TOMPKINS COUNTY PUBLIC LIBRARY
BOARD OF TRUSTEES
TUESDAY, JUNE 25, 2024
4:00 – 6:00

CALL TO ORDER   **4:00 PM**

A. APPROVAL OF AGENDA   DOC 24-40

B. PUBLIC COMMENTS

ACTION ITEMS   **4:10 PM**
    1. Draft Minutes of May 28, 2024   DOC 24-41
    2. Audit of Bills
        Operating Budget in the amount of $ _____
    3. Approval of TCPL Fund Balance Policy   DOC24-42
    4. Ratify Annual Audit (sent under separate cover)

C. DIRECTOR'S REPORT   **4:30 PM**

D. UPDATES FROM THE PRESIDENT AND VICE PRESIDENT   **4:40 PM**

E. LIAISON REPORTS   **5:00 PM**
    County – Rich John
    Foundation – Kerry Barnes
    Friends – Nina Scholtz

F. WRITTEN REPORTS   **5:10 PM**
    1. June Staff Report   DOC 24-43
    2. May Monthly Statement   DOC 24-44
    3. Executive Committee
        a. Next meeting July 23, 2024
    4. Finance & Personnel Committee
        a. Minutes of June 18, 2024   DOC 24-45
    5. Library Service & Policy Committee
        a. Next meeting August 8, 2024
    5. Community Relations and Outreach Committee
        a.   Minutes of June 4, 2024   DOC 24-46

NOTE: In order to expedite the routine business of the board, please call Director Leslie Tabor (ltabor@tcpl.org) with any questions that you may have about the information items prior to the board meeting.

REMINDER:

DATE OF NEXT BOARD MEETING
JULY 23, 2024

TOMPKINS COUNTY PUBLIC LIBRARY
DRAFT MINUTES OF THE BOARD OF TRUSTEES
MAY 28, 2024

TCPL Board Members Present: Melisa Sidle, President; Blixy Taetzsch, Liam Murphy, Lis Chabot, Shelley Wong, Kathy Weinberg, Mimi Townsend, Darrell Long, Nina Scholtz, Christina Brewington, Marli Stahler, Jason Moore

Also Present: Leslie Tabor, Director; Mary McKeon, Administrative Manager; Kerry Barnes, TCPL Foundation Executive Director; Rich John, County Legislator; Nathan Reynolds, Insero

With a quorum, meeting convened at 4:07 p.m.

CALL TO ORDER

APPROVAL OF AGENDA DOC 24-28
A **MOTION** was made by J. Moore and seconded by L. Chabot to approve the agenda.
Approved unanimously.

APPROVAL OF APRIL 23, 2024, MINUTES DOC 24-29
A **MOTION** was made by S. Wong and seconded by D. Long to approve the minutes. Approved unanimously.

APPROVAL OF THE BILLS
I, Treasurer, Blixy Taetzsch, in keeping with New York State Education Law, certify that I have reviewed payroll #9 dated 5/2/24, #10 dated 5/16/24 and #11 dated 5/30/24 totaling $183,776.37. I have reviewed all vouchers presented for payment, and that all disbursements are within the approved operating budget of the library, and therefore recommend that the Board of Trustees approve for payment May 2024 bills in the amount of $249,111.69 as listed in Abstracts #13, #14, #15 and #16.

ACCEPTANCE OF THE ANNUAL AUDIT DOC 24-30
Nathan Reynolds from Insero gave a brief overview of the Annual Audit to the trustees. Approved provisionally.

APPROVAL OF GIFT AND DONATION POLICY DOC 24-31
Approved unanimously.

APPROVAL OF CARD AND LENDING GUIDELINES DOC 24-32
Approved unanimously.

DIRECTOR'S REPORT

L. Tabor asked for feedback on how they want to see reports from her. Tabor and the Board Treasurer attended the Tompkins County 2024 Budget Launch on May 23 at 10:30 am.

All Tompkins County departments and agencies must submit two budgets this year:
1. A standard Maintenance of Effort Budget with OTRs
2. An agency budget with 5% cuts reflected, which may also include OTRs

The County is not factoring in any COLA this year (0%). The Maintenance of Effort budgets must be entered by June 14. The reduced budget is due July 8.

UPDATES FROM THE PRESIDENT & VICE PRESIDENT

Sidle gave a brief update on the director's evaluation and the May staff meetings, moving away from the 360-review format to SMART goals in the future. The board changed the format of the director's staff report.

L. Murphy gave a quick summary of Open Meetings Law that apply to the board and committee meetings

LIAISON REPORTS

County – John briefly mentioned how New York State Education Law relates to the bylaws. Our new neighbor, Asteri will bring a lot of people into the city, their first event is July 23rd .

Foundation – This is a (somewhat) quieter time for the Foundation so we've been using it to organize and clean out files, update policies, document procedures, and fine-tune our workplan for the second six months of the year.

Another Silent Reading Party is in the works for this summer, along with our annual report, a summer appeal, and our annual donor recognition event in August

Friends – The booksale ended, total sales increased this year with a total of $277,785.00 selling 191,657 items the rest went to thrift (14 huge boxes) with 12,356 customer visits, more money with same number of customers.

EXECUTIVE SESSION

A **MOTION** was made by S. Wong and seconded by D. Long to adjourn to Executive Session to discuss a personnel matter at 5:44 pm. Approved unanimously.

There being no further business, a **MOTION** was made by M. Townsend and seconded by L. Murphy at 7:01 to adjourn. Approved unanimously.

Minutes by Mary McKeon
Administrative Manager

Endorsed by Liam Murphy
Secretary

TOMPKINS COUNTY PUBLIC LIBRARY
Fund Balance Policy

Purpose

The Governmental Accounting Standards Board (GASB) issued Statement No. 54 in February 2009, incorporating reporting requirements for fund balances in Governmental Funds. GASB 54 requires the use of five classifications: non-spendable, restricted, committed, assigned and unassigned. The objective of Statement 54 is to enhance the usefulness of fund balance information by providing clearer fund balance classifications that can be more consistently applied and by clarifying existing governmental fund type definitions. GASB 54 establishes fund balance classifications that comprise a hierarchy based primarily on the extent to which a government is bound to observe constraints imposed upon the use of the resources reported in governmental funds.

Policy

In keeping with the requirements of GASB 54, the Tompkins County Public Library (TCPL) will establish fund balance categories as defined by Government Accounting Standards. In addition, this policy addresses the need to maintain a prudent amount in the unassigned (unrestricted) category of fund balance, which represents capacity to deal with unanticipated loss, unintended revenue, or unplanned expenditures. Fund balance is the measurement of available resources and represents the difference between total assets and total liabilities.

Definitions

Definitions and examples of the five classifications within the Fund Balance are:

1. *Non-spendable* – The amounts that cannot be spent because they are in a non-spendable form. An example is prepaid insurance.
2. *Restricted* – The amounts subject to **externally** enforceable legal purpose restrictions imposed by certain creditors, grantors, contributors, or laws and regulations of other governments; or through constitutional provisions or enabling legislation. An example is unexpended donor restricted funds held by TCPL.
3. *Committed (Unrestricted)* – The amounts constrained to specific purposes by a government itself using its highest-level decision-making authority (the Board). Amounts assigned to this category, such as use of reserves, or appropriated fund balance, will be assigned via Board passage of an annual budget that includes such amounts, if needed.
4. *Assigned (Unrestricted)* – The amounts that are subject to a purpose constraint that represents an intended use established by the government's highest-level decision-making authority (the Board), or by the Board's designated body or official (generally the Library Director). The purpose of the assignment must be narrower than the purpose of the general fund. For example, the use of funds set aside for a particular project or purchase

of equipment.
5. *Unassigned (Unrestricted)* – All balances remaining after considering the other four categories for the general fund and could result in a surplus or a deficit. Use is least constrained in this category.

Unassigned Fund Balance

Any funds unexpended at the end of the fiscal year, and not included in any other fund balance category, are classified as unassigned fund balance. The unassigned fund balance may be used for any emergency, loss of revenue, or unusual and non-recurring expenditures that may be incurred throughout the fiscal year. Unassigned fund balance targets should represent no less than 25%, or three months, of expected annual operating expenditures for the coming year. Balances above the 25% threshold may be used for expenditures mentioned above through a resolution of the Board.

Should the unassigned fund balance fall below the 25% floor due to emergencies or service delivery requirements, the Library Board will develop a plan to re-establish at least a 25% floor within a period of no more than five years.

Assignment or Commitment of Fund Balances by TCPL Board of Trustees

Unassigned fund balance can only be committed and assigned by resolution of the Library Board.

In establishing the above policies for the General Fund, the board considered the following factors:

▪ The predictability of TCPL's revenues and the potential unpredictability of its expenditures (i.e., higher levels of unrestricted fund balance may be needed if significant revenue sources are subject to unpredictable fluctuations or if operating expenditures are volatile).
▪ TCPL's perceived exposure to significant one-time outlays (e.g., disasters, immediate capital needs, budget cuts from funding entities such at the County and NYS).
▪ Liquidity (i.e., a disparity between when financial resources actually become available to make payments for committee expenditures).

The Board of Trustees has the authority to set up an assigned or committed fund balance by a formal action of the Board. Amendments or modifications to the fund balance must be approved by formal action of the Board of Trustees. Fund balances do not lapse at year end. The formal action required to assign or commit fund balances shall be by board resolution or majority vote.

HRA Reserve

The Board of Trustees has established a committed (unrestricted) fund to be known as the HRA reserve. The purpose of the HRA (health reimbursement account) reserve is to protect TCPL in

a year where employee use of the HRA exceeds our planned annual expenditure. The value of the reserve represents the maximum estimated use in any one year.

Responsibility

The Responsibility of adhering to this policy lies with the Library Director and Board of Trustees. Library policies are posted on the TCPL web site (www.tcpl.org) and are available upon request.

Approved by the Tompkins County Public Library Board of Trustees XX/XX/2024.

JUNE MONTHLY STAFF REPORT

Director's Report

Leslie Tabor
June 2024 Director's Report

GENERAL

The intense pace of May is not relenting in June, but the library is ready for it!

The Director would appreciate feedback on the revised Director's Report format that was introduced in May's report.

2025 COUNTY BUDGET

The Library's 2025 Maintenance of Effort Budget with two OTRs was submitted on June 14.
- Target Budget with 0% increase from 2024 = $4,244,682
- OTR 1 for operational increases = $216,543
- OTR 2 for HR support = $91,855
  - Total of OTR 1 and 2 = $308,398

The Library's second 2025 Budget reflecting 5% cuts is pending.
- $4,032,448 down from $4,244,682
- Deadline of July 8

2025 City, Town, and State Bullet Aid letters were submitted this month.

SMART GOAL *Staff Strengthsfinder*

Remaining Steps:
- Communication with staff to notify
- Purchase of codes, sending of codes
- Assessments of staff online
- SignUp Genius to determine attendance for morning and afternoon sessions
- Training session reminders
- Follow-up and feedback after sessions

CHOSEN COMMUNICATION COACH

After informational interviews with Amy Kohut and John Chilkotowski, the Director selected John and will begin after July 8 for six months.

RFID & LOBBY REIMAGINING OVERVIEW

The Director was asked to provide a document or explanation of possibilities for the front lobby of the library.

RFID OVERVIEW

Assessing the possibilities for reimagining the front lobby of TCPL cannot be done without context from the RFID project. An overview and timeline of the RFID project follows, and the document ends with potential update options and referenced documents from the overview.

November 2022
- New Director starts and is told about the RFID project by the Circulation Manager. RFID not mentioned during interview process except for once in passing.
- Project started years ago by previous leadership and paid for across two budget years (2022 and 2023). The funds needed to be expended as soon as possible to complete the project.
- The Circulation Manager hired a library assistant specifically for RFID; library assistant had not begun any preparation or work for the project.
- Business Manager advised Director that the first 50% of the RFID contract had already been paid. The remaining 50% to be paid upon arrival of hardware/completion of projects and needed to be spent as soon as possible to get payable off the books.

December 2022
- Initial RFID planning and conversations begin in earnest, focusing on the necessary weeding requirements for successful implementation.

January 2023
- The January 2023 Director's Report highlighted the initial RFID project time estimates and flagged that weeding had begun.
- January 2023 Director's Report also highlighted additional digital collections/services as a desired goal.

February 2023
- Circulation manager resigns. Director becomes project manager in full and re-kicks off RFID project in February (email attached).
- Staff RFID committee, with representatives from all departments, formed to implement new system to ensure staff and public are updated and educated.
- Weeding continues.
- Director attends Finger Lakes Library System board meeting and provides them with RFID project overview.

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- February 2023 Director's Report highlighted continued weeding of the collections.

March 2023
- Weeding continues.
- Temporary Circulation manager appointed.
- March 2023 Director's Report highlighted continued weeding and improved ability to shelve, display, and locate materials.

April 2023
- Weeding continues.
- April 2023 Director's Report highlighted 1,107 boxes of discards sent to Friends as of April 15.

May 2023
- Weeding continues.
- Woolworth building was not constructed with adequate power and data infrastructure to be a modern public library in 2024. The area with the least amount of power and data is the front lobby/circulation desk.
- **Due to location of power and data, limits to where power and data pulls can be made, and physical layout of building, adjustments to gate location are required from original plan. Gates must move further into the building to accommodate power, data, gate specifications, and traffic flows. Visits from County Facilities and vendor (from Texas) are required and take months of planning to adjust and confirm gate location. Final location is approved by vendor and Facilities. Discussion begins about impact to current circulation service point and buddy system is proposed by leadership.**
- *Friends Spring Booksale brings in sales exceeding projections.
- May 2023 Director's Report highlighted updating customer service model to reflect buddy system, where circulation and reference staff will share service points.

June 2023
- Weeding continues.
- Youth services manager resigns.
- June 2023 Director's Report highlighted successful early oversized and graphic novel shifting and flipping project.

July 2023
- Weeding continues.
- Adult services manager resigns.

- July 2023 Director's Report highlighted welcoming shelves, face out displays, more browsable collections, and flagged *collection shift after weeding is complete.*

August 2023
- Weeding continues.
- HVAC project notification and planning.
- August newsletter highlights collection maintenance and RFID.
- August 2023 Director's Report highlighted weeding, collection shifting, new matching bookends on shelves.

September 2023
- Weeding winds down.
- HVAC closure
- Budget season
- September newsletter highlights collection maintenance and RFID.

October 2023
- Library reopens after HVAC.
- TAGGING & LINKING OF ENTIRE COLLECTION BEGINS OCTOBER 24, 2023
- Rebecca Costello, Jay Leeming, and Amy Salce attend October 24, 2023 Board of Trustees meeting to share thoughts and feelings about weeding and comments from staff.
- "RFID Toolkit" provides FAQs for staff and the public (attached).
- October newsletter and website post highlight RFID.
- October 2023 Director's Report highlighted RFID implementation, including tagging, linking, new self-checks, and communication.
- *Friends Fall Booksale brings in sales exceeding projections.

November 2023
- Tagging and linking continue.
- November newsletter and website post highlight RFID.
- November 2023 Director's Report highlighted tagging and linking and invited Trustees to see how the software and hardware work together.

December 2023
- Tagging and linking continue.
- Four self-checks and four gates delivered to TCPL on December 4.
- December 2023 Director's Report highlighted installation of new RFID self-checks and gates.

January 2024
- Gates and one new self-check installed on January 9 and 10 to begin preparing software connectivity.
- Tagging and linking continue.
- January newsletter highlights RFID.
- Jay Leeming, Caroline Cox, Margaret Soulstein, and Richard Enlich attend the December 12, 2023 Board of Trustees meeting to share thoughts and feelings about weeding and comments from staff.
- January 2024 Director's Report highlighted 50% completion of linking and tagging collection, new gates, and new self-check installation. Also highlighted probable system soft launch in March and celebration in May.

February 2024
- Tagging and linking continue.
- Circulation staff conduct informal "dot voting" to see how the public thinks we can reimagine the former Circulation desk (results attached).
- Rebecca Costello attends February 27, 2024 Board of Trustees meeting to share thoughts and feelings about weeding and Nintendo Switch.

March 2024
- March newsletter highlights RFID.
- New RFID gates turn "on" and now connect with tagged and linked materials.
- Buddy system begins at service points!
- March 2024 Director's Report highlights ongoing RFID implementation under Ongoing Projects.

April 2024
- March newsletter highlights RFID.
- Ribbon Cutting with Tompkins Chamber and Senator Lea Webb on April 12!
- April 2024 Director's Report highlights RFID Ribbon Cutting.

May 2024
- RFID Committee de-brief and celebration, how to maintain moving forward.

Pending RFID Tasks:
- Cloud connection between mobile app and library servers
- Communication, rollout, and launch of mobile
- Ongoing maintenance for self-checks

FRONT LOBBY OPTIONS

Because of the unexpected adjustments to the location of the RFID gate, which then caused a domino effect and required us to flex our customer service points, the TCPL lobby is now ready for a glow-up. Most likely, we will want to conduct some sort of formal outreach before making a decision, and we may also have to secure funds and get the approval of Tompkins County Facilities.

- *Option AMH: Automated Materials Handler*

An AMH in the front lobby would be supported by our new RFID technology and would be a fun, interactive way to showcase our RFID updates. I would like for us to get a sorter for the external book drops, but internal sorters, especially when you can view the induction (returns) and processing, are a huge hit with kids especially.
https://www.fetechgroup.com/automated-materials-handling/
Pros: Would support more efficient workflows, which allows us to get materials back on the shelves faster. Is modern, fun, and engaging.

Cons: People might have strong feelings about seeing a machine where people used to be stationed. Would probably have demo and construction costs.

- *Option ECS: Expanded Casual Seating*

Casual seating was the top voted option from the brief dot voting conducted by Circulation staff (attached).

Pros: TCPL loves to welcome people in for a respite and more casual seating up front would help patrons better understand where they are allowed to eat and is close to the guard station.

Cons: Due to the design of the building, we would need to pull out the desk and figure out how to secure staff areas, potentially impacting staff workflows. Would have demo and construction costs. The lobby in general is best for ingress and egress, so maybe not the best area for people to congregate.

- *Option TCPL: Merchandise Shop and/or Foundation Donation Station*

Any time a staff person wears their summer reading 2023 shirt, RFID ribbon cutting STAFF shirt, or our new summer reading 2024 shirt or fanny pack, people stop us on the street and ask where they can buy TCPL merchandise. This could be a fun, different way to raise money and it's free marketing for us when people wear their items around town. The current desk is set up for such interactions. This could also be a component of highlighting the Foundation in a more focused way as visitors enter and exit the building.

Pros: There is demand for merchandise and this option does not require any construction.

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Cons: Staff or volunteers for transactions. Foundation must receive the money. Keeping up with designs and stock. Risk of not moving merchandise. Possible better use of large space?

- *Option FOL: Friends of the Library Shop*

Many libraries have small areas with year-round shopping areas for the Friends of the Library. They usually have cute names like the "Friends Book Nook" or similar and can be small or large, plain or fancy. The built-in shelves up front could be used for such a shop and provide funds in addition to the Friends' twice-yearly sales.

Pros: Makes sense, is straightforward, and it's always nice to have partners in-house. Could also be combined with the merchandise/Foundation option above.

Cons: I have seen Friends take over entire library spaces, it's more volunteers to coordinate, and it can create fiction if processes aren't clear for stocking shelves, etc. Would have demo costs to remove the desk so that the shelves are accessible for browsing. Staffing of space, etc. Whomever is in the space will get a LOT of library questions so there would have to be a lot of training and awareness for all volunteers.

- *Option TLC: Community Services*

Several staff have mentioned the idea of having the area "staffed" with local community service partners such as STAP, REACH, HHS, etc.

Pros: Missional to provide routine space for partners to help our patrons in need. Would need consistent, reliable partners for it to work.

Cons: Acoustics would make confidentiality difficult, partners are already spread thin, could we make it frequent and reliable enough to have an impact. What are the liabilities?

- *Option Café: Coffee Bar and/or Snack Shop*

Coffee bars and snack shops in libraries are notoriously hard to keep open, but they are always mentioned by patrons as a desirable addition. Probably just a dream, but a nice one to consider.

Pros: Who doesn't love coffee, tea, snacks, and more?

Cons: The library has major pest issues, does not have adequate electricity in the lobby, and does not allow food in the building! Unsure about licensing, inspections, building codes, or construction costs.

I'm sure there are many options that haven't been considered yet. The big takeaway is that this will take time, planning, input, and probably money. If nothing else, I would like to get the lighting deficiencies addressed and we are considering the lobby as a potential location for our free NARCAN vending machine.

TOMPKINS COUNTY PUBLIC LIBRARY
Patron RFID (Radio Frequency Identification) FAQs

What is RFID technology?

Radio Frequency Identification (RFID) technology uses radio waves to identify objects. An object is tagged with an RFID sticker, which is a device that transmits very low-frequency radio waves. These tags are then read by RFID receivers, which can come in the form of receiver pads at staff desks and self-check-out machines!

How does RFID benefit TCPL (and me)?

RFID technology helps improve the speed and accuracy of circulation and shelving, thereby freeing library staff to provide more direct services to patrons (YOU!). It also helps protect the library's collection and ensures that the community gets the most value out of the library. The cost of installing an RFID system is usually recouped within two years – and the benefits of the system can last for decades or more.

Why is TCPL implementing RFID now?

The current technology we are using is outdated. Most of it can't be replaced and vendors no longer support it. Several years ago, the Library began extensive research and determined that RFID would help us become more accurate, efficient, and customer service-focused. After careful planning and budgeting, TCPL is now at the implementation phase.

How do I use RFID?

After tagging all TCPL materials, RFID will work in a variety of ways to serve patrons and staff:
- New (sleek, modern) self-check machines for easier checkout
- New gates to help alert patrons when an item hasn't been checked out (this also helps with theft deterrence)
- Eventual introduction of a phone app that will allow for mobile checkout in the stacks
- Faster inventorying by staff to help find missing materials and ensure accurate loan status

Is RFID safe for patrons? Can it interfere with my pacemaker? Will it read my credit card?

RFID technology has been commercially available in one form or another since the 1970s. It is now part of our daily lives and can be found in car keys, employee identification, medical history/billing, highway toll tags, and security access cards. It will not affect your pacemaker (or any health devices) or credit cards. Nor does the library

does not keep any sensitive data such as social security numbers that could be transmitted.

Can I still check out materials from other libraries?

Yes. Material barcodes will remain, allowing checkout across the Finger Lakes Library System's (FLLS) 33 member libraries.

Will I have to use a self-check machine?

No. Staff will always be available to assist patrons directly.

How are the new self-check machines better than the current ones?

The new machines are standalone and easier to access. We will have more in more convenient and obvious locations. They will allow users to check out a stack of materials instead of placing items one-by-one. They are faster and quieter, and we think you will enjoy using them!

How will I know if my material has RFID? What do the shiny stickers on the book spines mean?

Materials that are tagged and linked in the system are stickered to signify they've been processed for RFID.

Are other FLLS libraries implementing RFID?

Not currently. TCPL is lucky to have the budget and capacity to take on a project this large.

Will I need a new library card?

No! Your current library card works with RFID.

TOMPKINS COUNTY PUBLIC LIBRARY
Staff RFID FAQs

What is RFID technology?

Radio Frequency Identification (RFID) technology uses radio waves to identify objects. An object is tagged with an RFID sticker, which is a device that transmits very low-frequency radio waves. These tags are then read by RFID receivers, which can come in the form of receiver pads at staff desks and self-checkout machines, or even receiver wands that can be used out in the stacks! Our new front gates will also technically be receivers but will not be able to check out books to patrons who walk through – they can simply tell whether a book has been checked out at all.

Why is switching to RFID good for the library?

RFID technology helps improve the speed and accuracy of circulation and shelving, thereby freeing library staff to provide direct service to its users. It also helps protect a library's collection and ensures that the community gets the most value out of the library. Installing an RFID system is usually recouped within two years – and the benefits of the system can last for a decade or more!

Will the gates apply the status of Missing to an item record if it "walks out" unattached?

No, the gates will not be able to apply the status of Missing to an item record. They will, however, be able to detect whether an item has been checked out, similar to but more advanced than out current gates' capabilities.

Who is paying for the RFID project?

The RFID project is coming out of the Library's operation budget as approved by the Board. It is a one-time project and is not funded at all by the Friends or Foundation.

How can we avoid damaging RFID tags?

To avoid damaging RFID tags, please refrain from peeling them off of items or bending them. Our RFID tags are not waterproof, and moisture may damage them. Furthermore, RFID tags can withstand extreme temperatures for short periods of time without failing but may be damaged by long periods of exposure to extreme temperatures. The natural temperature range of our area should not affect RFID tags. Long story short, if an RFID tag is damaged, the material itself has likely been damaged as well and the whole unit (item and tag) would need replacing.

Can RFID be used to check my movements?

No, our RFID tags are very low-frequency and cannot be read more than a few inches from a receiver.

How will I know if all my items have been checked out?

When checking out, it is important to pay attention to the number of items you have. You will be able to see the number of items that have been successfully checked out on screen, or on your checkout receipt/e-receipt. You will also be able to see what titles you have checked out, so you can tell which (if any) item was not checked out successfully.

Will RFID from other places interfere with TCPL's system?

RFID from other places should not interfere with TCPL's system. Our tags will be encoded and linked specifically to our items, and our receivers will use information from our item records to check items in or out. They will not be able to read RFID information from tags not linked to our materials.

Will RFID hinder the use of Blocks or other processes in Polaris?

RFID should not hinder the use of Blocks or other processes and should instead work in tandem with our current systems.

Can RFID tags be hacked?

While yes, it is technically possible to hack RFID tags, anyone with the intention to hack our tags would have to get incredibly close to them as they can't be read from more than a few inches away. Personal information is not stored on these tags, and there is little (if any) benefit to targeting them.

Does this affect my privacy at the library?

The library has not changed its standards for patron privacy, and RFID will not affect this.

Shared February 15, 2024 by Melisa Crumrine, Circulation

TCPL Front Lobby Glow-Up Votes:
Comfortable Seating Areas: 50
Coffee Station: 42
A Mystery Book Vending Machine: 39
A Gift Shop Full of TCPL Swag: 35
More Plants: 34
Craft Station: 33
Different Community Organizations Tabling and Offering Services: 23
The Ezra Cornell Room Piano: 17
Friendly Faces: 16
More Art: 15
Public Transit Information: 12

Patron Suggestion Votes:
Hot Cocoa at the Coffee Stand: 14
Laser Tag With Books: 11
Lego Table: 6
Massage Chair: 4
Scavenger Hunt/ Escape Room Group/ Race For All Ages: 4
More Single Seating By the Windows: 3
A Dance Party: 3
Activities and Special Events for Dev. Disabled Young Adults, 18-29: 3
Snack Bar: 3
Socializing/ Play Area For All Ages: 2
McDonald's Style Playground: 2
Snack Bar: 3
The Mobile Carts and Wheelchair: 2
Video Game Area For Adult Section: 2

Shared February 15, 2024 by Melisa Crumrine, Circulation

Eyewitness Section in YS and More Manga: 2
How to Paint Miniature Figures: 2
Private Place For People of All Ages to Watch Video Tapes and DVDs: 2
Other Patron Suggestions:
Are for bikes, scooters, and skateboards
Music area
Seating area to read
Discussion groups
Jars labeled with different genres filled with book recommendations
Book clubs with prizes
Organizing DVDs by genre
"Another piano for the public all time!"
Interactive whiteboard for more engagement like this
Space for knitting and reading with extra lighting.
No piano! No extra noises, please!

Keno slot machine
An ongoing message board, theme change weekly
"A truck station"
"A mystery truck machine"
Satellite cat café in the Alley
Comprehensive community event info
Total Engagement Votes: 398

REVIEW OF OPERATIONAL AND PHYSICAL CHANGES IN THE LIBRARY THUS FAR AND DETAILED PROPOSAL FOR FUTURE CHANGE – ARTICULATE VISION TO THE BOARD

On May 20, the Executive Committee directed the Director to provide a review of operational and physical changes in the library thus far and detailed proposal for future change – articulate to the vision to the Board.

Operational and physical changes are intrinsically linked in many, if not most, cases. Changes were made – and are made – to continuously improve the efficiency of workflows, which ultimately improves the patron experience. At the core of many changes is also the obligation to create a safe and secure environment for patrons and staff, which leads to a focus on sightlines; minimizing blind spots; and preventing slips, trips, and falls. Efficient workflows and a safe and welcoming environment also maximize access and inclusivity for everyone, including those with physical, visual, mental, and neurological diversity.

TCPL should be as clean, tidy, and beautiful as possible. Physical space is a key component to the patron experience and whether people feel safe and secure. Physical space should be a part of the library's strategic planning.

PHYSICAL CHANGES THUS FAR

Code Adam and Youth Services Safety Assessment – December 2022
- On December 9, 2022 (11 days after the new director began), there was a Code Adam (lost child) in the library. The caregiver could not locate their child, the Code Adam procedures were enacted, and the child was later found reading in the youth services room, oblivious to the search to find him. (Proud to say that I located the child, which made me feel I was earning my keep. 😊)
- When a Code Adam is called, the doors are locked, an announcement is made, and staff stop what they are doing to locate the lost child.
- Two physical factors made it very difficult for staff to look for a lost person:

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- o Books vertically displayed on top of every low shelf, impacting sightlines and creating a very "busy" feel to the entire room.
- o Large pieces of bulky furniture in locations that made it difficult to navigate and maneuver around the room.
- o In short, the youth services room had a lot of visual and mental "noise" that was especially impactful during times of high traffic or emergency procedures. It is easy for this to happen because staff can become "blind" to physical spaces over time and not be able to identify impacts to customer service or potential hazards.
- ▪ After this incident, youth services staff began discussing physical book displays and ways to make the department more open and welcoming.
- ▪ December 2022 Director's Report highlighted the Code Adam experience.
- ▪ *The book displays were later moved from being on top of shelves to inside the shelves, increasing children's access to displayed books by putting them at their height. A small group of vocal patrons were displeased by this action but the majority of patrons didn't notice, don't care, or have given positive feedback.*

Facilities Assessment for Improved Customer Service – 2023
- ▪ The Leadership Team began assessing the physical space for opportunities to enhance the customer service experience in January of 2023, including reviewing display spaces and face out merchandising models. Patrons and staff were still sensitive to cleanliness and touching surfaces due to Covid.
- ▪ January 2023 Director's Report highlighted physical space assessment.

Circulation Workflows Assessment to Address Constant 30+ Cart Backlog – February 2023
- ▪ Circulation Manager resigns at the end of January 2023.
- ▪ Interim department head appointed March 6, 2023. Made permanent May 4, 2023.
- ▪ February 2023 Director's Report highlighted ongoing assessment of Circulation workflows.

Spring Cleaning – March 2023
- ▪ Based on customer feedback and staff requests, bulky items are removed from the public floor.
  - o Book displays that "never really worked or fit" that were from Cornell.
  - o Large glass display cases purchased with Friends money that were never filled and impacted safety sightlines. Young children frequently used them for hide and seek in a way that made staff nervous. *Librarian IIs specifically asked that these cases be removed.*
  - o A large, dusty brochure rack near the public copy machines blocked sightlines to and from the Avenue and to and from the adult and youth

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services departments. Information in the rack was from as long ago as 2012. Was an eyesore and had not been maintained.
- o March 2023 Director's Report highlighted spring cleaning.

Self-Serve Holds Pick-Up – April 2023
- Director Currie had researched self-serve holds for TCPL at least a decade ago.
- Self-serve holds pick-up is a nationally embraced library service and has been around for decades. My first use of self-serve holds was in 2006 when I lived in San Francisco.
- Self-serve holds provide more patron privacy because they do not require an employee to handle them or check them out.
- Self-serve holds provide more bodily autonomy to patrons with physical disabilities.
- Self-serve holds support patron mental health by allowing those with anxiety, shyness, speech impediments, et al, the opportunity to choose if they want staff interaction.
- Self-serve holds provide more choice for patrons because they have more options: receiving help from an employee or doing things on their own.
- Service model implemented successfully by new Circulation Manager after only two months after appointment.
- April 2023 Director's Report highlighted introduction of self-serve holds.

Eradication of Cart Backlog – April 2023
- Historically, TCPL usually had approximately 30 carts of checked in materials to process. After holidays or closures, the queue would grow and line the pathway from the circulation workroom toward the BorgWarner room.
- This led to frustrated patrons and staff who would have to search the backed-up carts for recently returned materials, and an average wait time of at least 96 hours for materials to be re-shelved.
- The back-up also impacted our ability to fulfill holds in a timely manner because staff had to search the carts for holds requests in addition to searching the regular shelves.
- This level of backlog is unheard of in libraries of TCPL's size and is usually indicative of ineffective workflows, derelict staff, or staffing shortages.
- Service model implemented successfully by new Circulation Manager after only two months after appointment.
- April 2023 Director's Report highlighted introduction of self-serve holds.
- **If there is one black and white accomplishment I can point to being proud of in my 19 months at TCPL so far, it is the eradication of consistent and persistent backlog and reducing our shelving wait time of over 96 hours to same-day shelving. Patrons continue to be amazed and give positive feedback and it has allowed patrons to have more access to our library collections and space.**

FUTURE CHANGE

Short Term

A. To complete the recent collection development work, an adult collection shift has been proposed by staff to balance the shelves and make things more convenient for patrons. The proposal includes:
   a. Flipping the self-serve holds with the DVDs, which will place the holds closer to the service desk and place the DVDs closer to the new self-check machine.
   b. Refiling sections of the non-fiction collection that were isolated or that are not linear.
   c. *This shift will make more obvious some empty shelves in the non-fiction collection. Ideally, we would remove these shelves to create more study space, which is in high demand from patrons.*

B. Move empty short shelves into youth services.
   a. Now that the paperbacks have been interfiled to encourage browsing, increase discovery, and create higher circulation, the shorter shelves, which are an ideal height for youth services will be moved.
   b. This move will create more quiet study space in the north reading room, an area highly utilized by patrons.
   c. If both A and B happen, the library can and should heavily promote the library as a free work-from-home space. This would help us appeal to a broad portion of non-users.

C. Reduce, refresh, and refile oversized collection into the regular collection.
   a. This move would increase discovery and circulation of an underutilized collection.
   b. This move would increase sightlines and vistas out the north windows, which would also allow more sunlight into the space.
   c. This move would uncover several pieces of TCPL's art collection, increasing viewing and discovery.
   d. This move would also support more quiet study space as described in A and B.

Long Term

A. Work with TCPL Foundation for room renaming campaign.

B. Work with Tompkins County Facilities to:
   a. Wash façade
   b. Repaint exterior

     c. Update window awnings
     d. Refresh interior paint
     e. Renovate youth services restrooms
     f. Consider flooring project
     g. Consider lighting project

C. Purchase and install shorter shelves for entire adult collection to:
     a. Increase accessibility
     b. Create more welcoming library
     c. Increase sightlines
     d. Create more openness inside the library
     e. Encourage more browsing and use
     f. Encourage better and more consistent collection maintenance
     g. Increase merchandising approach to highlight collections

D. Create formal partnership to improve internal plants and plant maintenance

E. Create long-term library art plan to highlight collections and make them more impactful

F. Possible furnishings assessment (far future)

VISION FOR THE FUTURE – PHYSICAL SPACE

In the future, when you walk, bike, or drive past TCPL in downtown Ithaca, you notice that the building is well-lit with a clean façade and beautiful paint. There are fresh window awnings, sparking clean windows, and vibrant banners with TCPL branding. The signage on the front glass doors is large and easy-to-read. You notice there are hanging baskets underneath the library banners along Green Street, along with planters to jazz up the streetscape. You make a mental note that many major bus routes stop directly in front of the library and download the digital library apps advertised in the bus shelter using free library Wi-Fi. You're on foot today, so you turn left on Cayuga and enjoy seeing library activities with lots of families through the windows and stop to admire the flower beds that someone obviously puts a lot of love into maintaining.

Before you make it to the garage, you suddenly remember you have a hold to pick up and so you turn around to head back to the entrance. You enjoy seeing the Ezra mural (this town loves murals), and you look to your right and notice the portion of the roof that fell off outside the Reading Room has been repaired, along with the big potholes in the drive path between the garage and library.

You enter the landing/portico and see that the external book drops now have an automated book sorter – so cool! The clear glass panels have been extended so you can see the machine checking materials in and rough sorting them into bins. You're excited because you've seen these types of sorters at libraries in NYC, Seattle, and Texas, and it makes you feel proud that your own local

library has invested in technology. There is a local group registering new voters on the landing and lots of people are coming in and out – you feel happy that the library is so busy and bustling.

Upon entering the library, you notice the lobby lighting has been updated and it is no longer the darkest place in the entire building, which never made sense to you. You look to the left and there is another book sorter, and you stop for a minute and watch a little kid place his book into the sorter and follow its journey. There's also a small shop that sells used books and TCPL branded merchandise and you remember to pick up a gift for a friend who's visiting over the weekend – who doesn't like a new tote bag? There appears to be a docent-like volunteer who greets you and a security guard who says hi and smiles. You feel really welcomed. You look to the right where people are drinking coffee and chatting and see that the community boards have been streamlined and there's (another) mural on that wall now. There's also a cool donation station and you tap your credit card to make a quick donation – it's so easy and you wonder why more places don't have this type of machine.

As you enter the library to grab your hold, you notice that there's a new service desk that is immediately visible upon entry. It works with the windows to the youth services room and there are staff on both sides – pretty clever. You grab your hold and use the self-check, though your friend keeps telling you to try the app on your phone to checkout – next time, you tell yourself. You consider if you have time for some browsing and notice something is different. The shelves are not as high as they used to be, so the entire building feels more open. You like the shorter shelves because it always annoyed you to have bend down to browse or grab a stepstool. Plus, there are now displays all around and it makes you want to take home every book you see. There are more tables for quiet use than you remember, and you see a mix of people working from home, reading, or just enjoying the space. Signage and wayfinding have been updated, the inside appears to have a fresh coat of paint, and you're pretty sure there's new flooring. You hear an employee speaking Spanish to a patron and see a tech volunteer helping someone set up their Kindle Fire. The art has been consolidated and feels more impactful. You also notice a NARCAN vending machine full of NARCAN, testing strips, condoms, menstrual supplies, and more. All the furniture is placed intentionally, nothing feels cluttered, and staff are visible around the building.

You grab a sticker from the reference desk on the way out and hope you remember to check the events calendar when you get home. You also pick up a bookmark about the community read and notice the library is bringing in the author for a big event at the State Theater later in the season and showing the movie based on the book at Cinemapolis.

As you exit the library, every staff person you see tells you to have a nice day. You wonder why more people don't use the library and think about when you'll be downtown next and can come back for a longer visit.

LIBRARY VISION

Personal Statement on Public Libraries
I believe that public libraries are the last bastion of democracy in an increasingly complicated and scary world. Healthy public libraries are essential for healthy communities. A public library

is one of the last sacred places that is welcoming to everyone in mission and purpose, where a person can simply exist as a human with no expectation of a capitalist transaction. The challenge – and joy – of public libraries is that they are a safe space where ideas, opinions, feelings, experiences, trauma, and socioeconomic status collide. Public libraries must remain vigilant against censorship, which in highly educated areas like ours, is privileged individuals being change resistant and insisting that their nostalgia and opinions are more important than the library being relevant to the evolving world around us.

Personal Statement on the Future of Libraries

Public libraries must work harder to embrace change and find ways to grow past our culture of being a profession dominated by white women. Public libraries should reflect our communities on both sides of the reference desk by diversifying our profession. The profession itself, which has a major barrier to access by requiring a two-year master's degree from an ALA-accredited school, should evolve by embracing Open Librarianship and other paths to the profession. Public libraries must work hard to balance customer service, collections, and programs, and resist the temptation to pursue one at the expense of the others. Public libraries, more than most other professions, allow their workers to create the change we wish to see in the world, and we must be brave enough to talk about moving out of the way for the next generation, just as our society must be brave enough to speak more openly about death.

Personal Statement on Library Facilities

Library facilities are one of the most challenging parts of being in library leadership. Because of the typical municipal partnership structure, library leaders must navigate politics, budgets, and more to keep their buildings safe, welcoming, and accessible. (The typical partnership is that the government partner provides the building and maintenance, and the library makes it a library by providing the staff, collections, and programs.) Because most public libraries, if not all, receive more visitors annually than any other community building, communities should prioritize the caretaking of their libraries including robust custodial service, routine washing and paint, and inclusion on strategic maintenance plans.

Public library buildings should be clean, tidy, free from clutter, safe, and sanitary. These characteristics make libraries welcoming, approachable, easy to navigate, and easy to maintain. Neither public spaces nor staff areas should be cluttered, disorganized, or jam packed. Sightlines, acoustics, and pathways should be constantly assessed from a variety of perspectives. A clean, tidy, safe, and sanitary library helps ensure broad accessibility and maximum access for everyone, including those with physical or mental disabilities. A carefully tended physical space encourages autonomy, choice, and enjoyment.

Personal Why Statement

I love being a public librarian because we get paid to help people and give them free resources. That's it. No day is the same and you can be endlessly creative. There are countless facets to librarianship and TCPL is big enough that you can make a change if you're bored – I love that. I

sleep soundly at night knowing the work we do every day helps people directly; I don't think you can say that with many other professions.

I've been told I have a clear, specific vision and higher commitment to public service than most, and I guess it must be true. I wish librarians got sworn in with an oath, like the military or judges! I have worked in private industry for higher pay but found that there is no greater satisfaction than contributing to a community through library work. I don't believe in vocational awe – I believe that when you're open to being where you're supposed to be, you have clarity and purpose. Isn't that what most humans are searching for in life? Clarity and purpose also guide you to know when it's time to move on, an equally important part of life and work.

I love being a people manager because people are the job. The greatest joy of being a leader is mentoring and supporting staff and seeing them grow. I hope everyone who reports to me directly works me out of a job with their talent and dedication! Nothing in a public library is a secret and it's been an honor to help staff understand library processes like budgeting, staffing, and more. A strong foundation isn't always glamorous, but people feeling knowledgeable and confident is essential for remaining relevant and flexible. I'm also a people manager because I have a high tolerance for pain, which sadly is often a requirement to do it for long.

I love being a director because I can apply my experience, education, and commitment to the profession to enact real change and direction. It is satisfying to simplify processes and capture efficiencies, so the community receives better library service. My job is to clear the path of obstacles so that staff can implement projects and programs. It's also my job to have an assessing eye about how we can constantly improve and keep growing forward, which also hopefully influences our culture. I also love being a director because having expectations and modeling accountability is huge for helping an organization be healthy and sustainable. I want our great people to do their jobs for as long as they're able – that can't happen if there is rampant dysfunction and misbehavior.

Whether I am the TCPL Director for another 10 days or 10 years, I have:

- Kept my head held high during intense harassment and scrutiny through unwavering belief in a brighter future and better library
- Promoted and hired amazing new staff who are the future of the library and the profession
- Mentored and supported my direct reports, contributing to their long-term careers
- Made workflows more efficient
- Improved the patron experience
- Introduced modern public library services, including self-serve holds, RFID, new self-checks, and hopefully materials sorters
- Contributed to a culture where TCPL, the Board of Trustees, and the TCPL Foundation have a stronger partnership and enjoy and appreciate each other
- Weathered two hard budget years

DIRECTOR ACTIVITY REVIEW – June 2024

1. June 03

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a. Weekly department head meeting (Supervisory – Leadership)
b. Bi-monthly meeting with Board of Trustees President (Director – Board)
c. Monthly Synergy call (Director – IT, Vendor Management)
d. TCPL Foundation Executive Committee, Trustee, and Staff Meeting re Midwest Tape Invoice (Director – Board, Supervisory, Human Resources)
e. TCPL Foundation Board meeting (Director – Board)
f. June newsletter deadline (Director – Communication)

2. June 04
a. Amy Kohut informational interview (Director – Board)
b. Synergy visit (Director – IT, Vendor Management)
c. Community Relations Committee (Director – Board)

3. June 05
a. Half-day UAW Grievance Mediation (Director – Union)
b. ADA Accommodation meeting 1 (Director – Human Resources)
c. ADA Accommodation meeting 2 (Director - Human Resources)
d. Monthly all-staff meeting (Director – Communication)

4. June 06
a. Leadership Tompkins Preparation and Graduation (Director – Leadership, Outreach)

5. June 07
a. OpenGov session with County finance staff (Director – Business Manager, Budget)
b. Tompkins County Whole Health healthy community kick-off (Director – Leadership, Outreach)
c. Midwest Tape invoice discussion with staff

6. June 08
a. Lamont Free Memorial Library shelf help (Director – FLLS)

7. June 09
a. Pride in the Park tabling (Frontline Customer Service)

8. June 10
a. Weekly department head meeting (Supervisory – Leadership)
b. Friends of the Library grant check delivery (Director – Friends)
c. Midwest Tape invoice discussion with staff (Director – Human Resources)
d. John Chilkotowsky informational interview (Director – Board)

9. June 11
a. 1:1 Youth Services Manager (Supervisory – Leadership)
b. TCPL staff photos (final session)
c. RFID check-in with FE Technologies (Director – IT, Vendor Management)
d. Safety & Security committee meeting (Director – Committee)

10. June 12
a. Business Manager Final Interview 1 (Director – Supervisory)
b. Business Manager Final Interview 2 (Director – Supervisory)
c. Business Manager Final Interview 3 (Director – Supervisory)
d. Business Manager Final Interview 4 (Director – Supervisory)

   e. Management team meeting (Director – Labor Management)
   f. Adult Services meeting (Supervisory – Staff)
11. June 13
   a. FLLS monthly directors' meeting (Director – FLLS)
   b. HR investigation interview 1 (Director – Human Resources)
   c. HR investigation interview 2 (Director – Human Resources)
   d. HR investigation interview 3 (Director – Human Resources)
   e. HR investigation interview 4 (Director – Human Resources)
   f. HR investigation interview 5 (Director – Human Resources)
   g. HR investigation interview 6 (Director – Human Resources)
   h. HR investigation interview 7 (Director – Human Resources)
   i. HR investigation interview 8 (Director – Human Resources)
   j. HR investigation interview 9 (Director – Human Resources)
   k. HR investigation interview 10 (Director – Human Resources)
   l. HR investigation interview 11 (Director – Human Resources)
   m. Friends of the Library monthly board meeting (Director – Friends)
12. June 14
   a. MAINTENANCE OF EFFORT BUDGET DUE DATE (Director – Business Manager, Budget)
   b. HR investigation interview 12 (Director – Human Resources)
   c. HR investigation interview 13 (Director – Human Resources)
   d. HR investigation interview 14 (Director – Human Resources)
   e. *Personal – FIL passes unexpectedly*
13. June 15
   a. Youth and teen desk coverage for Pride family storytime and Summer Reading Kick-Off (Frontline Customer Service)
14. June 17
   a. Weekly department head meeting (Supervisory – Leadership)
   b. HR investigation interview 15 (Director – Human Resources)
   c. *Email instead of meeting* Bi-monthly meeting with Board of Trustees President (Director – Board)
   d. Board reports (Director – Board)
15. June 18
   a. Check on Grievance Arbitration (Director – Union)
   b. 1:1 Circulation Manager (Supervisory – Leadership)
   c. FLLS + OverDrive meeting (Director – FLLS)
   d. 1:1 Youth Services Manager (Supervisory – Leadership)
   e. Labor Management #12 (Director – Union)
   f. Finance & Personnel committee (Director – Board, Committee)
   g. Community Foundation Celebration (Director – Outreach)
16. June 19
   a. Wells College staff meeting (Director – Outreach)
17. June 20
   a. Midwest Tape invoice follow-up (Director – Human Resources)

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b. *To Oklahoma*
18. June 21
   a. *Bereavement Leave*
19. June 24
   a. *Bereavement Leave*
20. June 25
   a. *Bereavement Leave*
21. June 26
   a. *Bereavement Leave*
22. June 27
   a. ALA in San Diego (Director – Professional Development)
23. June 28
   a. ALA in San Diego (Director – Professional Development)
24. June 29
   a. ALA in San Diego (Director – Professional Development)
25. June 30
   a. ALA in San Diego (Director – Professional Development)
26. July 1
   a. ALA in San Diego (Director – Professional Development)
27. July 2
   a. ALA in San Diego (Director – Professional Development)
28. July 3
   a. ALA in San Diego (Director – Professional Development)
29. July 4
   a. Library CLOSED for Holiday
30. July 5
   a. Day Off
31. July 8
   a. New Librarian III begins (Director – Supervisory)
   b. New Business Manager begins (Director – Supervisory)

Other work:
- 2025 County Budget submissions
- 2025 City Support Request Letter
- 2025 Town Support Request Letter
- 2025 Bullet Aid Request Letter – Webb
- 2025 Bullet Aid Request Letter – Kelles
- UAW Grievance Mediation coordination
- ADA Reasonable Accommodations Request Approval (1)
- ADA Reasonable Accommodations Request Approval (2)
- Employee unpaid medical leave request
- Contract negotiation coordination
- UAW Local 2300 president communication
- Processing callouts, time off requests, tardies, etc. for adult services

- Drafting responses to Board feedback
- Business manager candidate file management and active recruitment/emails
- Business manager offer
- Working through gift fund confusion, including memorial book plates
- Approve purchases
- Review and sign vouchers
- Professional development request approvals
- Community Relations committee recruitment
- New Librarian III preparation
- New Business Manager preparation
- Annual report tracking
- Budget tracking

Youth Services

Kat Savage

Youth Services Department
Board Report
June 2024

May Statistics	Programs	Attendance
Totals	**62**	**2,148**
First Five Years	15	436
Children (5-11)	33	1297
Teen (12-18)	12	122
General Interest	2	293

Kelly leading Stories in the Park at DeWitt Park

Coming Up in July

Summer Reading continues with lots of programs and events! In addition to our regular slate of year-round programming, we've added:

- **Board Game Club** (Ages 8+)
- **Stories in the Park** (Ages 0-5)
- **Cayuga Nature Center x TCPL Coding Club** (Ages 11-18)
- **Summer Art Fun with Stiller** (Ages 3-6)

Upcoming single-day events in July:

- **Costume Jewelry Making Workshop**
- **Science Workshop with BOCES**
- **Teen Super Smash Bros. Tournament**
- **Magic Show with the Great and Powerful Dave**
- **Teen Art Studio with the Johnson Museum**

The **Early Reader Book Club** will read a non-fiction National Geographic reader, *Wolves.* Regular programs Sit Stay Read, Maker Mondays, LEGO Family Build Night, LGBTQIA+ Youth Group, and

Summer Reading ICSD visit to Belle Sherman Elementary

Mitchell (Circulation) and Lis (Board) with the Tween Book Club pick at Pride in the Park.

Kat and Woody "reading" If You're A Drag Queen And You Know It *by Lil Miss Hot Mess at Pride Storytime on June 15*

Baby and Toddler Storytime will continue without interruption this summer.

We will also host visits from community organizations, including GIAC, IC3, and The Learning Web. We are excited for a busy month of library joy!

Staff Highlights

Welcome Librarian **Steve Paling**! Steve joins us from Adult Services, where he was a Library Assistant in Tech Services since December 2023. He has extensive experience in education at all levels, from elementary to post-graduate, particularly in information literacy, STEM, and robotics.
Kat visited every ICSD elementary school and middle school between May 29 and June 18, spreading the word about Summer Reading and the resources available at the library. It was a joy to work with staff members in all departments on this important effort to reach children in Ithaca. We are happy that with the help of the **Community Foundation of Tompkins County** and the **TCPL Foundation**, we were able to give every single ICSD elementary and home-school equivalent students a free book to keep.

Kelly is leading Stories in the Park each Tuesday at 11am. She is also working to update our Sensory Station with a visual guide to the Children's Room. She is also proud of connecting a former TCPL Books by Mail patron who recently moved to New Orleans with the local New Orleans Public Library equivalent.

Kai closed out Kids Discover the Trail with a special visit to Fall Creek Elementary's kindergarten class, reaching out to a classroom that was unable to make the field trip. KDT participants returned their circulating books, and teachers reported that their students enjoyed them! She is also working with Challenge Workforce Solutions, a nonprofit working "to create pathways to employment for people with disabilities or barriers," inviting them in to participate in the Sit, Stay, Read program. She was also on the ICSD outreach team!

Kai and Kelly also led a 2nd Grade class visit from Enfield Elementary and Fall Creek Elementary, presenting stories, a craft, and a scavenger hunt.

Woody and Tom reading the Wrong Book at Fall Creek Elementary as part of Summer Reading outreach to ICSD.

By popular vote, hometown hero Old Greeny won the Best Cryptid in Sasha's seasonal Teen Center interactive bulletin board.

Cassie was on the ICSD outreach team, visiting Northeast and Cayuga Heights. One student was so excited to visit Cassie at the library that he asked what exact days and times she works! Friday's Baby and Toddler Storytime has moved outside to the Henry St. John Building playground. Since improving the visibility of our magazines, circulation of these materials has doubled or tripled over last year to date.

Sasha was on the ICSD outreach team and along with Mel (Circulation) planned the Summer Reading Kickoff event on June 15. Over 140 kids and caregivers stopped by for crafts, cupcakes, and activities and to get their Summer Reading adventure map. Sasha also organized outreach to Pride in the Park, where over 800 people stopped by to ask about the library and summer reading. He's also happy to report that LGBTQ+ Youth Group has found its stride, with a core group of regulars plus new attendees each week.

Woody was on the ICSD outreach team, visiting four schools and talking to thousands of kids! They also organized this year's Pride Storytime, bringing together team members from Youth Services and Circulation to present stories, songs, and crafts.

Joah Tang's last day at TCPL was June 5. We will truly miss Joah and his contributions to the library and the community, a snapshot of which includes creating and leading innovative STEM programming; supporting youth and families through programs, reader's advisory, and collection development; tireless assistance and help provided to colleagues; and tremendous zeal in spreading the word about TCPL's work and resources near and far. His Instructables, created for TCPL and freely available online, will continue to assist DIY roboticists of all ages around the world. We wish him the very best as he turns the page to his next chapter.

Moments of Joy

"I love how diverse the kids book collections are!"

Child, in reference to their caregiver: "She brought her work computer so she's going to do a little work and I'm going to have a little fun."

Kelly and the Dragon at the Ithaca Festival Parade

Volunteer Coordinator

Elizabeth Buckley

Looking ahead to the summer, we now have four hours per week of one-on-one tech help available to patrons, which is provided by volunteers. We also expect to have lots of assistance shelf-reading (especially in Youth Services) and researching/recording local deaths and births over the past century. We not only have our regular weekly volunteers, but also backup volunteers for special weekly programs like Sit, Stay, Read and the Lego Build sessions. I've also been bringing on volunteers for other special events (including crowd control for the Super Smash Tournaments) and side projects (including the removal of physical support structures from 3D printed items).

TOMPKINS COUNTY PUBLIC LIBRARY
STATEMENT OF REVENUES AND EXPENDITURES
MONTH ENDING: May 31, 2024

41.43 % of Budget Year

REVENUE:		ORIGINAL BUDGET	AMENDED BUDGET	May RECEIPTS	RECEIVED TO DATE	PERCENT OF BDGT	ANTICIPATED RECEIPTS
L002A	Tompkins County Appropriations	4,244,682	4,244,682		2,122,341	50.0%	(2,122,341)
L002C	Town of Ithaca	15,000	15,000	0	0	0.0%	(15,000)
L002D	City of Ithaca Sales Tax	35,190	35,190	0	0	0.0%	(35,190)
L2082	Fines	0	0	3	98		98
L2360	Copier / Printcard	7,000	7,000	856	2,823	40.3%	(4,177)
L2401	Interest	40,000	40,000	5,376	25,159	62.9%	(14,841)
	Lost and Paid Library Materials	2,000	2,000	113	524	26.2%	(1,476)
	Friends of the Library	230,000	230,000	0	13,909	6.0%	(216,091)
	TCPL Foundation	120,358	120,358	0	42,358	35.2%	(78,000)
L2770	Miscellaneous	10,666	10,666	500	510	4.8%	(10,156)
L2760	NYS Central Library Aid	96,748	96,748	0	0	0.0%	(96,748)
L3840A1	NYS Local Library Services Aid	31,399	31,399	0	36	0.1%	(31,363)
L3840A4	Other State Aid	0	0	0	0		0
L4840	Federal Aid	0	0	0	0		0
	TOTAL REVENUE	4,833,043	4,833,043	6,847	2,207,757	45.7%	(2,625,286)

EXPENSES:		ORIGINAL BUDGET	AMENDED BUDGET	May EXPENSES	EXPENDED TO DATE	PERCENT OF BDGT	UNENCUMBERED BALANCE
100	**PERSONNEL**	2,670,958	2,670,958	261,854	988,656	37.0%	1,682,302
271	**EQUIPMENT**	79,531	111,391	2,295	27,347	24.6%	84,044
300	**SUPPLIES AND MATERIALS**						
410A	Books, Adult	68,040	89,399	5,201	23,411	26.2%	65,988
410AG	Books, Adult, Gifts & Memorials	10,098	16,301	3,583	5,152	31.6%	11,149
410J	Books, Juvenile	68,040	71,838	6,975	23,490	32.7%	48,348
410JG	Books, Juvenile, Gifts & Memorials	3,468	6,775	0	163	2.4%	6,612
5410L	Childhood Literacy	1,000	1,000	18	53	5.3%	947
410SO	Books, Standing Orders	1,000	1,000	16	16	1.6%	984
410Y	Books, Young Adult	10,000	10,000	1,041	3,342	33.4%	6,658
410YG	Books, Young Adult, Gifts & Memor	1,000	1,300	0	49	3.8%	1,251
413P	Periodicals, Print	5,000	6,060	20	100	1.7%	5,960
413PY	Periodicals, Print Young Adult	1,300	1,300	5	15	1.2%	1,285
424	Other NonBooks/Bindings	200	0	0	0		0
425A	AV Adult	40,500	22,500	1,036	4,781	21.3%	17,719
425AG	AV Adult, Gifts & Memorials	0	7,830	0	0	0.0%	7,830
425J	AV Juvenile	20,000	13,500	132	1,147	8.5%	12,353
426C	Electronic Info. Sources	58,000	104,118	10,304	56,204	54.0%	47,914
426CY	Youth Electronic Info. Sources	61,092	75,721	8,880	13,654	18.0%	62,067
426CG	Electronic Info. Sources, Gifts	0	12,215	19,997	19,997	163.7%	(7,782)
430A	Supplies - Staff	5,000	5,000	383	1,700	34.0%	3,300
430B	Supplies - Public	5,000	5,000	79	926	18.5%	4,074
430C	Supplies - Collection	25,000	25,000	3,145	11,186	44.7%	13,814
430F	FLLS Polaris Supplies	3,500	3,500	0	0	0.0%	3,500
430P	Publicity and Printing	18,000	28,000	15	16,299	58.2%	11,701
430PP	Public Programming	39,155	46,155	2,078	25,032	54.2%	21,123
430S	Software / Licenses	5,000	5,000	0	1,315	26.3%	3,685
430T	Library of Things	3,000	3,000	188	1,266	42.2%	1,734
	TOTAL 300 ACCOUNT EXPENSES	452,393	561,512	63,098	209,298	37.3%	352,214
400	**CONTRACTUAL AND OTHER EXPENSES**						
431	Telecommunications	13,280	13,280	911	5,767	43.4%	7,513
433	Postage	10,000	10,000	(20)	2,790	27.9%	7,210
435	Staff Development	68,583	90,760	6,137	15,013	16.5%	75,747
435	Volunteer Development	2,500	2,500	25	177	7.1%	2,323
436	FLLS Circ Auto Csts	68,300	68,300	0	17,075	25.0%	51,225
437	Professional Fees - Other	17,545	24,545	1,410	13,410	54.6%	11,135
437G	Prof Fees - Security Guard	169,242	169,242	13,200	60,493	35.7%	108,750
437L	Prof Fees - Legal & filing fees	80,000	80,000	415	5,415	6.8%	74,585
437S	Prof Fees - Synergy IT	142,892	142,892	6,370	41,225	28.9%	101,667
438	Library Membership Dues	3,020	3,020	0	1,822	60.3%	1,198
439C	Equipment Contracts	49,940	49,940	6,561	26,245	52.6%	23,695
439S	Equipment Service/Repairs	5,000	5,000	0	0	0.0%	5,000
454	Insurance	20,600	20,600	0	0	0.0%	20,600
472	Misc. / Contingency	6,500	6,249	165	199	3.2%	6,050
490	Legal Adv./Collection/Refunds/Bk	5,000	5,000	195	1,330	26.6%	3,670
	TOTAL 400 ACCOUNT EXPENSES	662,402	691,328	35,369	190,960	27.6%	500,368
800	**EMPLOYEES' BENEFITS**						
8810	Retirement	265,134	265,134	0	0	0.0%	265,134
8830	Social Security	194,328	194,328	19,410	72,528	37.3%	121,800
8840	Workers' Compensation	40,000	40,000	0	0	0.0%	40,000
8845	Flexible Benefits	2,256	2,256	117	839	37.2%	1,417
8850	Employee Assistance Program	2,125	2,376	0	2,376	100.0%	0
8855	Parking/Mass Transit	2,000	2,000	124	638	31.9%	1,363
8860	Health Insurance	651,605	651,605	48,563	272,640	41.8%	378,965
8862	HRA Reimbursement & Admin	20,000	20,000	2,808	8,167	40.8%	11,833
8865	Disability	23,000	23,000	1,727	9,305	40.5%	13,695
8870	Unemployment	0	0	0	1,512		(1,512)
	TOTAL 800 EXPENSES	1,200,448	1,200,699	72,749	368,005	30.6%	832,694
	TOTAL EXPENSES	5,065,732	5,235,888	435,365	1,784,267	34.1%	3,451,622
	FUND BALANCE CHANGE	(232,689)	(402,845)	(428,518)	423,491		826,337

Tompkins County Public Library
Operating Fund
Balance Sheet
As of May 2024

ASSETS

Petty Cash	550	
Cash in Checking	44,439	
Cash in Savings	786,923	
Cash in Investments	1,024,583	
Accounts Receivable		
CLDA - Fiscal year 2022 & 2023	193,496	
Other Misc - Opioid, City, LSA, Bullet Aid, etc	54,956	
Prepaid Expenses - NYS Retirement	66,500	
TOTAL ASSETS		**2,171,447**

LIABILITIES & FUND BALANCE

Current Liabilities

Accounts Payable	402	
Accounts Payable - Payroll Liabilities	10,681	
Accrued Wages	0	
Accrued Payroll Tax Expense	0	
		11,083

Fund Balance 2024

Beginning Fund Balance			
HRA Reserve	126,000		
Technology Reserve	0		
Equipment Reserve	0		
Current Year Operating Budget (Assigned)	402,845		
Future Year Operating Budget	0		
Nonspendable (NYS Retirement)	66,500		
Unreserved (includes $550 Petty Cash)	1,141,528		
		1,736,873	
Year to Date Net Income (Loss)		423,491	
Total Fund Balance-Current Month			**2,160,364**
TOTAL LIABILITIES & FUND BALANCE			**2,171,447**

TCPL Finance & Personnel Committee
Meeting Notes
June 18, 2024, 4:00 p.m.
Steiner Conference Room

Attending: Melisa, Lis, Blixy, Leslie

Excused: Jason, Darryl

Meeting called to order at 4:10.

2024 May monthly statements: Discussion started with P&L; revenues are on target – central library aid will finally come; $193,496 is for 2 years prior. What are the restrictions on those $? But now can be used for any format/topic – Leslie has shared with FLLS how she intends to use the funds. CLA materials have to be cataloged a certain way – so Leslie will be working with staff to be sure this is happening correctly.

Looking at expenditures – there are several accounts where spending is ahead of budget. Some of this is due to needed budget modifications to recognize the use of restricted funds and grants; but also, materials spending may be front loaded due to processing time. Publicity, printing, and public programming is tied to summer reading – so front loaded.

Balance sheet: need to clean up prepaid expenses - 2024 retirement cost. Investments represent our fund balance – essentially cash reserve.

2023 audit update: Leslie reminded the committee that we need to ratify the acceptance of the audit. Action item for the board meeting.

2025 budget cycle update
- o City: request letter submitted – pretty-tight budget year; requested $15,000
- o Town: request letter submitted – save a date to attend the Town Board meeting; requested $15,000.
- o County: first maintenance of effort budget was submitted; second submittal with 5% cut is in process.   Blixy and Leslie reviewed the budget assumptions that were used for the County submittal.
- o Bullet Aid: discretionary funding from our state representatives – we send a letter requesting what we wanted. Leslie sent letters - $10k each for programming.

Fund balance policy: Blixy reviewed the draft fund balance policy; the committee voted in favor of policy and will ask the board to approve.

Collective bargaining update: Teams formed and confirmed; proposed dates from PSA, SSA to confirm. LM on hold until negotiations are completed.

Staffing update
- o Business Manager: Leslie made an offer that has been accepted - she is expected to start on July 8th.
- o Librarian I: both positions have been filled – one internal promotion and one external.
- o Librarian III: New librarian III has been hired and is expected to start on July 8th.
- o Two open LA positions need to be filled – one due to promotion and one due to resignation.

Adjourned at 6:40

Community Relations & Outreach Committee Minutes
Tuesday, June 4, 2024
4 p.m.
Schwarz Jacobson Room

Present
- Leslie Tabor (Director)
- Kate DeVoe (Head of Circulation)
- Elizabeth Buckley (Volunteer Coordinator)
- Shelby Buche (Clerk, Circulation Dept.)
- Sophia McKissack (Outreach Librarian, Adult Services)
- Kerry Barnes (Foundation Director)
- Mimi Townsend (Trustee)
- Christina Brewington (Trustee)
- Kathy Weinberg (Trustee)

Absent
- Marli Stahler (Trustee)

Meeting began at 4:00 p.m.

Minutes
- Introduction of new members
  - Christina
  - Kathy
  - Jeremy is no longer on the committee
- Icebreaker – Favorite Ice Cream
  - Mimi – Pistachio
  - Elizabeth – Pistachio; Cookie dough if she forgets pistachio is her favorite
  - Christina – Ben & Jerry's half-baked
  - Kate – Mint chocolate chip
  - Sophia – Chocolate and variations with sprinkles, preferably rainbow
  - Shelby – Gimme mocha fudge from Purity
  - Kathy – Mocha chip until recently, now it's Brownie buttons
  - Leslie – Braum's (https://www.braums.com/menu/) - Cherries, pecans and cream; Ben & Jerry's Fossil Fuel

- **Review and discuss the Trustee By-Laws, which articulate the purpose of the Committee**
  - Longstanding confusion about what CROC does and why – consult the bylaws for clarity
  - As a committee, can redefine and send to Board for approval
  - Choice to read broadly or follow the letter of the bylaws
  - Kerry suggested removing the word "Outreach" to general agreement from committee. Adds "Outreach" creates confusion with what the committee does vs. What library staff do.
  - Christina – Clarity on the confusion re: "outreach"? Kerry explained misunderstanding that committee takes programs out to the community, which is actually the work of Library staff. CROC doesn't do the work, they advise. Confusion exists that CROC would either do the work or oversee it.

- o Further clarification of the committee
  - CROC doesn't have oversight and does not direct the work of Library staff.
  - CROC amplifies what Library does
  - Clearing the road for partnerships
  - Welcomes members of the community
  - Great way for prospective Board members to get their feet wet
  - Foundation interactions
- o Kathy – problem with "any group" language from bylaws
- o Leslie – agreed it's a problem if we misinterpret, depends on the make-up of the committee and how literal minded we are – ex. "CROC thinks we need a library social worker"
- o Mimi – create our own elevator pitch?
- o Shelby – agrees "any group" is vague; more about symbiotic characters
- o Kerry –
  - Find out who isn't using the library and why
  - How do we find out what's keeping non-users from using the Library
- o Leslie
  - Ties directly into strategic planning
  - Working group for strategic planning could possibly grow out of CROC
  - Say what you want to say – does not need to be legalese
  - Committee agreed to handle re-writing the CROC section of the bylaws over email
- o Shelby – what is the intention of the language re "direct support" from Board?
  - Leslie – participation
  - Sophia – help spreading the word, using connections

- **TCPL's 25th anniversary of moving into the Woolworth building**
  Leslie
  - Lot of civic pride in the building
  - County provides building, we make it the Library
  - Partnerships with the County very important
  - 25th anniversary – silver?
  - Opportunities for special branding and programming, ex. Totes and stickers
  - Do we want to celebrate? --> YES.
  - How do we want to celebrate?
  - November 2025 is the actual anniversary – option to start then or a few months ahead, ex. July
  - o Kate – starting ahead in July will help get people excited early – general agreement from committee
  - o Kerry -
    - Fun nostalgia – what was summer reading like back in 2000?
    - Pick historian Carol Kammen's brain
  - o Mimi – tie in Summer Reading, Ithaca Parade
  - o Leslie –
    - Discovery Trail anniversary – logo contest
    - Library card design contest to celebrate 25 years – fun way to get kids involved, push to schools
    - NY Association of Museums conference next summer, interplay of that
    - Meet more frequently to plan
    - Brainstorm, then winnow-down and focus, fundraise

- - - Pull off a community read? Author visits? Rent out the State Theater?
    - Reader's Extravaganza – Reader's Advisory as an event – people with stations
  - Kathy – carousel in Stewart Park - "Riding into the Future"
  - Kerry – literary karaoke idea – big wheel, enter your name to spin, what it lands on, you have to read
  - Elizabeth –
    - Books with twenty-five in the title?
    - Bracket-style? One for each year?
  - Mimi – narrow down a theme
    - Shelby – silver
    - Elizabeth – TCPL into 25
  - Shelby –
    - number of visitors? Goal to hit a certain number by November?
    - Kerry suggests number counted on check-out receipts
    - Balloons and confetti for X # visitor 😊
  - Mimi – what do we use for project management and planning?
    - Group agrees OneNote / Sharepoint
    - Leslie will arrange for TCPL.org emails for CROC members
    - How do we draw in community partners?
  - Kerry – Library cards through the years

- **Go over any upcoming events and opportunities for June and July**
  - June 15 – Summer Reading Kick Off; Pride Family Storytime – the more people, Trustees present, the safer it is
  - June 27 – Leslie, Regina, Woody at ALA in San Diego
  - Kerry – Foundation has another silent reading party in the works for end of July, August. Shelby suggests an observation deck or rooftop.
  - Leslie opened the floor for any other discussion, how's the committee feeling, roles library needs
    - Kate – Update on Communications position?
      - Leslie – Budget season, misinformation, budgets are an emotional topic
      - Hard budget year – County asked for budget showing 5% cuts
      - Any thoughts/ideas?
        - Talked about confusion surrounding the pots of money Library has, what can and can't be moved around – funding that comes from Friends, etc. Perennially misunderstood topic.
        - How to dispense information --> Communications person a big part of that – what's the most politically appetizing
        - Have to spend annually – liability to have unspent funds
        - 2024 spending is separate from 2025 spending (I.e. funds we're spending now don't necessarily relate to next year's budget)
    - Kathy – is there still a furor over weeding? General agreement from staff that it's calming down
      - Leslie – can come back to bite us since legislature heard complaints
      - Christina – what is the weeding furor?

- ○ Leslie – history of retaining too much; talked through collection development policy; fresh collections; RFID and more efficient inventory
  - ○ RFID and weeding converged
  - ○ Yes, we weeded a lot. Yes, it was quick. Emotional attachment to books shared with patrons.
  - ○ Consider condition of overall collections and spaces – most patrons only browsed the new books – refresh overall collection and make spaces more inviting.
  - ○ Kate – added that patrons don't always understand role of pubic library vs. Academic library or archive. We focus on fresh and popular media.
  - ○ Kerry – Foundation is library adjacent, can share viewpoint with patrons and help explain "look at their great work!" "did you know the reason for ___?"
  - ○ Can tie back to strategic planning and a mission/vision that's easy to understand and recite
  - ○ Leslie – elevator pitches – why are libraries the best? Know why we're here and relate it back.

- **NEXT MEETING JULY 2**
  - ○ Leslie - Come back with mission & elevator pitch
    - ▪ New mission by 2025 Kickoff?
  - ○ Kerry –
    - ▪ how would you describe the library in six words?
    - ▪ Word cloud (ex. COMMUNITY; OPEN)
  - ○ Ice cream meeting?

- **ACTION ITEMS**
  - ○ Structured Document for the 25th Celebrations
  - ○ TCPL emails for Trustees
  - ○ Consider review and revision of by-law language

Meeting adjourned at 5:00 p.m.

Minutes submitted by Kate DeVoe