	-9.5%
EXPENDITURES								
Library Materials	147,472	97,093	75,244	75,535	21,849	22.5%	72,228	49.0%
Services and Charges	7,140	4,760	5,618	2,999	(858)	-18.0%	1,522	21.3%
Supplies	6,400	4,267	3,232	2,609	1,034	24.2%	3,168	49.5%
Miscellaneous Expense	2,940	1,960	1,229	1,741	731	37.3%	1,711	58.2%
Capital Outlay	3,309	399	1,338	382	(939)	-235.1%	1,971	59.6%
Transfers and Reimbursements	0	0	0	0	0	0.0%	0	0.0%
TOTAL EXPENDITURES	167,261	108,479	86,661	83,266	21,818	20.1%	80,600	48.2%
REVENUE OVER EXPENDITURES	(1,833)	37,138	63,066	53,364	25,928		64,899	

NOTES:

Twp Revenue:

Other Revenue:

Total Revenue: Budgeted revenues YTD are 88.02% of total revenue
 Actual revenues YTD are 90.51% of total revenue
 Interest higher than budget due to increase in interest rates

Expenditures:

Materials spending is ahead of where we were last year at this time. I am working with staff to ensure funds will be expended by the end of November this year.

Total Expenditures: Budgeted expenditures YTD are 64.86% of total expenses
 Actual expenditures YTD are 51.81% of total expenses

CCL Fund Balance Report**Balance****Operating Funds**

001 CCL	\$ 203,720.26
043 Hankin	\$ 57,501.69

Total Operating Funds \$ **1,248,280.84**

Reserve Funds

004 Technology Fund	\$ 153,063.84
400 Chester Cty Library Capital Reserve	\$ 96,728.83
410 Chester Cty Library Program Fund	\$ 198,780.09
450 Hankin Library - Capital	\$ 229,946.88
451 CCL & Hankin Materials	\$ 143,435.50

Total Reserve Funds \$ **821,955.14**

Grants - Friends of the Library

091 I & R Services	\$ 13,410.64
903 Capital Fund	\$ 101,405.45

Total CCL Friends \$ **114,816.09**

943 Friends of Henrietta Hankin Branch	\$ 16,899.48
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Total Friends Funds \$ **131,715.57**

Grants and Appropriations

002 Community Foundation - Grants	\$ 9,497.98
100 CCL County Materials Fund	\$ 25,521.71
104 CCL Trust - Grants	\$ 65,390.40
109 Hankin County Materials Fund	\$ 7,396.93
132 Glaxo-Smith Kline Science in the Summer	\$ 233.66

Total Grants and Appropriations \$ **108,040.68**

Special Funds

003 Helen Russell Memorial Fund	\$ 7,341.65
105 CCL Community Day	\$ 4,034.02
106 CCL & Hankin Museum Passes	\$ 340.00
107 CCL & Hankin Author Events	\$ 3,355.85

Parking Lot Policy

Policy Statement

The Chester County Library (hereinafter the “Library”) endeavors to create a welcoming environment both inside the building and in the parking lots and Library grounds. Use of Library parking lots must conform to applicable laws, regulations, and Library Policies (including the Library Behavior Policy). Library parking lots are intended for the use of the customers of the Library.

Purpose

To establish the policy and procedures to address behavior or activities in library parking lots that violate laws, regulations, or Library Policies and to provide for the removal of vehicles from Library parking lots when vehicles present a hazard, violate regulations, appear to be abandoned, or when individuals within vehicles in Library parking lots engage in illegal activity or violate the Library Policies.

Definitions

For purposes of this Policy, the following terms shall be defined as follows:

Library Parking Lots. Library parking lots refers to any parking lots owned or leased by the Library and or County.

Library Patrons. Library Patrons means those people actively utilizing the Library’s services, materials, and/or facilities.

Policy

Persons on Library property, including parking lots and grounds, must conform to the Library Policies, laws, and regulations.

Library parking lots are reserved for the sole and exclusive use of Library Patrons, unless prior approval is obtained from the Library Director. Vehicle parking in the Library parking lots by persons other than Library Patrons is prohibited.

Vehicles parked in the Library parking lots shall park within the demarcated parking spaces and shall not obstruct or impede the use of the parking lots or the flow of traffic therein.

CHESTER COUNTY LIBRARY POLICY MANUAL

Vehicles that present a hazard or safety risk, violate this or any other Library Policy, appear to be abandoned, interfere with the normal operation of the Library or are parked longer than 24 consecutive hours will be subject to removal from Library parking lots.

Library staff and/or local law enforcement officers have the right to intervene to stop prohibited activities and behaviors within the Library parking lots and grounds.

In addition to the removal of vehicles as authorized above, failure to comply with this Policy may result in the loss of a vehicle owner or operator's Library privileges, including barring said owner or operator, temporarily or permanently, from use of the Library.

Removal Procedure

Any vehicles in violation of this policy (including 24 consecutive hours of parking) will have a notice placed on the vehicle notifying the owner that it is in violation of the Parking Lot policy and if it is not removed in another 24 hours, it will be subject to being towed.

If it is not removed in 24 hours, the Library Director, or their designee, may cause any vehicle parked in violation of this Policy to be towed from the Library premises. The cost for such towing shall be the responsibility of the owner or operator of the towed vehicle.

In a situation where the vehicle poses an immediate hazard or safety risk to others, the vehicle may be subject to immediate towing.

The towing company and contact information will be posted at the Library.

Approved by the Board of Trustees of Chester County Library on _____.

Programming Policy New Draft

The mission of the Chester County Library is to provide informational, educational and cultural services to the residents, workers, and students of Chester County and member libraries so that they may be life-long learners.

The Chester County Library provides prompt, accurate and courteous service to all patrons regardless of race, color, ethnicity, national origin, gender, sexual orientation, religion, age, socioeconomic status, disability, immigration status, background, and/or views. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community.

Library programs are planned public activities that are initiated or presented in partnership by the Library and take place at the Library, at locations in the community, and/or online. Library programs include, but are not limited to: lectures, community forums, performing and visual arts, participatory workshops, technology programming, creative learning, wellness, story times, book clubs, discussion groups, and presentations for social, cultural, educational, or entertainment purposes.

The purpose of Library programming is to:

- Encourage the use of the Library and its resources
- Promote early literacy, acquisition of skills, and a life-long love of reading and learning
- Present information on issues of current interest
- Foster cultural awareness, diversity, and equitability
- Foster civic engagement and discourse
- Facilitate the sharing of local talent, knowledge, and expertise

PROGRAMMING

Programming is planned by library staff throughout the year and is designed to fulfill the strategic plan, mission and vision of the library. The programs are run by or organized by library staff as part of their regular job duties.

The Library welcomes program proposals from individuals and community groups. When a community group, agency, or individual approaches the Library with a programming request, the Library will consider the partnership based on the following criteria:

- The program fulfills the purpose of a Library program, as defined above
- The program supports the Library's mission and strategic priorities
- The resources needed to accomplish the program are available and appropriate
- The program meets the selection and design criteria outlined in this policy

Programming partners are expected to actively participate in the development, promotion, presentation, and evaluation of programs. The Library's role includes, but is not limited to: facilitating and approving program design; furnishing appropriate space and equipment; coordinating promotion; and offering supplementary Library resources.

All presenters of Library sponsored programming in-person must submit to background checks as required by law. Any required clearance certificates must be submitted to the Director or Branch Manager before the date of the performance or presentation.

The Library reserves the right to decline a program for a variety of reasons, including, but not limited to, staffing and budgetary constraints, space issues, or conflicts with the date, time, or location. Program proposals that do not meet the Library's program criteria are welcome to reserve meeting spaces at our facilities and requires customers to comply with the Library's Meeting Room Policy.

SELECTION AND DESIGN

The Library's goal in programming is to connect members of our community with a wide variety of ideas and perspectives. Staff generate program ideas from a number of sources including but not limited to professional publications and conferences, popular media, other libraries, and community interest.

Criteria for program selection and design include:

- Advances the Library's mission, vision and values
- Promotes early literacy, acquisition of skills, or a life-long love of reading and learning
- Presents information on issues of current interest
- Fosters civic engagement and discourse
- Aligns with the PA Forward 21st Century Literacies initiative
- Fosters cultural awareness, diversity, and equitability
- Facilitates the sharing of local talent, knowledge, and expertise
- Considerations of cost, staffing and capacity

Library programming guidelines:

- The Library is not obligated to represent multiple and/or opposing viewpoints within any one program or series. The Library welcomes the opportunity for other viewpoints to be represented in a separate program or series.
- Presentation of a program does not constitute the Library's endorsement of the content or views expressed by participants.
- Library programs are not used for commercial, religious, or partisan purposes or the solicitation of business.
- Space and physical arrangement are safe and conducive to effective program delivery.
- No program shall be permitted that endangers Library patrons, staff, Library facilities, or otherwise materially interferes with Library operations.
- The Library reserves the right not to schedule a program and/or cancel a scheduled program for lack of registration, inclement weather or other emergencies.

CHARGES, SALES, AND FUNDRAISING

All library programs are free and open to the public. A small materials fee may be charged at the discretion and approval of the Library Director. Fundraising and sales are permitted with prior approval in the following circumstances:

- For fundraising to benefit the Library, the Chester County Library Trust, the Friends of the Chester County Library or Henrietta Hankin Branch or the Library itself, and
- For sale of items created by authors and artists responsible for the content of a Library program.

Exceptions to the above may be made at the discretion of the Library Director. At no time may a presenter use a program to promote their business, solicit future business, generate a mailing list, etc

ATTENDANCE

All programs must be open to the public. The library is committed to ensuring access to all, and reasonable accommodations will be made to ensure people with disabilities may attend or participate.

- Registration is required for most library programs and the library may limit the number of participants due to venue size or to provide an effective program.
- The Library reserves the right to deny attendance to anyone becoming disruptive to audience members or the program facilitator, and to anyone in violation of the Library’s Behavior Policy.
- Programs designed for specific audiences may have attendance restrictions or requirements based on age, grade in school, gender, etc.
- Programs targeted toward specific audiences will be publicized as such. No exceptions will be made to the advertised restrictions.
- It is the responsibility of parents or legal guardians, not the Library staff, to guide their own children’s use of the Library and its resources and services.
- Attendance at Library programs and events constitutes consent to be photographed/video recorded for use in print and/or electronic publicity for the Library. To ensure the privacy of individuals and children, images will not be identified using names or personally identifying information without written approval from the photographed subject, parent, or legal guardian. If anyone does not wish to be photographed/video recorded, they should let staff know prior to the start of the program.

EVALUATION

Programs will be evaluated for effectiveness on an ongoing basis. The effectiveness of a library program will be based on attendance, audience satisfaction, new patrons attracted to the library, the promotion of library goals, and the needs addressed of a specific target audience.

STATEMENT OF CONCERN

The Chester County Library and Henrietta Hankin Branch and the Board of Trustees welcome feedback from customers. Any customer concerns will be handled promptly and courteously, as detailed in the [Statement of Concern Policy](#).

REFERENCES

This policy has been developed in concert with the following American Library Association Guidance Documents:

[Libraries: An American Value](#)

[Library Bill of Rights](#)

Interpretations of the *Library Bill of Rights*: “[Library-initiated Programs as a Resource](#),” “[Access to Library Resources and Services for Minors](#)” and “[Freedom to View Statement](#).”

Library Policies:

[Library Behavior Policy](#)

[Statement of Concern](#)

[Meeting Room Use Policy](#)

[Program Proposal Form](#)

STATEMENT OF CONCERN

The Chester County Library and the Henrietta Hankin Branch Library (hereinafter referred to as “the Library”) acquire and make available materials and programs that inform, educate and entertain. The Library offers materials and programs for the general public on current issues, embrace broad areas of knowledge, entertain and reflect our diverse community. The programs presented are selected to satisfy the needs and interests of the community, and to promote and extend the collections, services, goals and mission of the Library. Materials are selected to satisfy the needs and interests of the community, to support the roles of the Library, and to present balanced points of view within the collection.

Because of the Library’s commitment to selecting materials and presenting a broad range of programs on a variety of topics, there may be items which are of concern to some individuals or groups. The Library recognizes that some programs and items may be controversial and that any given event/item may offend some customers. Library sponsorship of a program or acquisition of materials does not constitute an endorsement of their content or the views expressed therein, but enables the Library to fulfill its mission in providing materials, information and programs for life, work and pleasure. The Library also has a commitment to our customers to respond to concerns expressed about programs the Library sponsors and materials in the Library’s collection.

The customer with a concern should complete this Statement of Concern form if wanting to make a formal request for reconsideration of a Library program or Library materials. The person submitting the form will be given copies of the Program Policy or Materials Selection Policy and the ALA Library Bill of Rights. This completed form will be sent to the Chester County Library Director or the Henrietta Hankin Branch Library Manager. Within a month of receipt of the Statement of Concern Form, a review of the program/item will be completed by a committee of Library Staff, who will make a recommendation to the Library Director or Branch Manager. The Library Director or Branch Manager will respond in writing within 10 working days of receipt of the recommendation to the concerned individual notifying them of the Library’s decision. If the individual is not satisfied with the decision made or the action taken, the decision or action may be appealed to the Board of Trustees of the Chester County Library.

Statement of Concern Form

Date _____

Name _____

Address _____

City _____ State/Zip _____

Phone _____ Email _____

Do you represent self? ____ Or an organization? ____

Name of Organization _____

1. Type of Library Material or Program:

____ Book, eBook or audiobook (CD or download)

____ Movie (DVD or streaming)

____ Magazine (paper or digital)

____ Newspaper (paper or digital)

____ Music CD

____ Digital Resource

____ Program

____ Other

Please provide the following information regarding the program or item:

- Title _____
- Author/Artist/Presenter _____
- Program Date(s) _____

2. What brought this program/item to your attention?

3. Have you examined the entire resource? If not, what sections did you review? For programs, did you attend the program(s)? Did you attend the entire program? If not, what part did you review?

4. Please describe your concerns regarding this resource or program:

5. Are there any specific examples within the resource/program that illustrate your concerns?

6. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

7. What action(s) are you requesting the committee consider?