

**STLS BOARD MEETING**

Tuesday, March 19, 2024 - 2:00 pm

STLS Headquarters, Painted Post, NY 14870

**AGENDA**

- |    |  |                      |                    |
|----|--|----------------------|--------------------|
| 1. | Agenda                                   |                      | <b>Doc. #24-21</b> |
| 2. | Approval of Minutes – January 2024       | <b>*FOR APPROVAL</b> | <b>Doc. #24-22</b> |
| 3. | Treasurer’s Report –January 2024         | <b>*FOR APPROVAL</b> | <b>Doc. #24-23</b> |
| 4. | Treasurer’s Report –February 2024        | <b>*FOR APPROVAL</b> | <b>Doc. #24-24</b> |
| 5. | Financial Clerk’s Report – January 2024  | <b>*FOR APPROVAL</b> | <b>Doc. #24-25</b> |
| 6. | Financial Clerk’s Report – February 2024 | <b>*FOR APPROVAL</b> | <b>Doc. #24-26</b> |

- *Subject to corrections, above items may be approved without motion.*

**COMMITTEE REPORTS**

- |     |  |                                |                    |
|-----|--|--------------------------------|--------------------|
| 7.  | Executive Committee – Kathy Green                          |                                |                    |
| 8.  | Personnel & Policies Committee – Barbara Hubbell           | (Minutes)                      | <b>Doc. #24-27</b> |
|     |  | (Building Access & Use Policy) | <b>Doc. #24-28</b> |
|     |  | (Internet Usage Policy)        | <b>Doc. #24-29</b> |
|     |  | (Sustainability Policy)        | <b>Doc. #24-30</b> |
| 9.  | Finance & Facilities Committee – Betsy Gorman              | (Minutes)                      | <b>Doc. #24-31</b> |
| 10. | Public Relations Committee – Lynnette Decker               |                                |                    |
| 11. | Foundation for Southern Tier Libraries – Louise Richardson | (Minutes)                      | <b>Doc. #24-32</b> |

**BOARD ACTIONS**

- |     |   |                       |                    |
|-----|---|-----------------------|--------------------|
| 12. | <u>Expenditure Approvals -Monthly Unpaid Bills Detail</u> | <b>* FOR APPROVAL</b> | <b>Doc. #24-33</b> |
|-----|---|-----------------------|--------------------|

Finance & Facilities Committee Recommendation: Approve expenditures of the *Unpaid Bills Detail* for the most recent months as authorized by the Financial Clerk, Internal Auditor and Treasurer per the Authority of Board Policy.

Move: _____	Second _____
Aye _____ Nay _____	Abstain _____ Absent _____
Approved/Failed	
Discussion:	

- |     |  |                       |                    |
|-----|--|-----------------------|--------------------|
| 13. | <u>Receipt Approvals – Monthly Deposit Summary</u> | <b>* FOR APPROVAL</b> | <b>Doc. #24-34</b> |
|-----|--|-----------------------|--------------------|

Finance & Facilities Committee Recommendation: Approve receipts of the *Deposit Summary* for the most recent months as authorized by the Financial Clerk per the Finance Policy.

Move: _____	Second _____
Aye _____ Nay _____	Abstain _____ Absent _____
Approved/Failed	
Discussion:	

14. Appointment of Accounting Specialist Position**\* FOR APPROVAL**

Executive Director Recommendation: The STLS Board of Trustees approves the probationary appointment of Angela Bates to the Part Time Accounting Specialist position at a starting hourly rate of \$30.00. Permanent position appointment is defined and determined by the Staff Organization Contract 2021 – 2024.

Move: _____	Second _____
Aye _____ Nay _____	Abstain _____ Absent _____
Approved/Failed	
Discussion:	

15. Appointment of Program Consultant Position**\* FOR APPROVAL**

Executive Director Recommendation: The STLS Board of Trustees approves the probationary appointment of Haleigh Mikolajczyk to the Program Consultant position at a starting annual salary of \$47,000. Permanent position appointment is defined and determined by the Staff Organization Contract 2021 – 2024.

Move: _____	Second _____
Aye _____ Nay _____	Abstain _____ Absent _____
Approved/Failed	
Discussion:	

16. Approve Proposed Revisions to the STLS Organizational Chart**\* FOR APPROVAL****Doc. #24-35**

Executive Director Recommendation: The STLS Board of Trustees approves the proposed revisions to the STLS Organizational Chart to reflect current staff appointments as presented at the March 19, 2024 board meeting considering any revisions during board meeting discussion.

Move: _____	Second _____
Aye _____ Nay _____	Abstain _____ Absent _____
Approved/Failed	
Discussion:	

**BOARD INFORMATION**

17. Old Business
18. New Business
19. Library Networking
20. President's Report
21. 2023 Plan of Service Goal Reporting

(Provided at Board Meeting) **Doc. #24-36**

Public Expression (15 minutes)  
Adjournment

Next meeting: Southern Tier Library System – Tuesday, April 16, 2024 at 2 p.m.

**STLS BOARD MEETING**  
**Tuesday, January 16, 2024 - 2:00 pm**  
**Southern Tier Library System, Painted Post, NY 14870**

**MINUTES****TRUSTEES PRESENT:**

Richard Ahola – 2027	Louise Richardson – 2024
Rachel Barbour - 2024	Richard Urban – 2024
Lynnette Decker -2025	
Betsy Gorman – 2024	
Kathy Green-2026	
David Haggstrom – 2025	
Barbara Hubbell – 2024	
Mary-Claire Krebs - 2027	
Susan McGill - 2024	

Excused: Sisi Barr – 2028, Michael Steffens – 2027, Vacant Allegany County Seat – 2025, Vacant Schuyler County Seat - 2023

Staff Present – Brian Hildreth, Executive Director, Melissa Morrissey, Administrative Assistant

President K Green called the meeting to order at 2:02 pm

**1. AGENDA****\*FOR APPROVAL****Doc.#24-1****Received and Filed****2. Board Action Items****\*FOR APPROVAL**

R Urban presented the slate of officers. There were no nominations from the floor. R Urban moved to accept the slate as presented by the Nominating Committee. D Haggstrom seconded the motion. The motion carried unanimously. All nominees accepted their elected positions.

**Election of Officers:** Nominating Committee – Richard Urban  
 President – Kathy Green  
 Vice President – Lynnette Decker  
 Treasurer – Sisi Barr  
 Secretary – Louise Richardson  
 Elected Trustee – Richard Ahola

Oaths of office were administered to Mary-Claire Krebs by Betsy Gorman.

**Oaths of Office for Elected Trustees:** Betsy Gorman

Michael Steffens, Chemung County (2023 – 2027; partial term) - Excused

Sisi Barr, Chemung County (2024 – 2028; second full term) - Excused

Mary-Claire Krebs, Steuben County (2023 – 2027; partial term)

**3. Approval of Minutes – November 2023      \*FOR APPROVAL      Doc. #24-2**  
**Received and Filed**

**4. Treasurer's Report – November 2023      \*FOR APPROVAL      Doc. #24-3**  
**Received and filed**

B Gorman stated she is combining the November 2023 and December 2023 reports. The overall balance is up from December 2022, but down since 2019. The fluctuation is due to projects happening over the years, but overall STLS is in a good financial position.

**5. Treasurer's Report – December 2023      \*FOR APPROVAL      Doc. #24-4**  
**Received and filed.**

See November 2023, item #4 for comments.

**6. Financial Clerk's Report – November 2023      \*FOR APPROVAL      Doc. #24-5**  
**Received and Filed**

See December 2023, item # 7, for comments

**7. Financial Clerk's Report – December 2023      \*FOR APPROVAL      Doc. #24-6**  
**Received and Filed**

For income, B Hildreth stated that line item 4721, E-rate funding is up from November to December.

For expenditures, B Hildreth stated that salaries had a slight increase due to the end of year sick time buyback program. Line item 5151, Retirement increased by \$98,000.00 due to 2024 prepayment. The \$78,000.00 payment for line item 5407, Integrated Library System, was a payment to SirsiDynix that was approved by the Board in July 2023 . Line item 5419, Electronic Materials, had a \$2,000.00 expenditure in the purchase of E books in an end of year buy down. Line item 5420, Staff Development Travel, included expenses incurred for the NYLA conference in November 2023. The expense for line item 5454, Commercial Insurance, is a quarterly billing payment.

**8. Fourth Quarter Profit-Loss Statement – December 2023      Doc. #24-7**  
**Received and Filed**

B Hildreth stated the profit loss statement is a good indicator where STLS is financially as of December 31, 2023.

For revenue, STLS is waiting on receipt of the final 10% of line item 4709, Local Services Support from New York State. STLS has been reimbursed 90% of E-rate funding, line item 5409.

For expenses:

Line items 5100 and 5150, Salaries and Personnel Benefits, are all accounted for and STLS is under budget by \$17,000.00.

B Hildreth stated that STLS will have roughly a \$20,000.00 carryover rather than the deficit that was anticipated.

**9. Fourth Quarter Claims Auditor Report – December 2023  
Received and Filed**

**Doc. #24-8**

L Richardson reported the only issue on the report was a missing Wegmans receipt.

**Standing Committee Reports –**

**10. Executive Committee – Kathy Green**

K Green reported the Executive Committee set the January meeting agenda and approved the cancellation of the December 2023 Board meeting due to lack of agenda content and meeting time conflicts.

**11. Personnel & Policies Committee – B Hubbell**

(Minutes) **Doc.#24-9**

B Hubbell stated the Committee met on January 9 and went over the accomplishments for 2023, as well as what needs to be covered in 2024. The External Consultant Policy and the Volunteer Policy are action items at today's meeting.

B Hildreth stated that he has been in contact with legal counsel about whether or not STLS is exempt from certain public space requirements relating to video recording.

B Hildreth updated the Board on the two previously vacant job positions. Angela Bates, who was hired as the Account Specialist, is in training and doing well. For the Program Consultant position, Haleigh Mikolajczak was offered the position and accepted. She will be formally appointed at the March meeting. Finally, B Hubbell informed the board that staff contract negotiations will take place in 2024.

**12. Finance & Facilities Committee – B Gorman**

(Minutes) **Doc.#24-10**

(Minutes) **Doc.#24-11**

B Gorman reported that the certificate of deposit has been opened and is earning interest. Future construction projects include a roof replacement and three vehicle charging stations (2 at STLS and one in Allegany County)

B Hildreth added that the roof project may be paid for with NYS Public Library Construction Aid. B Hildreth has communicated with contractors for roof replacement estimates.

**13. Public Relations Committee – L Decker**

L Decker thanked Melissa Morrissey for her help in getting ready for the Staff Appreciation Lunch.

#### **14. Foundation for Southern Tier Libraries – Louise Richardson**

L Richardson stated the Foundation is working on getting grant applications out to member libraries by February 1, for review in April and checks to go out in May.

### **BOARD ACTIONS**

**15. Annual Organizational Meeting Actions \* FOR APPROVAL Doc. #24-12**  
Finance & Facilities Committee Recommendation: Approve action items per STLS Organizational Meeting Policy

- A. Designation of the Official Newspaper – Corning Leader
- B. Appointment of the Financial Clerk – Brian Hildreth
- C. Appointment of the Financial Clerk Designee – Lorie Brown
- D. Appointment of the Internal Auditor – Louise Richardson
- E. Appointment of the Alternate Internal Auditor – Richard Urban
- F. Appointment of the External Auditor – Mengel, Metzger & Barr, LLC.
- G. Appointment of the Attorney – Sayles and Evans
- H. Authorization of the Executive Director to certify payrolls
- I. Authorization of Executive Director to make grant applications
- J. Authorization of the Executive Director to certify payments
- K. Authorization of the Business Mileage Reimbursement Rate – 67 cents
- L. Designation of the Bank Depository – Community Bank NA
- M. Designation of the Authorized Signatories for Checks – President, V.P, Treasurer, Executive Director, with Betsy Gorman as Alternate Signatory
- N. Authorization of Certain Payments between Board Meetings - Credit card, utility bills, lease payments, payroll, payroll taxes, payroll deductions, and fringe benefit expenses.
- O. Establish Treasurer and Internal Auditor surety coverage for the year at \$750,000

Aye	_11_____	Nay	_____	Abstain	_____	Absent	_2_____	Vacant	_2_____
Approved/Failed: Approved									

Discussion: B Hildreth will appoint a new Financial Clerk Designee when Lorie Brown will be retires in June 2024

**16. Approve 2024 Board Meeting Schedule \* FOR APPROVAL Doc. #24-13**  
Executive Committee Recommendation: Approve the 2024 Board Meeting Schedule.

Aye	_11_____	Nay	_____	Abstain	_____	Absent	_2_____	Vacant	_2_____
Approved/Failed: Approved									
Discussion: None									

**17. Expenditure Approvals -Monthly Unpaid Bills Detail \*FOR APPROVAL Doc. #24-14**  
Finance & Facilities Committee Recommendation: Approve expenditures of the *Unpaid*

Bills Detail for the most recent two months as authorized by the Financial Clerk, Internal Auditor and Treasurer per the Authority of Board Policy.

Aye \_11\_\_\_\_\_ Nay \_\_\_\_\_ Abstain \_\_\_\_\_ Absent \_\_2\_\_\_\_ Vacant \_\_2\_\_\_\_  
 Approved/Failed: Approved  
 Discussion: None

18. Receipt Approvals – Monthly Deposit Summary \* **FOR APPROVAL** Doc. #24-15

Finance & Facilities Committee Recommendation: Approve receipts of the *Deposit Summary* for the most recent two months as authorized by the Financial Clerk per the Finance Policy.

Aye \_11\_\_\_\_\_ Nay \_\_\_\_\_ Abstain \_\_\_\_\_ Absent \_\_2\_\_\_\_ Vacant \_\_2\_\_\_\_  
 Approved/Failed: Approved  
 Discussion: None

19. Approve Proposed Revisions to the External Consultant Policy  
 \* **FOR APPROVAL** (See November 2023 Board Packet) **Doc. #23-139**

Personnel & Policies Committee Recommendation: The STLS Board of Trustees approves the proposed revisions to the External Consultant Policy as presented at the November 21, 2023 board meeting considering any revisions during board meeting discussion.

Aye \_11\_\_\_\_\_ Nay \_\_\_\_\_ Abstain \_\_\_\_\_ Absent \_\_2\_\_\_\_ Vacant \_\_2\_\_\_\_  
 Approved/Failed: Approved  
 Discussion: None

20. Approve Proposed Revisions to the Volunteer Policy  
 \* **FOR APPROVAL** (See November 2023 Board Packet) **Doc. #23-140**

Personnel & Policies Committee Recommendation: The STLS Board of Trustees approves the proposed revisions to the Volunteer Policy as presented at the November 21, 2023 board meeting considering any revisions during board meeting discussion.

Aye \_11\_\_\_\_\_ Nay \_\_\_\_\_ Abstain \_\_\_\_\_ Absent \_\_2\_\_\_\_ Vacant \_\_2\_\_\_\_  
 Approved/Failed: Approved  
 Discussion: None

21. Approve Job Title & Job Description Revisions to the Administrative Assistant position

\* **FOR APPROVAL** **Doc. #24-16**

Executive Director Recommendation: The STLS Board of Trustees approves the revisions to the Job Title & Description of the Administrative Assistant position as

discussed at the January 16, 2024 board meeting.

Move: ___ R Ahola _____	Second: ___ M Krebs _____
Aye _11_    Nay _____ Abstain _____	Absent _2_    Vacant _2_
Approved/Failed: Approved	
Discussion:	

22. Approve Job Title & Job Description Revisions to the Delivery Coordinator position

**\* FOR APPROVAL**

**Doc. #24-17**

Executive Director Recommendation: The STLS Board of Trustees approves the revisions to the Job Title & Description of the Delivery Coordinator position as presented at the January 16, 2024 board meeting.

Move: _B Hubbell _____	Second: _S McGill _____
Aye _11_    Nay _____ Abstain _____	Absent _2_    Vacant _2_
Approved/Failed: Approved	

Discussion: B Hildreth gave some context about the Delivery Coordinator position. He stated that Andy Zimmerlin was a Delivery Driver for STLS for over seven years and he also served as the Delivery Maintenance position backup. In this position, Andy now does scheduling, is a backup driver and also is performing all tasks of the Delivery Maintenance position. The job title/description change includes a starting hourly rate of \$18.50 per hour for this 19-hour-per-week position.

23. Approve Job Title & Job Description Revisions to the Outreach and Sustainability Consultant position

**\*FOR APPROVAL**

**Doc. #24-18**

Executive Director Recommendation: The STLS Board of Trustees approves the revisions to the Job Title & Description of the Outreach Consultant position as presented at the January 16, 2024 board meeting.

Move: _B Hubbell _____	Second: ___ R Ahola _____
Aye _11_    Nay _____ Abstain _____	Absent _2_    Vacant _2_
Approved/Failed: Approved	

Discussion: B Hildreth reported on the changes of the job description. There has been an addition to the essential functions of the position, which include environmental and social sustainability work, and collection management oversight. The change in job title/description includes a starting salary of \$67,501.00 for this full time, exempt position.

24. Approve Proposed Resolution of Library System Board Support for USDA-RD Form 1942-8

**\*FOR APPROVAL**

**Doc. #24-19**

Executive Director Recommendation: The STLS Board of Trustees approves the proposed Resolution of Library System Board Support for United States Department of Agriculture – Rural Development Form 1942-8 outlining the library system's Resolution of Members or Stockholders to serve as Certification for application funding.

Move: ___ M Krebs _____	Second: ___ R Urban _____
Aye _11_    Nay _____ Abstain _____	Absent _2_    Vacant _2_



Approved/Failed Discussion:
--------------------------------

The project was approved at the November 2023 board meeting. USDA will send us paperwork for Louise to fill out and there will be a few more approval votes to be made before funding is complete. The funds from USDA will go toward the purchase of 2 electronic delivery vans, IT server upgrades, and miscellaneous technology equipment.

## **BOARD INFORMATION**

### **25. Old Business – None**

### **26. New Business –**

R Urban inquired about the nomination of officers. Please see item #2 in the minutes.

### **27. Library Networking –**

S McGill reported the Penn Yan library will be having a puzzle sale on February 9 and 10.

### **28. President's Report –**

K Green thanked the board for supporting her over the past year. K Green also added that she was watching *LIVE with Kelly and Mark* and the hosts had some nice comments about how wonderful libraries, and the New York Public libraries, are.

### **29. Monthly System Team & Divisional Reports -**

**Doc.#24-20**

B Hildreth stated that he is working on the Social Justice Activities Plan and hopes to have a draft to the Personnel and Policies Committee in April.

B Hildreth also stated that he met with P Chapman, director for the Chemung County Library District, to prepare for review of the Central Library Plan of Service 2022 – 2026. B Hildreth updated trustees on recent challenges to library materials at member libraries.

B Hildreth stated that Governor Hochul has proposed a 2.5% increase in aid for libraries, flat funding for construction aid, and has included \$3 million for NovelNY databases, previously funded by the New York State Library.

### **Public Expression (15 minutes)**

Adjournment 3:04 pm

Move: B Gorman

Second: R Ahola

Next meeting: Southern Tier Library System, Painted Post , NY (Steuben County) – Tuesday, March 19, 2024 at 2 p.m.

*"Minutes written by Melissa Morrissey and reviewed by Louise Richardson, Board Secretary."*

	Jan 31, 24	Dec 31, 23	\$ Change
<b>ASSETS</b>			
Current Assets			
Checking/Savings			
1200 · Cash - Operating	5,554.57	5,561.77	-7.20
1201 · Cash - Payroll	10,561.00	1,751.66	8,809.34
1202 · Cash - Money Market	784,180.79	892,241.35	-108,060.56
1203 · Cash in Certificate of Deposit	351,337.89	350,000.00	1,337.89
Total Checking/Savings	1,151,634.25	1,249,554.78	-97,920.53
Accounts Receivable			
1380 · Accounts Receivable	547,041.30	79,919.61	467,121.69
Total Accounts Receivable	547,041.30	79,919.61	467,121.69
Other Current Assets			
12000 · Undeposited Funds	701.00	0.00	701.00
Total Other Current Assets	701.00	0.00	701.00
Total Current Assets	1,699,376.55	1,329,474.39	369,902.16
Fixed Assets			
1100 · Fixed Assets			
1102 · Building	2,092,487.60	2,092,487.60	0.00
1104 · Equipment	352,510.60	352,510.60	0.00
1105 · Internet Fiber	960,843.03	960,843.03	0.00
1106 · Vehicles	146,287.50	146,287.50	0.00
1112 · Accumulated Dep Building	-692,371.30	-692,371.30	0.00
1114 · Accumulated Depreciation	-1,067,240.28	-1,067,240.28	0.00
Total 1100 · Fixed Assets	1,792,517.15	1,792,517.15	0.00
Total Fixed Assets	1,792,517.15	1,792,517.15	0.00
Other Assets			
1382 · Prepaid expenses	83,657.56	83,657.56	0.00
1400 · Right of Use Lease Asset	613,174.00	613,174.00	0.00
Total Other Assets	696,831.56	696,831.56	0.00
<b>TOTAL ASSETS</b>	<b>4,188,725.26</b>	<b>3,818,823.10</b>	<b>369,902.16</b>
<b>LIABILITIES &amp; EQUITY</b>			
Liabilities			
Current Liabilities			
Accounts Payable			
2600 · Accounts Payable	0.00	7,116.14	-7,116.14
Total Accounts Payable	0.00	7,116.14	-7,116.14
Other Current Liabilities			
2601 · Accrued P/R	4,278.73	4,278.73	0.00
2625 · Payroll Deductions Payable	0.01	7.05	-7.04
2626 · Flex Spending Deduction Payable	732.71	663.46	69.25
2627 · PFL Payable to Insurance	4,132.93	3,855.01	277.92
2635 · Capital Notes Payable	109,979.40	112,177.24	-2,197.84
2640 · Accrued Compensated Absences	138,984.07	138,984.07	0.00
2800 · Lease Liability Short Term	96,540.00	96,540.00	0.00
Total Other Current Liabilities	354,647.85	356,505.56	-1,857.71

Southern Tier Library System  
Treasurer's Report  
As of January 31, 2024

	Jan 31, 24	Dec 31, 23	\$ Change
Total Current Liabilities	354,647.85	363,621.70	-8,973.85
Long Term Liabilities			
2850 - Lease Liability - Long Term	516,634.00	516,634.00	0.00
Total Long Term Liabilities	516,634.00	516,634.00	0.00
Total Liabilities	871,281.85	880,255.70	-8,973.85
Equity			
3200 - Fund Balance Unrestricted	2,493,755.96	2,536,859.33	-43,103.37
3910 - Board Restricted Capital Reserv	350,000.00	350,000.00	0.00
3911 - Donor Restricted Capital Reserv	94,811.44	94,811.44	0.00
Net Income	378,876.01	-43,103.37	421,979.38
Total Equity	3,317,443.41	2,938,567.40	378,876.01
TOTAL LIABILITIES & EQUITY	4,188,725.26	3,818,823.10	369,902.16

Official Depository: Community Bank NA  
Money Market Account: .10 Rate of Return  
Checking Accounts: .05 Rate of Return  
Certificate of Deposit: 4.6% Interest Rate

	Feb 29, 24	Jan 31, 24	\$ Change
<b>ASSETS</b>			
<b>Current Assets</b>			
<b>Checking/Savings</b>			
1200 · Cash - Operating	4,242.97	5,554.57	-1,311.60
1201 · Cash - Payroll	5,015.08	10,561.00	-5,545.92
1202 · Cash - Money Market	954,816.59	784,180.79	170,635.80
1203 · Cash in Certificate of Deposit	352,678.77	351,337.89	1,340.88
<b>Total Checking/Savings</b>	<u>1,316,753.41</u>	<u>1,151,634.25</u>	<u>165,119.16</u>
<b>Accounts Receivable</b>			
1380 · Accounts Receivable	318,110.90	551,949.85	-233,838.95
<b>Total Accounts Receivable</b>	<u>318,110.90</u>	<u>551,949.85</u>	<u>-233,838.95</u>
<b>Other Current Assets</b>			
12000 · Undeposited Funds	0.00	701.00	-701.00
<b>Total Other Current Assets</b>	<u>0.00</u>	<u>701.00</u>	<u>-701.00</u>
<b>Total Current Assets</b>	<u>1,634,864.31</u>	<u>1,704,285.10</u>	<u>-69,420.79</u>
<b>Fixed Assets</b>			
<b>1100 · Fixed Assets</b>			
1102 · Building	2,092,487.60	2,092,487.60	0.00
1104 · Equipment	352,510.60	352,510.60	0.00
1105 · Internet Fiber	960,843.03	960,843.03	0.00
1106 · Vehicles	146,287.50	146,287.50	0.00
1112 · Accumulated Dep Building	-692,371.30	-692,371.30	0.00
1114 · Accumulated Depreciation	-1,067,240.28	-1,067,240.28	0.00
<b>Total 1100 · Fixed Assets</b>	<u>1,792,517.15</u>	<u>1,792,517.15</u>	<u>0.00</u>
<b>Total Fixed Assets</b>	<u>1,792,517.15</u>	<u>1,792,517.15</u>	<u>0.00</u>
<b>Other Assets</b>			
1382 · Prepaid expenses	83,657.56	83,657.56	0.00
1400 · Right of Use Lease Asset	613,174.00	613,174.00	0.00
<b>Total Other Assets</b>	<u>696,831.56</u>	<u>696,831.56</u>	<u>0.00</u>
<b>TOTAL ASSETS</b>	<u><u>4,124,213.02</u></u>	<u><u>4,193,633.81</u></u>	<u><u>-69,420.79</u></u>
<b>LIABILITIES &amp; EQUITY</b>			
<b>Liabilities</b>			
<b>Current Liabilities</b>			
<b>Accounts Payable</b>			
2600 · Accounts Payable	-1,478.32	2,986.70	-4,465.02
<b>Total Accounts Payable</b>	<u>-1,478.32</u>	<u>2,986.70</u>	<u>-4,465.02</u>
<b>Other Current Liabilities</b>			
2601 · Accrued P/R	4,278.73	4,278.73	0.00
2625 · Payroll Deductions Payable	1,106.21	0.01	1,106.20
2626 · Flex Spending Deduction Payable	810.00	732.71	77.29
2627 · PFL Payable to Insurance	4,415.76	4,132.93	282.83
2635 · Capital Notes Payable	107,777.44	109,979.40	-2,201.96
2640 · Accrued Compensated Absences	138,984.07	138,984.07	0.00
2800 · Lease Liability Short Term	96,540.00	96,540.00	0.00
<b>Total Other Current Liabilities</b>	<u>353,912.21</u>	<u>354,647.85</u>	<u>-735.64</u>

Southern Tier Library System  
Treasurer's Report  
As of February 29, 2024

	<b>Feb 29, 24</b>	<b>Jan 31, 24</b>	<b>\$ Change</b>
<b>Total Current Liabilities</b>	352,433.89	357,634.55	-5,200.66
<b>Long Term Liabilities</b>			
2850 - Lease Liability - Long Term	516,634.00	516,634.00	0.00
<b>Total Long Term Liabilities</b>	516,634.00	516,634.00	0.00
<b>Total Liabilities</b>	869,067.89	874,268.55	-5,200.66
<b>Equity</b>			
3200 - Fund Balance Unrestricted	2,493,804.02	2,493,804.02	0.00
3910 - Board Restricted Capital Reserv	350,000.00	350,000.00	0.00
3911 - Donor Restricted Capital Reserv	94,811.44	94,811.44	0.00
Net Income	316,529.67	380,749.80	-64,220.13
<b>Total Equity</b>	3,255,145.13	3,319,365.26	-64,220.13
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>4,124,213.02</b>	<b>4,193,633.81</b>	<b>-69,420.79</b>

Official Depository: Community Bank NA  
Money Market Account: .10 Rate of Return  
Checking Accounts: .05 Rate of Return  
Certificate of Deposit: 4.6% Interest Rate

	Jan 24	Dec 23	\$ Change
<b>Income</b>			
4709 · Local Services Support	0.00	9,660.00	-9,660.00
4716 · State Aid Pass Through	0.00	11,640.00	-11,640.00
4719 · Interest	1,359.65	29.11	1,330.54
4721 · E-Rate Funding	0.00	159,252.15	-159,252.15
4723 · Member Library Cost Share	411,172.00	0.00	411,172.00
4724 · Member Library IT Contracts	326.02	14,452.42	-14,126.40
4725 · Grants Revenue	0.00	3,597.89	-3,597.89
4731 · Arkport Support	0.00	2,033.75	-2,033.75
4733 · Member Library Processing Fees	0.00	49.00	-49.00
4735 · Non State Aid Pass Through	134,867.92	12,253.48	122,614.44
4781 · Retiree Health Ins Payments	2,364.72	0.00	2,364.72
4782 · Donations	163.00	11.03	151.97
4784 · General Reimbursements & Refund	0.00	505.00	-505.00
<b>Total Income</b>	<b>550,253.31</b>	<b>213,483.83</b>	<b>336,769.48</b>
<b>Gross Profit</b>	<b>550,253.31</b>	<b>213,483.83</b>	<b>336,769.48</b>
<b>Expense</b>			
5100 · Salaries			
5141 · Professional Salaries	34,974.92	53,124.28	-18,149.36
5142 · Non-Professional Salaries	49,487.10	44,826.23	4,660.87
<b>Total 5100 · Salaries</b>	<b>84,462.02</b>	<b>97,950.51</b>	<b>-13,488.49</b>
5150 · Personnel Benefits			
5151 · Retirement	0.00	98,908.00	-98,908.00
5153 · Social Security	6,237.73	9,608.29	-3,370.56
5154 · Workers Compensation	516.42	1,033.27	-516.85
5157 · Health Insurance	24,235.24	19,838.31	4,396.93
5158 · Payroll Expense - Other	830.30	1,625.85	-795.55
5150 · Personnel Benefits - Other	690.00	252.76	437.24
<b>Total 5150 · Personnel Benefits</b>	<b>32,509.69</b>	<b>131,266.48</b>	<b>-98,756.79</b>
5204 · STLS Software & Small Equipment	1,954.38	72.37	1,882.01
5205 · Maintenance Contracts & Leases	968.42	439.21	529.21
5407 · Integrated Library System	0.00	78,623.69	-78,623.69
5408 · Platform Fees & Licenses	0.00	9,218.30	-9,218.30
5409 · STLS Telephone/Internet	17,662.20	16,863.44	798.76
5417 · Library Materials	2,966.15	4,810.49	-1,844.34
5418 · Consultant Collection	494.95	218.14	276.81
5419 · Electronic Materials	0.00	3,327.95	-3,327.95
5420 · Staff Development Travel	0.00	5,702.78	-5,702.78
5422 · Trustee Mileage	104.52	910.84	-806.32
5424 · Conference Registration	1,350.00	347.00	1,003.00
5425 · Staff & Member Library Mileage	0.00	600.11	-600.11
5427 · Programming & Annual Conference	65.95	77.49	-11.54
5428 · Meeting Supplies	353.84	660.43	-306.59
5430 · Office Supplies	251.58	241.17	10.41

Southern Tier Library System  
Financial Clerk's Report  
January 2024

	Jan 24	Dec 23	\$ Change
5433 · Postage	0.00	1,020.90	-1,020.90
5434 · Public Relations	2,725.00	717.57	2,007.43
5435 · Member Library Pass through	12,495.67	21,552.15	-9,056.48
5436 · STLS Grants to Member Libraries	0.00	14,436.00	-14,436.00
5442 · Professional Fees	2,373.00	0.00	2,373.00
5444 · Accounting Support & Audit	99.00	99.00	0.00
5450 · Utilities	0.00	2,295.81	-2,295.81
5451 · Building Maintenance & Repairs	96.00	2,927.34	-2,831.34
5453 · Loan Interest	202.16	0.00	202.16
5454 · Commercial Insurance	4,215.08	1,781.17	2,433.91
5471 · Vehicle Maintenance & Repairs	68.76	992.71	-923.95
5473 · Vehicle Fuel	0.00	3,140.35	-3,140.35
5474 · Vehicle Insurance	647.67	951.13	-303.46
5480 · Greenwood Reading Center Exp	3,437.47	2,167.24	1,270.23
5485 · Arkport Expense Account	1,873.79	2,520.66	-646.87
5490 · Grants	0.00	31,627.82	-31,627.82
Total Expense	171,377.30	437,560.25	-266,182.95
Net Income	378,876.01	-224,076.42	602,952.43

	Feb 24	Jan 24	\$ Change
<b>Income</b>			
4714 • Bullet Aid NYS	20,000.00	0.00	20,000.00
4716 • State Aid Pass Through	40,000.00	0.00	40,000.00
4719 • Interest	1,360.92	1,359.65	1.27
4723 • Member Library Cost Share	0.00	411,172.00	-411,172.00
4724 • Member Library IT Contracts	927.97	326.02	601.95
4731 • Arkport Support	1,792.74	1,873.79	-81.05
4732 • Reading Center Support	17,500.00	0.00	17,500.00
4735 • Non State Aid Pass Through	5,855.32	134,867.92	-129,012.60
4781 • Retiree Health Ins Payments	0.00	2,364.72	-2,364.72
4782 • Donations	0.00	163.00	-163.00
<b>Total Income</b>	<b>87,436.95</b>	<b>552,127.10</b>	<b>-464,690.15</b>
<b>Gross Profit</b>	<b>87,436.95</b>	<b>552,127.10</b>	<b>-464,690.15</b>
<b>Expense</b>			
5100 • Salaries			
5141 • Professional Salaries	34,694.17	34,974.92	-280.75
5142 • Non-Professional Salaries	43,555.51	49,487.10	-5,931.59
<b>Total 5100 • Salaries</b>	<b>78,249.68</b>	<b>84,462.02</b>	<b>-6,212.34</b>
5150 • Personnel Benefits			
5153 • Social Security	5,735.41	6,237.73	-502.32
5154 • Workers Compensation	516.42	516.42	0.00
5157 • Health Insurance	14,182.50	24,235.24	-10,052.74
5158 • Payroll Expense - Other	1,241.90	830.30	411.60
5150 • Personnel Benefits - Other	0.00	690.00	-690.00
<b>Total 5150 • Personnel Benefits</b>	<b>21,676.23</b>	<b>32,509.69</b>	<b>-10,833.46</b>
5204 • STLS Software & Small Equipment	747.92	1,954.38	-1,206.46
5205 • Maintenance Contracts & Leases	491.45	968.42	-476.97
5408 • Platform Fees & Licenses	233.24	0.00	233.24
5409 • STLS Telephone/Internet	16,294.14	17,662.20	-1,368.06
5417 • Library Materials	1,832.74	2,966.15	-1,133.41
5418 • Consultant Collection	0.00	494.95	-494.95
5420 • Staff Development Travel	2,194.25	0.00	2,194.25
5422 • Trustee Mileage	0.00	104.52	-104.52
5424 • Conference Registration	52.39	1,350.00	-1,297.61
5425 • Staff & Member Library Mileage	228.61	0.00	228.61
5427 • Programming & Annual Conference	553.30	65.95	487.35
5428 • Meeting Supplies	375.91	353.84	22.07
5430 • Office Supplies	360.47	251.58	108.89
5434 • Public Relations	3,095.57	2,725.00	370.57
5435 • Member Library Pass through	13,184.80	12,495.67	689.13
5442 • Professional Fees	412.00	2,373.00	-1,961.00
5444 • Accounting Support & Audit	286.50	99.00	187.50
5450 • Utilities	1,539.21	0.00	1,539.21
5451 • Building Maintenance & Repairs	1,957.98	96.00	1,861.98



Southern Tier Library System  
Financial Clerk's Report  
February 2024

	Feb 24	Jan 24	\$ Change
5453 · Loan Interest	198.04	202.16	-4.12
5454 · Commercial Insurance	757.08	4,215.08	-3,458.00
5471 · Vehicle Maintenance & Repairs	1,314.87	68.76	1,246.11
5473 · Vehicle Fuel	1,557.73	0.00	1,557.73
5474 · Vehicle Insurance	642.67	647.67	-5.00
5480 · Greenwood Reading Center Exp	1,202.56	3,437.47	-2,234.91
5485 · Arkport Expense Account	1,792.74	1,873.79	-81.05
5490 · Grants	425.00	0.00	425.00
<b>Total Expense</b>	<b>151,657.08</b>	<b>171,377.30</b>	<b>-19,720.22</b>
<b>Net Income</b>	<b>-64,220.13</b>	<b>380,749.80</b>	<b>-444,969.93</b>

**Personnel & Policies Committee**

Meeting Minutes

Monday, March 11, 2024 at 12:00 pm

Meeting Location: Southern Tier Library System - Painted Post



---

Committee Members in Attendance: Barbara Hubbell (chair), Susan McGill and Richard Ahola

Excused: Mary-Claire Krebs

Administration: Brian M. Hildreth

**Policies**

**Building Access and Use Policy**

The committee reviewed, updated, and made necessary edits to the policy. The group agreed it was ready to share with the full STLS Board for review and consideration. Further recommendations will be welcomed by the committee from the board. B. Hildreth said the proposed policy would be included in March's meeting packet.

**Internet Security Policy**

The committee reviewed, updated, and made necessary edits to the policy. The group agreed it was ready to share with the full STLS Board for review and consideration. Further recommendations will be welcomed by the committee from the board. B. Hildreth said the proposed policy would be included in March's meeting packet.

**Personnel**

**Deputy Director Job Description Review**

B. Hildreth presented the proposed Deputy Director job description. He first highlighted the job title change, Assistant Director – Director of Librarianship. He also reviewed some of the Essential Functions including: Coordination and leadership of Library System Professional Development, Administration and Governance (Trustee and Director Training), and Policy Development and Funding Referendums in support of members. He also noted this position would be designated second in charge of the organization, and acts for the Executive Director as assigned, or in the absence of the Executive Director.

The committee made recommendations to improve the format of the job description. The changes were incorporated. B. Hildreth said the job description required additional review for the month of March, and he would report back to the committee on final revisions in April. He also said he would update the committee and Board of Trustees on recommendations for filling the position at their upcoming meetings.

**Negotiations Committee for Upcoming Staff Association Contract Review**

B. Hildreth informed the committee that he would communicate to the Board's Negotiating Committee to let them know the Staff Association should be in touch with the committee soon about 2024 negotiations. The negotiation process usually starts in the months of March or April in a negotiating year.

Meeting adjourned at 12:55 pm.

Minutes respectfully submitted by: Brian M. Hildreth

**BUILDING USE AND ACCESS POLICY—MEETING ROOM POLICY**

APPLIES TO: STLS Board of Trustees  
 STLS Employees  
 STLS Member Libraries  
 General Public and Contractors

Southern Tier Library System (STLS) is a cooperative library system chartered through the New York State Education Department to serve consisting of 48 member libraries in Allegany, Chemung, Schuyler, Steuben, and Yates counties. The library system's main offices (Headquarters) are located at 9424 Scott Road, Painted Post, New York 14870. STLS' sole purpose is to provide direct support to its member libraries, so member libraries may provide high quality services to community members across the region.

Member libraries of STLS are open, public buildings. STLS is a State and member funded agency that limits building access to the public to conduct business of the organization. STLS Headquarters and its it maintains meeting room spaces are accessible to, and available for use by STLS employees and trustees, staff, as well as member libraries, the STLS Board of Trustees, and other affiliated agencies determined by STLS groups, such as the Foundation for Southern Tier Libraries. Agencies must register with STLS in order to request access to its meeting rooms. Community members or contractors must also register with STLS to be considered for building access to meet with STLS employees or trustees, or to conduct business with the organization. STLS reserves the right to determine building access eligibility to agencies, community members, and contractors.

### **Agencies**

Agencies that seek meeting room access should contact STLS Headquarters to determine affiliated agency status. Meeting rooms may only be used by current existing STLS-determined affiliated agencies within the library system's five-county service region, when if the rooms are not in use for STLS-related activities, and at the discretion of the Executive Director or their designee. STLS will suggest that service area individual residents and local agencies use utilize meeting rooms resources provided by the nearest member library libraries as the agencies' first-choice option.

Agencies that are granted access to meeting room space and placed on the registration list must schedule use of the room at least two weeks in advance of the desired date by contacting STLS' Administrative Assistant. All agencies are required to follow STLS policies and procedures, and will be held financially and legally accountable for any damage incurred while the agency is using the space. Advertising that promotes a meeting hosted by an affiliated agency in STLS'

meeting rooms must state, *“Activities or discussions at this event do not reflect or represent the views or positions of Southern Tier Library System.”*

### **Community Members and Contractors**

Community members and contractors who wish to access STLS Headquarters to meet with STLS employees or trustees, or to conduct business with the organization must register with the organization by contacting STLS’ Administrative Assistant. The Administrative Assistant, in consultation with the Executive Director or their designee, will determine if the community member or contractor may be placed on the registration list.

Once on the registration list, community members and contractors may be granted building access by scheduling an appointment to meet with an STLS employee or trustee during regular business hours (7:00 am – 5:00 pm). Appointments between community members, or contractors and STLS employees or trustees must be scheduled 24-hours in advance in order for the community member to have access to the building. STLS employees or their designee, and trustees must be in the building and take responsibility for the community members or contractors for whom they have scheduled appointments. Community members and contractors who have not registered with STLS, and who do not have a scheduled appointment, will not be permitted to enter Headquarters.

### **Audio and Video Recording**

STLS maintains video surveillance systems in designated areas of its building for the purpose of safety and security. Anyone occupying the building or on the library system’s grounds may not record audio or video during their visit without prior approval from the Executive Director.

***Adopted by the Southern Tier Library System Board of Trustees on December 16, 2008.  
Revised by the Board of Trustees November 17, 2015; January 18, 2022; **Month Day, Year.*****

## INTERNET SAFETY POLICY

APPLIES TO: STLS Board of Trustees  
STLS Employees  
STLS Member Libraries  
~~Public Information~~

REFERENCES: NYS DLD *Achieving Digital Equity in New York: An Outline for Collaborative Change* Internet-Ready Libraries Program

Consolidated Laws of New York State: N Y Civil Practice Law and Rules, Section 4509.

[www.ftc.gov](http://www.ftc.gov). (Federal Trade Commission Website, 2012)

*Children's Internet Protection Act (CIPA); Neighborhood Children's Internet Protection Act (NCIPA)* US Congress 2000.

STLS' Information Security Policy, and Information Technology Plan

### INTRODUCTION:

~~The Southern Tier Library System, a regional consortium of public libraries, works in partnership with its members to support and strengthen them through clearly defined, cost-effective services that make possible the coordination and sharing of resources, enabling all individuals in the five-county region to have equal access to excellent library services.~~

Southern Tier Library System (STLS) supports the goals and objectives of the New York State Division of Library Development's "*Achieving Digital Equity in New York: An Outline for Collaborative Change Initiative*". This initiative is multifaceted, and many of its components are addressed through STLS' current Plan of Service and Information Technology Plan. The library system's Internet Safety Policy is intended to address specific elements regarding how information resource sharing takes place through an Integrated Library System (ILS), and how internet connectivity is administered across a cooperative group of member libraries. ~~Internet-Ready Libraries Program. To assist individual STLS System member libraries to use computers and telecommunications technology, access a full range of library resources, and provide the services of skilled library personnel needed in order to be an Internet-Ready Library and an integral part of the statewide electronic learning community, STLS:~~

STLS performs the following activities to maintain patron privacy and a safe space for online information resource sharing:

- operates an Integrated Library System (ILS), ~~currently Sirsi/Dynix~~, that allows member libraries to participate in a shared patron database and the shared online catalog (STARCat) as well as to circulate materials electronically;
- provides member libraries with technical assistance on the use of hardware, software, and peripherals used to access the STLS automated network;
- maintains a wide-area network that provides access to the Internet for libraries that have no other high-speed access, and connects libraries to the STLS ILS for sharing of library resources.

### PRIVACY:

~~The Southern Tier Library System will take reasonable and prudent measures to protect the privacy of data provided by patrons and generated by the system and its member libraries when using the system's Integrated~~

Library System (ILS) and the shared wide-area network. The contents of the STLS wide-area network and ILS are confidential; unauthorized users are prohibited from attempting to gain access to the network, or to store information. STLS uses firewall equipment, software, and other means to protect the confidentiality of library records. However, there is no absolute guarantee of the privacy of personal information stored on STLS network servers and no absolute guarantee of the privacy of information and communications, including e-mail, that travels across the STLS wide-area network. STLS maintains personal information only as long as needed to conduct library business. Library records are legally confidential under New York State law:

***New York Civil Practice Law & Rules Section 4509 Library Records.***

*Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, inter-library loan transactions, reference queries, requests for photocopies of library materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.<sup>1</sup>*

**INTERNET ACCESS:**

The Internet is a global electronic network, mostly unregulated, on which anyone may place any content or communicate any content. The STLS and its member libraries do not endorse and do not assume responsibility for any content found or any communications made on the Internet.

The STLS maintains an Internet filtering mechanism for use on all computers at in the STLS Service Center and in its member libraries. The filtering mechanism will, at a minimum, block access to the three categories of visual depictions specified by the Federal Children's Internet Protection Act (CIPA)—visual depictions of material deemed child pornography, obscene, or any material deemed harmful to minors.<sup>2</sup> The filtering mechanism can be disabled on individual computers as needed by local libraries. STLS has evaluated various filtering mechanisms before choosing the most appropriate method; however, the System does not guarantee the effectiveness of Internet filtering.

It shall be the responsibility of the member libraries on the STLS wide-area network to supervise and monitor the usage of the online computer network and access to the Internet in accordance with this policy and the Children's Internet Protection Act.

**ACCESS BY MINORS:**

The valuable information, opportunities for learning and interactions available on this world-wide network far outweigh the possibility that users may obtain information that is not consistent with the educational and research goals of this service.

**(Space Inserted)**

Parents or legal guardians must assume responsibility for deciding which library resources are appropriate for their own children, guiding their children in the use of the Internet, and informing them of about materials they should not use.

---

<sup>1</sup> Civil Practice Laws and Rules, Sec. 4509. Consolidated Laws of New York State. NYS Code website 2012.

<sup>2</sup> [www.fcc.gov](http://www.fcc.gov). Children's Internet Protection Act, 2012

While STLS affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources, including those available through the Internet, the System has taken certain measures designed to assist in the safe and effective use of these resources by all minors.

1. To address the issue of safety and security of minors when using e-mail and other forms of direct electronic communications, as well as the unauthorized disclosure, use and dissemination of personal identification information regarding minors, STLS urges minors and their parents or guardians to keep in mind the following safety guidelines:
  - a. Never give out identifying information such as home address, school name, or telephone number.
  - b. Let parents or guardians decide whether personal family information such as age, marital status, or financial information should be revealed.
  - c. Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.
  - d. Never respond to messages that are suggestive, obscene, threatening, or make one uncomfortable. Tell a parent, guardian or library staff member if you receive such a message.
  - e. Have parents or guardians report an incident to the National Center for Missing and Exploited Children via [www.cybertipline.com](http://www.cybertipline.com) or call 1-800-843-5678 if **they become** aware of the transmission of child pornography.
  - f. Remember that people online may not be who they say they are.
  - g. Remember that **not** everything they ~~one~~-reads online may ~~not~~ be true.
  - h. Don't open e-mail, files, or website pages sent to you by people or organizations that you don't know or trust.
2. To address the issue of unauthorized access, including so-called "hacking" and other unlawful activities by minors online, minors and all other users of STLS **member** libraries are hereby advised that any unlawful activity is strictly prohibited.
3. Assisting member libraries **in creating and posting** an introductory web page "splash" for wireless Internet access ~~which~~ requires a patron to verify that **they** ~~he or she~~ accept the library's terms for using that access. Unless the patron agrees to this verification, **they** ~~he or she~~ will be blocked from using the library's wireless Internet connection.

#### PROHIBITED LIBRARY ACTIVITY:

**All** ~~Any~~ users of electronic STLS services in any location is strictly prohibited from **all** ~~any~~ illegal activity or unlawful purposes, including but not limited to:

1. hacking;
2. harassing or invading the privacy of other users;
3. attempting to degrade the network or disrupt its performance;
4. using the network for **unlawful** commercial purposes;
5. sending "spam" or unsolicited advertising of any kind;
6. violation of copyright law, including downloading copyrighted works without authorization by the copyright owner.

***Adopted by the Southern Tier Library System Board of Trustees on May 14, 2003  
Revised by the Board of Trustees on June 15, 2004; June, 19, 2012; April 16, 2024***

## **SUSTAINABILITY POLICY**

The Board of the Southern Tier Library System believes that in order to fulfill our mission to “connect, empower and advocate for all Southern Tier public libraries,” our organization must adopt the “Triple Bottom Line” mindset of sustainability as defined by the American Library Association’s Resolution for the Adoption of Sustainability as a Core Value of Librarianship: “To be truly sustainable an organization or community must embody practices that are environmentally sound AND economically feasible AND socially equitable.”

The Board of Trustees pledges its commitment to support sustainable principles that follow the triple-bottom line methodology to ensure a resilient, sustainable community and library system for all residents.

### **Environmentally Sound**

STLS is committed to reducing our environmental footprint and promoting environmental stewardship at all levels of our organization. Our goal is to minimize our organization’s impact and maximize future generations’ ability to live, work, and play in our shared natural environment, with equal access to clean air, clean water, and natural resources.

STLS staff are encouraged to participate in procedures and programs in our organization that strive to minimize pollution and waste, conserve energy and water, protect habitat, support renewable energy resources, buy environmentally friendly products, and encourage environmentally preferable transportation.

### **Economically Feasible**

STLS is committed to making good use of the public and private dollars invested in our organization to carry out the mission of the organization. Our goal is to leverage state and member funds to the maximum benefit of the communities served by our member libraries, while honoring our commitment to environmental stewardship and equity, diversity, and inclusion. This will be reflected in our fiscal policies.

### **Socially Equitable**

The Board of Trustees strives to govern the system in a way that promotes equity, diversity, and inclusion as core values. STLS is committed to a culture of inclusion and mutual respect that welcomes the differences and variety of backgrounds, perspectives, interests, and talents represented by the members served and our staff members. These efforts will extend to contractor and supplier relationships.

Employee understanding and involvement are essential to the implementation of our sustainability policies. All employees will receive a copy of this policy and will have access to education about our organization’s efforts to dedicate our work to creating a more equitable society and improve our environmental performance. Employees at all levels of the organization will be involved in supporting these goals.



## Finance & Facilities Committee



Meeting Minutes

March 11, 2024 – 1:00 pm

Meeting Location: Southern Tier Library System

Present: Betsy Gorman, Louise Richardson and Brian Hildreth

Excused: Sisi Barr and Richard Urban

Meeting was called to order at 1:00 pm.

Review of Financial Statements - Brian reviewed January and February financial statements with the committee.

Treasurer's Report – Brian stated our total cash on hand is a bit higher than last year at this time because we sent out Library Cost-Share billing a month earlier, so those funds have started coming in. If not for that, we'd be about even with last year.

Financial Clerk's Report – We received \$20,000 in NYS Bullet Aid from Assemblyman Friend and Palmisano. Vehicle maintenance was high in February due to three cracked windshields in our vans. When we next put our vehicle insurance out to bid, we'll look at zero-deductible windshield coverage.

Profit - Loss Vs Actual Statement – Our cash flow is in good shape. Our salary spending is on-budget, as all of our positions are currently filled.

Deposit Summary and Expenditures Report – will be included in board packet.

Independent Audit – Our annual audit will be the week of April 18, 2024.

Facilities Update – Our front doors need to be replaced, as the ADA compliance equipment is not functioning, and they are not energy-efficient. Elmira Structures will be providing an estimate. Brian will make a recommendation based on the purchasing policy for how to proceed once a general cost is determined. Elmira Structures is also working on a quote for our roof replacement, which will be used to support STLS' NYS Public Library Construction application for 2025. Both quotes should be available next month. Brian is also putting out an RFP for tree trimming and removal, as one tree on the property has died and the others have limbs that could take out our fiber lines.

The meeting was adjourned at 1:38pm.

Respectfully submitted: Betsy Gorman for Sisi Barr, Treasurer

Next Meeting is Monday, April 8th at 1:00pm.

Foundation for Southern Tier Libraries  
**BOARD OF DIRECTORS MEETING**  
**January 11, 2023 | Southern Tier Library System**

**MEETING MINUTES**

Present: Dale Wexell; President; Rusty Wigg, Vice President; Paul Webster, Treasurer; Louise Richardson, Secretary; Gail Ebeltoft; Brian Hildreth, STLS Executive Director

Excused: Peter Gamba; Tom Nichols

The meeting was called to order at 11:05 am.

**MINUTES**

The minutes of the December 14, 2023 meeting were unanimously approved.

**TREASURER'S REPORT**

The Treasurer's Report was accepted. It was noted that we are \$4,000 behind where we were last year.

**GRANT PROGRAM**

Louise will work on setting up a Gmail address for the Foundation, as well as a Google Nonprofit Account.

While we had discussed setting up a Google Form for online grant applications, Brian pointed out that Google forms cannot be saved and returned to later, which would be frustrating for applicants. Louise will convert the application to a paper form and we will investigate platforms for an online form for 2025. The form will be distributed no later than February 1.

Dale will distribute the 2023 grant reports to board members prior to the grant review.

**FUNDRAISING SOFTWARE**

Rusty created a spreadsheet tracking donations from 2018 to the present and the data has been uploaded to ELEO. Rusty will review and approve it.

Rusty will distribute our current list for board member review and corrections or amendments.

In March or early April, we will solicit gifts from people who attended the event but were not sent the 2023 year end appeal.

**BUDGET**

The board reviewed the budget, as proposed by Dale. Moved by Louise, seconded by Gail, it was unanimously approved.

**FUNDRAISING EVENT**

Given the success of our 2023 *Stand Up for Libraries!* event, it was agreed that we will once again have a fundraising event at 171 Cedar Arts Center in September. In February, we will discuss soliciting event sponsors.

Dale suggested we create an award – perhaps an Unsung Hero award - to be presented at the event, with \$500 given to the home library of the recipient. Dale will draft criteria for board review.

**OTHER**

Rusty suggested we add financial charts to the website to illustrate majority of funds going to the grant program.

Discussion of strategic planning was deferred to a later meeting.

**NEXT MEETING**

Thursday, February 8, 2024, at the STLS offices.

There being no further business, the meeting was adjourned at 12:42.

Respectfully submitted,  
Louise Richardson, Secretary

3:37 PM

03/08/24

*Lin*  
3/6/24

**Southern Tier Library System**  
**Unpaid Bills Detail**  
As of March 8, 2024

*3/7/2024*

Type	Date	Num	Due Date	Open Balance
4 Baker & Taylor				
• Bill	03/08/2024	20380...	03/08/2024	✓ 451.79 ✓
• Bill	03/08/2024	20380...	03/08/2024	✓ 47.83 ✓
Total Baker & Taylor				499.42
9 Brooks, Samantha				
Bill	03/08/2024	2/24 M...	03/08/2024	✓ 17.42 ✓
Total Brooks, Samantha				17.42
4 Clearly IP				
Bill	03/08/2024	INV-10...	03/08/2024	✓ 381.94 ✓
Total Clearly IP				381.94
9 Corning Natural Gas				
Bill	03/08/2024	Feb 20...	03/08/2024	✓ 371.83 ✓
Total Corning Natural Gas				371.83
9 Dalton, Tina				
Bill	03/08/2024	2/24 A...	03/08/2024	✓ 79.06 ✓
Total Dalton, Tina				79.06
9 Eastern Managed Print Network				
Bill	03/08/2024	IN4208...	03/08/2024	✓ 491.45 ✓
Total Eastern Managed Print Network				491.45
9 Emergency Power Systems				
Bill	03/08/2024	SQI-00...	03/08/2024	✓ 1,076.28 ✓
Total Emergency Power Systems				1,076.28
9 Excellus BC BS				
• Bill	03/08/2024	Mar 20...	03/08/2024	✓ 5,247.81 ✓
• Bill	03/08/2024	Mar 20...	03/08/2024	✓ 294.98 ✓
Total Excellus BC BS				5,542.19
9 First Class Glass & Mirror				
Bill	03/08/2024	16292	03/08/2024	✓ 340.00 ✓
Total First Class Glass & Mirror				340.00
9 Friendly Freds				
Bill	03/08/2024	31626	03/08/2024	✓ 68.76 ✓
Total Friendly Freds				68.76
9 Gale/CENGAGE Learning				
• Bill	03/08/2024	83399...	03/08/2024	✓ 40.28 ✓
• Bill	03/08/2024	83382...	03/08/2024	✓ 78.81 ✓
• Bill	03/08/2024	83239...	03/08/2024	✓ 341.74 ✓
Total Gale/CENGAGE Learning				460.83
9 Ingram Library Services				
• Bill	03/08/2024	80710...	03/08/2024	✓ 9.80 ✓
• Bill	03/08/2024	80710...	03/08/2024	✓ 82.88 ✓
Total Ingram Library Services				102.68
1 Johnson Courley, Elisabeth				
• Bill	03/08/2024	2024 B...	03/08/2024	✓ 31.49 ✓
Total Johnson Courley, Elisabeth				31.49

3:37 PM  
03/08/24

# Southern Tier Library System Unpaid Bills Detail As of March 8, 2024

Type	Date	Num	Due Date	Open Balance
• Murphy, Sally Jacoby Bill	03/08/2024	2/24 M...	03/08/2024	✓ 47.84 ✓
Total Murphy, Sally Jacoby				47.84
• NYSEG Bill	03/08/2024	Feb 20...	03/08/2024	✓ 344.77 ✓
Total NYSEG				344.77
• NYSHIP Bill	03/08/2024	804	03/08/2024	✓ 14,194.98 ✓
Total NYSHIP				14,194.98
*Overdrive				
• Bill	03/08/2024	01483...	03/08/2024	✓ 254.85 ✓
• Bill	03/08/2024	01483...	03/08/2024	✓ 124.87 ✓
• Bill	03/08/2024	01483...	03/08/2024	✓ 338.78 ✓
• Bill	03/08/2024	01483...	03/08/2024	✓ 317.98 ✓
• Bill	03/08/2024	01483...	03/08/2024	✓ 108.98 ✓
• Bill	03/08/2024	01483...	03/08/2024	✓ 1,731.88 ✓
• Bill	03/08/2024	H-010...	03/08/2024	✓ 3,000.00 ✓
Total Overdrive				8,872.33
• Phillips, Lois Bill	03/08/2024	2/24 M...	03/08/2024	✓ 45.88 ✓
Total Phillips, Lois				45.88
• Southern Tier Network				
• Bill	03/08/2024	8681	03/08/2024	✓ 1,000.00 ✓
• Bill	03/08/2024	8682	03/08/2024	✓ 3,280.00 ✓
• Bill	03/08/2024	8689	03/08/2024	✓ 3,845.00 ✓
• Bill	03/08/2024	8686	03/08/2024	✓ 500.00 ✓
• Bill	03/08/2024	8709	03/08/2024	✓ 250.00 ✓
• Bill	03/08/2024	8718	03/08/2024	✓ 250.00 ✓
• Bill	03/08/2024	8718	03/08/2024	✓ 500.00 ✓
Total Southern Tier Network				9,585.00
• Springhare LLC Bill	03/08/2024	24-R1...	03/08/2024	✓ 2,748.00 ✓
Total Springhare LLC				2,748.00
WEX Bank				
Bill Pmt -Check	01/12/2024	41433		✓ -1,478.32 ✓
Bill	03/08/2024	95438...	03/08/2024	✓ 1,427.22 ✓
Total WEX Bank				-51.10
TOTAL				42,291.21

Wex credit is due to a missing check that finally showed up and was applied. We had already re-sent a new check. I applied this month's invoice, but it is still \$51.10 less. That will be applied to March's invoice now.

12:17 PM

02/21/24

**Southern Tier Library System**  
**Unpaid Bills Detail**  
 As of February 23, 2024

Type	Date	Num	Due Date	Open Balance
Beall, Connie Bill	02/23/2024	2024 Ann Rep Mileage	02/23/2024	17.82 ✓
Total Beall, Connie				17.82
Button, Vickie Bill	02/23/2024	Medicare B 2/24	02/23/2024	92.36 ✓
Total Button, Vickie				92.36
Casella Waste Services Bill	02/23/2024	2269509	02/23/2024	128.34 ✓
Total Casella Waste Services				128.34
CDW-G Bill	02/23/2024	PJ10103	02/23/2024	747.92 ✓
Total CDW-G				747.92
Deil Marketing LP Bill	02/23/2024	10729532580	02/23/2024	753.42 ✓
Total Deil Marketing LP				753.42
Delta Dental Insurance Company Bill	02/23/2024	Feb 2024	02/23/2024	190.86 ✓
Total Delta Dental Insurance Company				190.86
Empire Access Bill	02/23/2024	00004822-2 0224	02/23/2024	87.97 ✓
Total Empire Access				87.97
Empire Natural Gas Bill	02/23/2024	WSTLS-0283616	02/23/2024	120.54 ✓
Total Empire Natural Gas				120.54
Engleish, Darleen Bill	02/23/2024	Medicare B 2/24	02/23/2024	92.36 ✓
Total Engleish, Darleen				92.36
Erie Insurance Company Bill	02/23/2024	Mar 2024	02/23/2024	1,916.17 ✓
Total Erie Insurance Company				1,916.17
Fablen, Zoe Bill	02/23/2024	001	02/23/2024	922.40 ✓
Total Fablen, Zoe				922.40
First Bankcard Bill	02/23/2024	44182292184093350224	02/23/2024	909.35 ✓
Bill	02/23/2024	44182292806668120224	02/23/2024	517.49 ✓
Bill	02/23/2024	44182292575662350224	02/23/2024	821.85 ✓
Bill	02/23/2024	44182292622784200224	02/23/2024	962.20 ✓
Bill	02/23/2024	44182292343277270224	02/23/2024	731.92 ✓
Bill	02/23/2024	44182292647263270224	02/23/2024	147.76 ✓
Bill	02/23/2024	44182284393264390224	02/23/2024	1,825.20 ✓
Bill	02/23/2024	44182292671949290224	02/23/2024	52.52 ✓
Total First Bankcard				5,768.09
First Class Glass & Mirror Bill	02/23/2024	16252	02/23/2024	340.00 ✓
Total First Class Glass & Mirror				340.00

<b>Total Friendly Free</b>				
<b>Frontier Communications</b>				
Bill	02/23/2024	Mar 2024		
<b>Total Frontier Communications</b>				
<b>Hallahan, Sheila</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
<b>Total Hallahan, Sheila</b>				92.36
<b>Holden, Loretta</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
<b>Total Holden, Loretta</b>				92.36
<b>Humana</b>				
Bill	02/23/2024	March 2024	02/23/2024	✓ 73.90 ✓
<b>Total Humana</b>				73.90
<b>Jack, Filomena</b>				
Bill	02/23/2024	020724	02/23/2024	✓ 1,250.00 ✓
<b>Total Jack, Filomena</b>				1,250.00
<b>Johnsen Courley, Elisabeth</b>				
Bill	02/23/2024	2024 Ann Rep Mileage	02/23/2024	✓ 52.39 ✓
<b>Total Johnsen Courley, Elisabeth</b>				52.39
<b>McPherson, Marcia</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
<b>Total McPherson, Marcia</b>				92.36
<b>Nelson, Jane</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
<b>Total Nelson, Jane</b>				92.36
<b>NYSEG</b>				
Bill	02/23/2024	Jan 2024	02/23/2024	✓ 385.36 ✓
<b>Total NYSEG</b>				385.36
<b>Overdrive</b>				
Bill	02/23/2024	01453CO24041879	02/23/2024	✓ 419.49 ✓
Bill	02/23/2024	01453CO24041895	02/23/2024	✓ 627.13 ✓
Bill	02/23/2024	01453CO24041905	02/23/2024	✓ 1,319.91 ✓
Bill	02/23/2024	01453CO24041946	02/23/2024	✓ 2,770.85 ✓
Bill	02/23/2024	01453CO24042230	02/23/2024	✓ 5.00 ✓
Bill	02/23/2024	01453CO24041958	02/23/2024	✓ 1,278.38 ✓
Bill	02/23/2024	01453CO24041884	02/23/2024	✓ 215.96 ✓
Bill	02/23/2024	01453DA24046606	02/23/2024	✓ 256.41 ✓
<b>Total Overdrive</b>				6,893.13
<b>Passage, Mary</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
<b>Total Passage, Mary</b>				92.36

12:17 PM

02/21/24

**Southern Tier Library System**  
**Unpaid Bills Detail**  
**As of February 23, 2024**

Type	Date	Num	Due Date	Open Balance
<b>Povero, Kelly</b>				
Bill	02/23/2024	2024 Ann Rep Mileage	02/23/2024	✓ 36.72 ✓
Total Povero, Kelly				36.72
<b>Quiggle, Mary Kay</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
Total Quiggle, Mary Kay				92.36
<b>Retterer &amp; Sons LLC</b>				
Bill	02/23/2024	4219	02/23/2024	✓ 540.75 ✓
Total Retterer & Sons LLC				540.75
<b>SCRLC</b>				
Bill	12/31/2023	6936	12/31/2023	✓ 2,310.00 ✓
Total SCRLC				2,310.00
<b>Smith, Amanda</b>				
Bill	02/23/2024	2024 Ann Rep Milage	02/23/2024	✓ 84.29 ✓
Total Smith, Amanda				84.29
<b>Time Warner Cable, PA</b>				
Bill	02/23/2024	145580801 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	145513901 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	145511001 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	120225701 0224	02/23/2024	✓ 44.99 ✓
Bill	02/23/2024	145510901 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	145202001 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	225336201 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	088070101 0224	02/23/2024	✓ 44.99 ✓
Bill	02/23/2024	224328601 0224	02/23/2024	✓ 500.00 ✓
Bill	02/23/2024	086223501 0224	02/23/2024	✓ 154.98 ✓
Bill	02/23/2024	143864001 0224	02/23/2024	✓ 1,250.00 ✓
Total Time Warner Cable, PA				4,994.96
<b>United Healthcare Insurance Company</b>				
Bill	02/23/2024	Mar 2024	02/23/2024	✓ 332.00 ✓
Total United Healthcare Insurance Company				332.00
<b>Verizon Wireless</b>				
Bill	02/23/2024	9953059498 224	02/23/2024	✓ 177.26 ✓
Total Verizon Wireless				177.26
<b>Wigg, Ristina</b>				
Bill	02/23/2024	Medicare B 2/24	02/23/2024	✓ 92.36 ✓
Total Wigg, Ristina				92.36
<b>TOTAL</b>				<b>30,570.42</b>



2:52 PM  
02/09/24

2/8/24

Southern Tier Library System  
Unpaid Bills Detail  
As of February 9, 2024

2/7/24

Type	Date	Num	Due Date	Open Balance
Blackstone Publishing				
Bill	02/09/2024	2137513	02/09/2024	✓ 597.00 ✓
Bill	02/09/2024	2138261	02/09/2024	✓ 35.09 ✓
Total Blackstone Publishing				432.09
Clearly IP				
BE	02/09/2024	INV-09...	02/09/2024	✓ 381.94 ✓
Total Clearly IP				381.94
Coming Natural Gas				
Bill	02/09/2024	Jan 20...	02/09/2024	✓ 371.06 ✓
Total Coming Natural Gas				371.06
Dalton, Tina				
Bill	02/09/2024	1/31/2...	02/09/2024	✓ 89.78 ✓
Total Dalton, Tina				89.78
Dell Marketing LP				
Bill	02/09/2024	10727...	02/09/2024	✓ 3,022.50 ✓
Bill	02/09/2024	10727...	02/09/2024	✓ 481.50 ✓
Total Dell Marketing LP				3,504.00
Eastern Managed Print Network				
Bill	02/09/2024	IN4173...	02/09/2024	✓ 481.46 ✓
Total Eastern Managed Print Network				481.46
Energy Cooperative of America				
Bill	02/09/2024	1013775	02/09/2024	✓ 662.25 ✓
Total Energy Cooperative of America				662.25
Friendly Freds				
Bill	02/09/2024	31525	02/09/2024	✓ 94.86 ✓
Total Friendly Freds				94.86
Gale/CENGAGE Learning				
Bill	02/09/2024	83080...	02/09/2024	✓ 27.80 ✓
Total Gale/CENGAGE Learning				27.80
Ingram Library Services				
Bill	02/09/2024	79992...	02/09/2024	✓ 128.88 ✓
Bill	02/09/2024	80082...	02/09/2024	✓ 23.31 ✓
Total Ingram Library Services				152.19
McGill, Susan				
Bill	12/31/2023	2023 ...	12/31/2023	✓ 673.86 ✓
Total McGill, Susan				673.86
Multi Media Services				
Bill	02/09/2024	80708	02/09/2024	✓ 166.42 ✓
Total Multi Media Services				166.42
NYSHIP				
Bill	02/09/2024	803	02/09/2024	✓ 14,184.88 ✓
Total NYSHIP				14,184.88

2:52 PM

02/08/24

# Southern Tier Library System

## Unpaid Bills Detail

As of February 8, 2024

Type	Date	Num	Due Date	Open Balance
<b>Overdrive</b>				
• BBI	02/09/2024	01453...	02/09/2024	✓ 517.45 ✓
• BBI	02/09/2024	01453...	02/09/2024	✓ 341.14 ✓
• BBI	02/09/2024	01453...	02/09/2024	✓ 483.96 ✓
• BBI	02/09/2024	01453...	02/09/2024	✓ 485.73 ✓
• BBI	02/09/2024	01453...	02/09/2024	✓ 198.00 ✓
<b>Total Overdrive</b>				<b>2,006.28</b>
<b>Southern Tier Network</b>				
• BBI	02/09/2024	5518	02/09/2024	✓ 3,250.00 ✓
• BBI	02/09/2024	5525	02/09/2024	✓ 3,845.00 ✓
• BBI	02/09/2024	5531	02/09/2024	✓ 500.00 ✓
• BBI	02/09/2024	5545	02/09/2024	✓ 250.00 ✓
• BBI	02/09/2024	5551	02/09/2024	✓ 250.00 ✓
• BBI	02/09/2024	5517	02/09/2024	✓ 1,000.00 ✓
• BBI	02/09/2024	5554	02/09/2024	✓ 500.00 ✓
<b>Total Southern Tier Network</b>				<b>9,595.00</b>
<b>Staples Business Credit</b>				
• BBI	02/09/2024	75231...	02/09/2024	✓ 125.36 ✓
• BBI	02/09/2024	75236...	02/09/2024	✓ 68.99 ✓
<b>Total Staples Business Credit</b>				<b>194.35</b>
<b>Suffolk Cooperative Library System</b>				
• BBI	02/09/2024	412	02/09/2024	✓ 150.00 ✓
<b>Total Suffolk Cooperative Library System</b>				<b>150.00</b>
<b>Taggart, Jennifer</b>				
• BBI	02/09/2024	02052...	02/09/2024	✓ 425.00 ✓
<b>Total Taggart, Jennifer</b>				<b>425.00</b>
<b>Tells by Mail</b>				
• BBI	02/09/2024	17594...	02/09/2024	✓ 2.84 ✓
<b>Total Tells by Mail</b>				<b>2.84</b>
<b>Turner, Helen</b>				
• BBI	02/09/2024	01302...	02/09/2024	✓ 500.00 ✓
<b>Total Turner, Helen</b>				<b>500.00</b>
<b>WEX Bank</b>				
• BBI	12/31/2023	94178...	12/31/2023	✓ 1,478.32 ✓
• BBI	02/09/2024	94800...	02/09/2024	✓ 1,557.73 ✓
<b>Total WEX Bank</b>				<b>3,036.05</b>
<b>World Book, Inc</b>				
• BBI	02/09/2024	00016...	02/09/2024	✓ 1,199.00 ✓
<b>Total World Book, Inc</b>				<b>1,199.00</b>
<b>TOTAL</b>				<b>35,341.40</b>

2:41 PM  
01/24/24

*Lin*  
*1/23/24*

**Southern Tier Library System**  
**Unpaid Bills Detail**  
As of January 28, 2024

*1/24/24*

Type	Date	Num	Due Date	Open Balance
† Button, Vickie Bill	01/26/2024	Medica...	01/26/2024	✓ 92.38 ✓
Total Button, Vickie				92.38
‡ Casella Waste Services Bill	12/31/2023	2253184	12/31/2023	✓ 129.19 ✓
Total Casella Waste Services				129.19
‡ CDW-G Bill	01/26/2024	NJ13068	01/26/2024	✓ 1,835.39 ✓
Total CDW-G				1,835.39
‡ COSUGI • Bill • Bill	01/26/2024 01/26/2024	012824 2024 C...	01/26/2024 01/26/2024	✓ 150.00 ✓ ✓ 1,350.00 ✓
Total COSUGI				1,500.00
‡ Decker, Lynnette Bill	01/26/2024	1/19/2...	01/26/2024	✓ 104.52 ✓
Total Decker, Lynnette				104.52
‡ Dell Marketing LP Bill	01/26/2024	10725...	01/26/2024	✓ 1,007.50 ✓
Total Dell Marketing LP				1,007.50
‡ English, Darleen Bill	01/26/2024	Medica...	01/26/2024	✓ 92.38 ✓
Total English, Darleen				92.38
‡ Erie Insurance Company Bill	01/26/2024	Feb 20...	01/26/2024	✓ 1,921.17 ✓
Total Erie Insurance Company				1,921.17
‡ Excelius BC BS • Bill • Bill	01/26/2024 01/26/2024	Feb 20... Feb 20...	01/26/2024 01/26/2024	✓ 3,580.72 ✓ ✓ 214.98 ✓
Total Excelius BC BS				3,795.70
First Bankcard • Bill • Bill • Bill • Bill • Bill • Bill • Bill • Bill • Bill • Bill	12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 01/26/2024 01/26/2024 01/26/2024	44182... 44182... 44182... 44182... 44182... 44182... 44182... 44182... 44182... 44182...	12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 12/31/2023 01/26/2024 01/26/2024 01/26/2024	✓ 204.59 ✓ ✓ 382.00 ✓ ✓ 188.99 ✓ ✓ 51.97 ✓ ✓ 58.00 ✓ ✓ 8.88 ✓ ✓ 18.99 ✓ ✓ 65.95 ✓ ✓ 677.40 ✓
Total First Bankcard				1,884.57
‡ FirstLight Fiber • Bill	01/26/2024	18030...	01/26/2024	✓ 900.00 ✓
Total FirstLight Fiber				900.00
‡ Friendly Freds • Bill	01/26/2024	31477	01/26/2024	✓ 68.76 ✓
Total Friendly Freds				68.76

2:41 PM

01/24/24

# Southern Tier Library System

## Unpaid Bills Detail

As of January 26, 2024

Type	Date	Num	Due Date	Open Balance
• Frontier Communications Bill	01/26/2024	Feb 20...	01/26/2024	✓ 248.92 ✓
Total Frontier Communications				248.92
• Gale/CENGAGE Learning Bill	01/26/2024	83031...	01/26/2024	✓ 27.20 ✓
• Bill	01/26/2024	83046...	01/26/2024	✓ 22.38 ✓
• Bill	01/26/2024	83038...	01/26/2024	✓ 31.99 ✓
• Bill	01/26/2024	83042...	01/26/2024	✓ 59.18 ✓
• Bill	01/26/2024	83034...	01/26/2024	✓ 153.55 ✓
• Bill	01/26/2024	83070...	01/26/2024	✓ 27.98 ✓
• Bill	01/26/2024	83075...	01/26/2024	✓ 21.59 ✓
Total Gale/CENGAGE Learning				343.89
• Hellehan, Sheila Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Hellehan, Sheila				92.36
• Hildreth, Brian Bill	12/31/2023	Oct- D...	12/31/2023	✓ 217.48 ✓
Total Hildreth, Brian				217.48
• Holden, Loretta Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Holden, Loretta				92.36
• Humana Bill	01/26/2024	Feb 20...	01/26/2024	✓ 73.90 ✓
Total Humana				73.90
• Ingram Library Services Bill	01/26/2024	79765...	01/26/2024	✓ 74.36 ✓
Total Ingram Library Services				74.36
• McPherson, Marcia Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total McPherson, Marcia				92.36
• Nelson, Jane Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Nelson, Jane				92.36
• Overdrive Bill	01/26/2024	01483...	01/26/2024	✓ 2,812.30 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 5,012.80 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 1,318.42 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 88.00 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 1,289.47 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 142.46 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 228.47 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 482.48 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 23.97 ✓
• Bill	01/26/2024	01483...	01/26/2024	✓ 88.30 ✓
Total Overdrive				11,174.98
• Passage, Mary Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Passage, Mary				92.36

2:41 PM

01/24/24

# Southern Tier Library System

## Unpaid Bills Detail

As of January 26, 2024

Type	Date	Num	Due Date	Open Balance
✓ Pathways Inc Bill	01/26/2024	2024 E...	01/26/2024	✓ 690.00 ✓
Total Pathways Inc				690.00
✓ PULISDO Bill	01/26/2024	2024 ...	01/26/2024	✓ 400.00 ✓
Total PULISDO				400.00
✓ Quiggle, Mary Kay Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Quiggle, Mary Kay				92.36
✓ Richardson, Louise Bill	12/31/2023	Oct- D...	12/31/2023	✓ 207.37 ✓
Total Richardson, Louise				207.37
✓ Terp's Enterprises Inc Bill	01/26/2024	17240	01/26/2024	✓ 2,725.00 ✓
Total Terp's Enterprises Inc				2,725.00
✓ Time Warner Cable, PA Bill	01/26/2024	14386...	01/26/2024	✓ 1,760.00 ✓
Total Time Warner Cable, PA				1,760.00
✓ Travelers Inc Bill	01/26/2024	6126C...	01/26/2024	✓ 2,613.00 ✓
Total Travelers Inc				2,613.00
✓ United Fire Equipment Inc Bill	01/26/2024	13122	01/26/2024	✓ 96.00 ✓
Total United Fire Equipment Inc				96.00
✓ United Healthcare Insurance Company Bill	01/26/2024	Feb 20...	01/26/2024	✓ 332.00 ✓
Total United Healthcare Insurance Company				332.00
✓ Verizon Wireless Bill	01/26/2024	99530...	01/26/2024	✓ 177.26 ✓
Total Verizon Wireless				177.26
✓ Wigg, Ristina Bill	01/26/2024	Medica...	01/26/2024	✓ 92.36 ✓
Total Wigg, Ristina				92.36
TOTAL				36,201.88



2:53 PM  
01/09/24

1/9/24

# Southern Tier Library System Unpaid Bills Detail As of January 12, 2024

1/9/2024

Type	Date	Num	Due Date	Open Balance
Barr, Methlide BIL	12/31/2023	Nov D...	12/31/2023	✓ 265.93 ✓
Total Barr, Methlide				265.93
Chemung Canal Trust Co BIL	01/12/2024	2024 H...	01/12/2024	✓ 7,200.00 ✓
Total Chemung Canal Trust Co				7,200.00
Clearly IP BIL	12/31/2023	INV-08...	12/31/2023	✓ 381.84 ✓
Total Clearly IP				381.84
Eastern Managed Print Network BIL	01/12/2024	IN4138...	01/12/2024	✓ 481.45 ✓
Total Eastern Managed Print Network				481.45
EBSCO Information Services BIL	01/12/2024	8007658	01/12/2024	✓ 494.85 ✓
Total EBSCO Information Services				494.85
Empire Access BIL	01/12/2024	00004...	01/12/2024	✓ 88.02 ✓
Total Empire Access				88.02
Empire Natural Gas BIL	12/31/2023	W8TL...	12/31/2023	✓ 117.08 ✓
Total Empire Natural Gas				117.08
Energy Cooperative of America BIL	12/31/2023	1012368	12/31/2023	✓ 316.21 ✓
Total Energy Cooperative of America				316.21
Friendly Freds BIL	12/31/2023	31384	12/31/2023	✓ 388.10 ✓
BIL	12/31/2023	31414	12/31/2023	✓ 21.00 ✓
Total Friendly Freds				409.10
Gale/CENGAGE Learning BIL	12/31/2023	52994...	12/31/2023	✓ 24.78 ✓
BIL	12/31/2023	52978...	12/31/2023	✓ 588.80 ✓
BIL	01/12/2024	52991...	01/12/2024	✓ 51.98 ✓
BIL	01/12/2024	53020...	01/12/2024	✓ 25.80 ✓
BIL	01/12/2024	53013...	01/12/2024	✓ 25.80 ✓
BIL	01/12/2024	53019...	01/12/2024	✓ 25.80 ✓
Total Gale/CENGAGE Learning				742.17
Ingram Library Services BIL	01/12/2024	79591...	01/12/2024	✓ 55.54 ✓
BIL	01/12/2024	79533...	01/12/2024	✓ 35.97 ✓
BIL	01/12/2024	79591...	01/12/2024	✓ 1,318.51 ✓
BIL	01/12/2024	79533...	01/12/2024	✓ 1,012.10 ✓
Total Ingram Library Services				2,419.12
NYLA BIL	01/12/2024	2024 ...	01/12/2024	✓ 1,823.00 ✓
Total NYLA				1,823.00

2:53 PM  
01/09/24

**Southern Tier Library System**  
**Unpaid Bills Detail**  
**As of January 12, 2024**

Type	Date	Num	Due Date	Open Balance
NYSEG Bill	12/31/2023	Dec 20...	12/31/2023	✓ 242.66 ✓
Total NYSEG				242.66
NYSHIP Bill	01/12/2024	602	01/12/2024	✓ 14,184.88 ✓
Total NYSHIP				14,184.88
Overdrive Bill	12/31/2023	01453...	12/31/2023	✓ 84.83 ✓
Bill	12/31/2023	01453...	12/31/2023	✓ 171.80 ✓
Bill	01/12/2024	01453...	01/12/2024	✓ 287.47 ✓
Total Overdrive				554.00
Pitney Bowes Bill	01/12/2024	33185...	01/12/2024	✓ 476.97 ✓
Total Pitney Bowes				476.97
Retterer & Sons LLC Bill	12/31/2023	4188	12/31/2023	✓ 540.75 ✓
Total Retterer & Sons LLC				540.75
Southern Tier Network Bill	01/12/2024	5426	01/12/2024	✓ 1,000.00 ✓
Bill	01/12/2024	5427	01/12/2024	✓ 3,250.00 ✓
Bill	01/12/2024	5432	01/12/2024	✓ 3,846.00 ✓
Bill	01/12/2024	5437	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	5448	01/12/2024	✓ 250.00 ✓
Bill	01/12/2024	5452	01/12/2024	✓ 250.00 ✓
Total Southern Tier Network				8,096.00
Staples Business Credit Bill	01/12/2024	16530...	01/12/2024	✓ 573.02 ✓
Total Staples Business Credit				573.02
Time Warner Cable, PA Bill	01/12/2024	14386...	01/12/2024	✓ 1,780.00 ✓
Bill	01/12/2024	14558...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	14551...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	14551...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	12022...	01/12/2024	✓ 44.99 ✓
Bill	01/12/2024	14551...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	14520...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	22533...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	08607...	01/12/2024	✓ 44.99 ✓
Bill	01/12/2024	22432...	01/12/2024	✓ 500.00 ✓
Bill	01/12/2024	08622...	01/12/2024	✓ 164.98 ✓
Total Time Warner Cable, PA				5,484.98
Tolls by Mail Bill	12/31/2023	17846...	12/31/2023	✓ 7.98 ✓
Total Tolls by Mail				7.98
United States Postal Service Bill	12/31/2023	Decem...	12/31/2023	✓ 1,000.00 ✓
Total United States Postal Service				1,000.00



2:53 PM  
01/09/24

**Southern Tier Library System**  
**Unpaid Bills Detail**  
**As of January 12, 2024**

Type	Date	Num	Due Date	Open Balance
WEX Bank BB	12/31/2023	94178...	12/31/2023	1,478.32 ✓
Total WEX Bank				1,478.32
TOTAL				48,405.81

# Deposit Summary

Southern Tier Library System

Summary of Deposits to 1202 - Cash - Money Market on 03/05/2024

Doc. #24-34

3/4/2024 4:18 PM

Chk No.	PmtMethod	Red From	Memo	Amount
4194	Check	Montour Falls	Cost Share	3,782.00
4054	Check	Friendship	Cost Share	3,992.00
4451	Check	Odessa	Cost Share/PT	4,620.98
3645	Check	Avoca	Cost Share	4,717.00
8453	Check	Hammondsport	Cost Share	13,597.00
7053	Check	Richburg	Cost Share	5,888.00
5563	Check	Fillmore	Cost Share	10,306.00
16152	Check	Cuba	Cost Share/PT	14,725.96
80230	Check	Andover	Cost Share	4,117.00
4154	Check	Angelica	Cost Share	3,713.00
1209	Check	Arkport	Cost Share	2,238.00
1427	Check	Alfred	Pass Thru	23.17
13780	Check	Dundee	Cost Share	12,128.00
1547	Check	Hornell		16,725.00

Less Cash Back:

Deposit Total: 100,573.11

# Deposit Summary

Southern Tier Library System

2/20/2024 4:36 PM

Summary of Deposits to 1202 - Cash - Money Market on 02/20/2024

2/22/2024

Chk No.	PmtMethod	Red From	Memo	Amount
6022	Check	Wayland	Cost Share	10,777.82
3628	Check	Prattsburgh	Cost Share	3,668.00
9943	Check	Branchport	Cost Share	7,604.00
4514	Check	Atlanta	Cost Share	3,535.00
5827	Check	Whitesville	Cost Share	3,726.00
2887	Check	Howard	Cost Share	4,101.00
8061	Check	Bath	Cost Share	20,434.00
5653	Check	Scio	Cost Share	2,925.00
5083	Check	Bolivar	Cost Share	5,324.00
108	Check	Rushville	Cost Share	2,153.00
5206	Check	Almond	Cost Share	4,944.00
6869	Check	South Central Regional Library Cou...	10% 2023 SCRKC-RBDB	523.40

Less Cash Back:

Deposit Total:

69,715.22

# Deposit Summary

Southern Tier Library System

1/16/2024 2:49 PM

Summary of Deposits to 1202 - Cash - Money Market on 01/17/2024

Chk No.	PmtMethod	Red From	Memo	Amount
6001	Check	Wayland	Dark Fiber	450.00
3196	Check	Jasper	Dark Fiber	255.00
2241	Check	CCLD-Elmira	P/T CLSA	2,150.00
441	Check	Odessa	Dark Fiber	300.00
9916	Check	Branchport	Dark Fiber	195.00
5353	Check	Belfast	Dark Fiber	398.49
9304	Check	Cleary, Jule	Retiree Health Insurance	98.50
3385	Check	Watkins Glen	Dark Fiber	270.00
4501	Check	Atlanta	Dark Fiber	246.00

Less Cash Back:

Deposit Total: 4,362.99

# Deposit Summary

2/13/2024 3:19 PM

Southern Tier Library System

Summary of Deposits to 1202 - Cash - Money Market on 02/14/2024

21.4/2024

Chk No.	PmtMethod	Red From	Memo	Amount
6142	Check	CCLD-Elmira	Go Daddy Renewal	115.85
4916	Check	Little Genesee	Cost Share	2,726.00
3847	Check	Savona	Cost Share	5,178.00
4639	Check	Addison	Cost Share	4,853.00
23026	Check	Wellsville	Cost Share	14,539.50
8545	Check	Rushford	Cost Share	5,267.00
8445	Check	Hammondsport	Reimbursement- Dell Computers	1,307.50
80043	Check	Canisteo	Greenwood Tax Share	17,500.00

Less Cash Back:

Deposit Total: 51,486.85

# Deposit Summary

Southern Tier Library System

2/13/2024 3:06 PM

Summary of Deposits to 1202 - Cash - Money Market on 02/14/2024

Chk No.	PmtMethod	Red From	Memo	Amount
7049	Check	Richburg	Dark Fiber	246.00
80040	Check	Canisteco	IT/Maintenance	200.00
80041	Check	Canisteco	Dark Fiber	255.00
9307	Check	Cleary, Jule		98.50
1201	Check	Arkport		400.00
4268	Check	Canaseraga	Cost Share	2,885.00
3411	Check	Watkins Glen	Cost Share	14,649.00
1422	Check	Alfred	Cost Share	7,687.00
2234	Check	Int'l Motor Racing Research Center	Processing Charges	49.00
1335	Check	Hector	Cost Share/ Cost Share Digital	3,313.00
7350	Check	Cohocton	Cost Share/ Dell Purchase	9,108.00
5362	Check	Belmont	Cost Share/ Cost Share Digital	5,675.00
5017	Check	Corning	Cost Share/ Cost Share Digital	84,275.00
80044	Check	Canisteco	Reimbursement- SSD Drive	39.99
80045	Check	Canisteco	Cost Share/ Cost Share Digital	4,961.00
4447	Check	Odessa	Dell Service Agreement	200.00
12767	Check	Pulteney	Cost Share/ Cost Share Digital	4,053.00
2245	Check	CCLD-Elmira	SSCL OIverdrive Charges	1,319.42

Less Cash Back:

Deposit Total: 139,413.91

# Deposit Summary

Southern Tier Library System

1/25/2024 4:12 PM

Summary of Deposits to 1202 - Cash - Money Market on 01/26/2024

Chk No.	PmtMethod	Red From	Memo	Amount
4181	Check	Montour Falls	Dark Fiber	255.00
1206	Check	Arkport	WC reimbursement	9.30
4029	Check	Friendship	Dark Fiber	399.00
4990	Check	Rogers, Pam	Health Insurance	295.50
2242	Check	CCLD-Elmira	CLSA	171.60
6100	Check	CCLD-Elmira	IT Phone	601.00
13742	Check	Dundee	IT Phone	177.00
5553	Check	Fillmore	Dark Fiber	450.00
014852	Check	Penn Yan		210.00
6011	Check	Wayland	IT Phone	210.00
3643	Check	Avoca	Dark Fiber	300.00
8398	Check	Hammondsport	Dark Fiber/PT	278.17
75340300	Check	Individual	Cauze Charitable Fund donation	63.00

Less Cash Back:

Deposit Total: 3,419.57

# Deposit Summary

1/22/2024 12:30 PM

Southern Tier Library System

Summary of Deposits to 1202 - Cash - Money Market on 01/19/2024

1/23/24

Chk No.	PmtMethod	Red From	Memo	Amount
	Check	NYS	2023 LLSA 11,640.00+ 2023 LSSA 9...	21,300.00

Less Cash Back:

Deposit Total: 21,300.00



# Southern Tier Library System Organizational Chart

## Division of Professional Development & Outreach

## Division of System Administration

## Division of Information Technology

**\*Executive Director**  
(FT-E)  
Brian M. Hildreth

**Professional Development Manager**  
(MLS)(FT-E) (4)  
Lorie Brown

**\* Assistant Director –  
Director of IT (FT-E)**  
Ken Behn

**Engagement Consultant**  
(MLS)  
(FT-E)(4)  
Erika Jenns

**Outreach & Sustainability Consultant**  
(MLS)  
(FT-E)(4)  
Keturah Cappadonia

**Program Consultant**  
(MLS)  
(FT-E) (4)  
Haleigh Mikolajczyk

**\*Admin. Assistant**  
(PT-NE)  
Melissa Morrissey

**\*Accounting Specialist**  
(PT-NE)  
Angela Bates / Barb Mack

**\*Account Clerk**  
(PT-NE)  
Cassie Wright

**Technology Support Specialist**  
(FT-NE)(4)  
Nick Allington

**ILS Manager**  
(MLS)  
(FT-E)(4)  
Mandy Fleming

**IT Network Specialist**  
(FT-E)(4)  
Thomas Lawrence

**IT Systems & Network Specialist**  
(FT-E) (4)  
Pat Beeman

**Library Clerk**  
(PT-NE)(3)  
Micayah Ambriz

**Delivery Coordinator**  
(PT-NE)(3)  
Andy Zimmerlin

**Delivery Drivers**  
(PT-NE) (2)  
Jay Horton,  
Maggie McChesney,  
Dave Riff,  
Gregg Moyer,  
James Smith,  
Mark Eckler,  
Ben Van Kurin

### Staff Member Classification

#### Key

MLS = Master in Library Science  
FT = Full Time  
PT = Part Time  
E = Exempt  
NE = Non-Exempt



# 2022 – 2026 Plan of Service

CONNECTING, EMPOWERING AND ADVOCATING FOR ALL  
SOUTHERN TIER PUBLIC LIBRARIES

## 2023 Goal Reporting



**TABLE OF CONTENTS...**

Table of Contents.....	Page 1
Introduction.....	Page 2
Goal Statement #1: Collection Management and Interlibrary Loan.....	Page 3
Gal Statement #2: Integrated Library System (STARCat).....	Page 4
Goal Statement #3: Integrated Library System Training.....	Page 6
Goal Statement #4: Digital Literacy and Collections.....	Page 9
Goal Statement #5: Underserved and Unserved Populations.....	Page 10
Goal Statement #6: Early Literacy and Youth Services.....	Page 12
Goal Statement #7: Trustee Training.....	Page 14
Goal Statement #8: Equity, Diversity, Inclusion and Social Justice.....	Page 15
Goal Statement #9: Budgets & Finance.....	Page 17
Goal Statement #10: Information Technology.....	Page 18
Goal Statement #11: Awareness & Advocacy.....	Page 19
Goal Statement #12: Construction & Public Facilities.....	Page 21
Goal Statement #13: Collaborative Efforts with Other Library Systems in NYS.....	Page 22
Addendum A: Central Library Plan of Service.....	Page 26
Addendum B: Direct Access Plan.....	Page 34
Credits.....	Page 42

## **INTRODUCTION**

### ***Connecting, empowering and advocating for all Southern Tier public libraries.***

Southern Tier Library System (STLS) has held this modernized mission since 2017. However, STLS' mission has embodied some version of this statement from its 1958 incorporation. The staff and trustees of STLS devote their professional roles to enriching the experiences and work of all forty-eight-member libraries within our five-county service area.

The counties of Allegany, Chemung, Schuyler, Steuben and Yates are our home! We consider this wonderful place of Appalachian foothills, which are naturally tucked between the glistening Finger Lakes and the majestic woods and waterways of the New York State – Pennsylvania border, as a region worthy of *everlasting human spirit*.

STLS staff, through the support of our elected trustees, work tirelessly to partner with our member libraries' staff, directors, trustees, volunteers and friends. We believe it is our responsibility to guarantee the success of every individual who selflessly serves within our community's public libraries.

It is our hope that the *2022 – 2026 Plan of Service* acts as a guide for STLS staff and trustees to advance the work of those who served before us, and bring about real change through our core values of librarianship.

This plan does not outline all that STLS does for its member libraries. It is a series of goal statements that offer additional context and support to the existing services of STLS:

- Information Resource Sharing
- Information Technology Support
- Consultation, Guidance and Training
- Funding and Grants Administration
- Outreach Services
- Advocacy, Awareness and Enrichments

Southern Tier Library System believes all 270,000 residents of our region deserve a high quality of life. *Everlasting human spirit* means everyone is entitled to, and provided the opportunity of obtaining wellness; emotional, environmental, intellectual, physical, social, spiritual, and occupational. Public libraries are ideal spaces to make this happen.

We would like all member libraries to join us in our pursuits. Our cooperative library system has a history of life-changing accomplishments. And, the work we do over the next several years must make a difference. Our community is depending on us. *Everlasting human spirit* is not obtained by standing idle. It requires determination, hard work and a group of well-trained facilitators (librarians and their supporters) to make it happen.

Thank you for your ongoing support and efforts, STLS!

**1. Goal Statement:** Collection Management activities ensure that libraries meet the core values of librarianship (<https://www.ala.org/advocacy/intfreedom/corevalues>). Core values of librarianship define, inform and guide the professional practice in managing the collection

**Purpose (Intended Result):** Improved professional practices through the most basic service that libraries offer to their communities: their collection. Core values of librarianship intersect in the collection. Improved professional practices in managing will result in a more vital service for all ages.

**Measurement (Evaluation Method):** Circulation of materials per capita; Number of libraries that undertake 1. Diversity Audit. 2. Weeding Project; 3. Explore new selection procedures. 4. Use Interlibrary Loan activity as a guide for materials selection.

**Project Leader:** Lorie Brown

**Actions:**

**2022:** Project leader will work with ILS team to learn BCA in order to facilitate the creation of collection use reports. Work with, at least, 2 libraries on a weeding project. Explore options of offering a diversity audit through the Diverse BookFinder. Incorporate recommended books into various workshops/trainings and newsletters. Explore methodology to use interlibrary loan to develop member library collections.

**2022 Activities:** Met with library manager of the soon to be chartered, Mabel D. Blodget Memorial Library, for 2 weeding sessions of their nonfiction collection. This weeding project was preparatory to bar coding their collection for online circulation. The visits provided an opportunity to discuss various collection development methodology such as purchasing materials via standard library vendors such as Ingram Book Company and Thorndike Press (for large print); setting budget expenditure parameters per month in to meet the recreational & informational needs of the community and to prevent a huge roll-over of funds in the collection line at the end of 2023; recommended that BookList be purchased as a review source for collection development (samples were sent). Library manager had suggestions to create parameters for budgetary expenditures from instinctive use of the collection as well as the titles/formats that are requested via holds (interlibrary loan) eg. large print format is a commonly requested and is a strong circulating segment of the collection.

Also assisted the Hornell Library with their weeding project. Initial steps in the project –setting goals for collection in which weeding could assist. Library Director wanted to address the scattered nature of the collection—goal was to consolidate fiction and nonfiction into cohesive flow for better discoverability by patrons. The ILS team created a Dusty Books Report for library staff to use as a tool to discover low circulating items. Phone consultation resulted as the staff used this tool. Follow up in-person consultation on weeding was conducted by the STLS Outreach Consultant.

Reviewed collection development resources with Arkport Library Director. Sent samples of BookList as a good print resource in which to invest. Made recommendations for online resources as well.

Have begun to learn BCA skills but am not proficient in any way. Need to dedicate time each week to this. Other actions such as materials recommendations were included in The Flash (published in the first quarter of the year) and at Youth Services Advisory Group meetings.

**2023:** Continue to explore collection development opportunities and to offering weeding services. Connect and work with, at least, 2 libraries in weeding their collection. Offer workshop/trainings on diversity audits. Facilitate, at least 2 libraries, in using the Diverse BookFinder.

**2023 Activities:** Have shared publishers that specialize in books that can be classified as DEI at a Youth Services Advisory Group. Small attendance but have received several requests for that information independently. Have worked closely with the Middlesex Library staff on weeding and preparing for becoming a fully chartered library. The removal of many really old, never circulated items will help make their collection more vital and useful to their community. At the end of 2023 still many decisions on collection flow as well as depth need to be made. Director has a vision that often shifts based on our discussions of library core values. Of immediate importance is the 'flow' of materials and ease of access for both staff for pulling holds and for patron browsability Collection management is a skill still to be mastered. Lorie shared sample copies of Booklist –suggesting they subscribe for a ready- to-go look at books and other materials for all readers.

**2024:** Continue to explore collection development opportunities and to continue offering weeding services. Connect and work with, at least, 2 libraries in weeding their collection. Offer STLS designed or sponsored workshops/trainings/newsletters that connect the collection to core values of librarianship.

**2025:** Project leader will continue to work with ILS team to keep up to date with BCA. Continue offering and supporting a variety of collection management activities to make collections up-to-date and responsive to community needs as well as supporting core values of librarianship. Work closely with at least 3 libraries on collection management.

**2026:** Continue offering and supporting a variety of collection management activities to make collections up-to-date and responsive to community needs as well as supporting core values of librarianship. Work closely with at least 3 libraries on collection management.

**Library System Service Area(s):** Resource Sharing, Collection Development, Interlibrary Loan

## **2. Goal Statement:** Improved Integrated Library System - Online Catalog (STARCat).

**Purpose (Intended Result):** Improve STARCat, STLS's catalog discovery tool, so that it is more user-friendly, engaging and inclusive for the patrons of STLS.

**Measurement (Evaluation Method):** Number of OPAC features added or updated. Number of libraries that report increased usability of the catalog. Number of inclusive terms added to the catalog.

**Project Leader:** Mandy Fleming

**Actions:**

2022: Promote the Enhanced Content newly available in STARCAT, such as author, title and series read-alike suggestions. Develop a STARCAT Improvement Committee made up of STLS and member library staff. Plan initial usability testing with patrons and non-patrons. Identify areas where the catalog could be more inclusive and add inclusive language to appropriate bibliographic records.

**2022 Activities:** Promoted Enhanced Content (EC) in STARCAT by sending email reminders of the service to library staff, discussing it at ILS and DAC meetings and demonstrating EC during the *WorkFlows & STARCAT Tips & Tricks* program at *Gather and Grow*. Worked with STLS Engagement Consultant to promote EC on social media, and update the STARCAT brochure with information on EC. Engagement Consultant also created a specific EC bookmark that describes the feature and will be shared with patrons.

Three features of STARCAT were updated in 2022. Worked with Director of IT and Engagement Consultant to update STARCAT and STLS logos in the upper left-hand corner of the STARCAT page. The logos are now much more attractive and easier to read; they also now redirect users that click on them in a conventional, and user-friendly way. The STARCAT logo which is the far upper left, will take users to the STARCAT homepage when clicked on, and the STLS logo will take users to the STLS homepage. The Engagement Consultant also created a favicon image of the STARCAT logo that is now used as the tab icon in a web browser – which gives users a customized, visual reminder of what page they are on in that tab.

Began the planning process of creating a STARCAT Improvement Committee, which will be further developed in 2023. Will also plan initial usability testing with patrons and non-patrons in 2023.

Three inclusive terms were added to the catalog. Worked with the ILS Team and Cataloging Advisory Committee to identify terminology in the catalog that could be more inclusive – added subject headings of *Undocumented immigrants* to records containing *Illegal alien*; added *LGBTQIA+* to records containing *Sexual minorities*; added *Indigenous peoples* to records containing *Indians of North America*. Removed no-longer-used Title and Gender fields from new user registrations in WorkFlows, and from the system-wide print patron application.

*General note for Goals 2 & 3: At the time the POS goals were created, the ILS department was fully staffed and we anticipated having a much smaller role in E-rate filing, starting in 2023. Now that E-rate filing is part of the ILS Manager's responsibilities again, and the ILS department is currently down a part-time position, we will need to revise the timelines for these goals and actions. For example, the creation of a STARCAT Improvement Committee and the planning of initial testing has been moved to 2023 for Goal 2.*

**2023:** Conduct initial usability testing with patrons and non-patrons. Identify the recommended changes and updates based on committee feedback and usability testing. Create an ongoing file of the recommended changes so that the status of each can be updated in accordance with work done thus

far. Determine the quick fixes as well as the most impactful changes identified. Continue to add inclusive language to the catalog records.

**2023 Activities:** In 2023 the STARCat priority became updating the security of patron logins, which was a multi-step process. We approached it as a “PIN” to “Password” Project. Worked with Ken to update all areas of STARCat to say “PIN” instead of “Password” and ensured the documentation created for the change reflected the exact terms used on the site. Intentional effort was made to make all STARCat wording clear and consistent. Worked with Erika on an online “PIN to Password” FAQ, as well as printed instructional handouts for staff and patrons on how to change their password. This update has made library account access much more secure for patrons.

In 2023 additional Syndetics Unbound enhanced content was added to STARCat, including audio clips of audiobooks (so patrons can hear the narrator) and librarian recommended lists. We also added the ability to for patrons to update their own contact information and renew their privilege via STARCat – a change requested by the DAC and patrons themselves. These changes have worked together to protect patron privacy and make STARCat more patron-friendly.

Libraries have requested a more patron-centered way of handling Library of Things (LoT) items in the catalog. In 2024 we plan to create an LoT committee that will address that request, as well as consider other possible STARCat usability updates.

We had to pause adding inclusive Subject Headings to catalog records while we were down a person in the ILS department, for much of 2023, in order to keep cataloging turnaround times low. We will return to this project in 2024, now that we are fully staffed again.

**2024:** Begin work on the quick fixes and begin planning and implementing the time-consuming changes, updating the report and communicating with the committee along the way. Plan additional usability testing and continue working on inclusive language of records.

**2025:** Continue planning and implementing the larger scale changes, updating the file, and communicating with the committee along the way. Evaluate the changes made so far, with committee input. Complete another round of usability testing.

**2026:** Evaluate STARCat again, determine if additional changes are needed. Determine whether the STARCat Improvement Committee should be an on-going committee, or whether work could be done by the standing Circulation and Cataloging Committees going forward. Survey library staff to determine the impact of changes made thus far.

**Library System Service Area(s):** Resource Sharing - Integrated Library System

**3. Goal Statement:** Improved knowledge of the Integrated Library System (ILS) for member library staff members.



**Purpose (Intended Result):** Empower member library staff to effectively utilize all relevant features of our ILS, including WorkFlows, STARCat and BCA.

**Measurement (Evaluation Method):** Number of ILS-related training opportunities. Number of library staff that participate in ILS training sessions each year. Number of libraries that report an increase in their understanding of ILS features and capabilities.

**Project Leader:** Mandy Fleming

**Actions:**

**2022:** Include ILS topics in the 2022 STLS Library Training Assessment Survey. Determine the areas that libraries identify as their core ILS training needs, and their preferred methods for receiving training. Prepare training curriculum for circulation, cataloging, STARCat, BCA, etc. and plan training. Create a post-training survey to determine training effectiveness. Create a Training Report Spreadsheet to track the training provided, survey responses, and curriculum suggestions/adjustments.

**2022 Activities:** ILS Topics were included in the 2022 STLS Library Training Assessment Survey. Libraries identified Running Reports for Collections as their most important training topic for Collections and WorkFlows Tips & Tricks, Reporting with BLUEcloud Analytics and STARCat Tips & Tricks as their top picks for Technology.

Worked with the DAC Circulation Committee to fine-tune reports of Assumed Lost items, which were requested directly by member libraries, and also mentioned in the Training Survey. The reports were emailed to libraries in June and revised in December. These reports assist libraries with identifying lost items (outside of patron notices) and help them determine whether or not to replace the lost items.

Member libraries requested more concrete guidelines and system-wide best practices for using the User Claims Returned wizard in WorkFlows. Created print documentation for User Claims Returned feature in WorkFlows, with input from the DAC Circulation Committee, and will create a training video and hold a workshop in early 2023 on this feature. General documentation for BLUEcloud Analytics (BCA) was updated and shared with all users of BCA. Reviewed training documentation for circulation, cataloging, STARCat and BCA and will continue to do so in 2023. In 2023, ILS staff will create a Post-Training Survey to determine training effectiveness and a Training Report Spreadsheet to track the training provided, survey responses, and curriculum suggestions and adjustments.

Five ILS specific system-wide workshops were held in 2022 including four *ILS Meetings* and a *WorkFlows & STARCat Tips and Tricks* program at *Gather and Grow* in October. ILS information was also shared at two Annual Reports workshops, an Ingram Grid workshop, a Youth Services Advisory Meeting, an Allegany County Directors Meeting, an STLS Board Meeting and at multiple 2022 DAC Meetings. An intentional effort was made in 2022 to have ILS staff attend more general STLS meetings, in order to share ILS information more broadly. A total of 123 library and system staff attended the 5 ILS workshops. The ILS Department also provided a number of 1-on-1 trainings and small targeted workshops in 2022, reaching a total of 35 library staff members with personalized ILS training.

**2023:** Determine libraries with most urgent training needs. Use the curriculum developed to provide ILS training. Use the Training Report Spreadsheet to evaluate training progress and make changes as needed. Evaluate post-training survey responses.

**2023 Activities:** At the request of the DAC Circulation Committee, created a Claims Returned (CR) training video. After the training video was available online, held a Q&A Webinar to answer any remaining questions about the CR process. Worked with the DAC Circulation Committee to do a system-wide cleanup of 'unfillable holds' on items that were lost or missing. This was the first system-wide clean-up of such holds and resulted in 257 fewer unfillable holds by the end of the project.

Worked with Lorie to create a Delivery Best Practice document, again at the request of the DAC Circulation Committee, and sought input from the committee and STLS staff to make it as useful as possible. The document includes information about transited items in the ILS and specific delivery reminders and has been very helpful in answering library delivery questions and keeping everyone informed of the correct procedures.

Six ILS specific system-wide workshops were held in 2023 including four ILS Meetings, a WorkFlows & STARCat Tips and Tricks program and a BLUEcloud Analytics program at the Spring CE. ILS information was also shared at two Annual Reports workshops and at multiple 2023 DAC Meetings. 255 library and system staff attended the 6 ILS workshops.

Like last year, we were not fully staffed for 2023, so urgent training needs took priority. For example, we provided full staff training to four member libraries, at their request. Our team made multiple visits to Rushville, to provide barcoding support and training, and WorkFlows circulation training, in preparation for their automation in the summer of 2023. Provided Inventory training and support to three libraries. The ILS Department also provided 1-on-1 trainings in 2023, reaching 101 library staff members with personalized ILS training. The number of library staff members trained in workshops and on-site visits increased significantly from last year.

Now that we are fully staffed, we plan to create the training survey and training report spreadsheet in 2024.

**2024:** Continue to use the curriculum developed to provide ILS training. Use the Training Report Spreadsheet to evaluate training progress. Assess post-training survey responses and update curriculum and training delivery methods as needed.

**2025:** Include ILS Topics in the 2025 STLS Library Training Assessment Survey. Adjust curriculum and training methods based on the responses. Continue use of the Training Report Spreadsheet to evaluate training progress.

**2026:** Evaluate the usefulness of Training Report Spreadsheet to determine whether to continue using it to evaluate training progress. Contact member libraries to discuss past ILS training opportunities and solicit their suggestions for future training plans.

**Library System Service Area(s):** Resource Sharing, Integrated Library System, Librarian Training

**4. Goal Statement:** Improve digital literacy among member library staff across the system.

**Purpose (Intended Result):** Staff will feel better prepared to assist patrons with digital literacy and technology training and will be better equipped to utilize STLS resources like digital collections, WordPress, databases, and other technology and platforms.

**Measurement (Evaluation Method):** Number of digital literacy and technology workshops offered each year. Track member library engagement with training. Conduct a digital skills audit.

**Project Leader:** Erika Jenns

**Actions:**

**2022:** Develop a survey tool to use when conducting a digital skills audit with member libraries. Provide quarterly training on topics like WordPress, the digital library, databases, and collaborate with STLS IT staff to offer basic technology training.

**2022 Activities:** Quarterly training included: WordPress workshop in June with 8 attendees, Peterson's Test Prep database workshop with 16 attendees, JobNow workshop with 20 attendees, and an additional WordPress workshop in August with 16 attendees. One-on-one consultations with membership included 5 Facebook consultations, 8 website consultations, 2 Libby consultations, and 7 general/new director consultations, which cover websites, digital resources, and social media. Digital Library Advisory Group (DLAG) meetings were also held regularly; there were 5 meetings throughout the year. Additionally, the STLS Engagement Consultant applied for grant funding through the Public Library Association and STLS received a \$4,000 digital literacy incentive grant. With those funds, STLS offered 3 workshops across the system on digital literacy topics: Apple device basics, Android device basics, and cybersecurity basics. Total attendance across the workshops was 8 people.

**2023:** Implement the survey tool to assess digital skills with 16 member libraries. Provide responding libraries with targeted support through consultations, links from DigitalLearn (PLA), and other resources. Continue offering quarterly training on WordPress, digital library, databases, and basic technology.

**2023 Activities:** Digital skills assessment was not completed. Will consider implementing a survey tool in 2024. Offered "Apple Device Basics" workshop using PLA DigitalLearn materials; 5 attendees online. Offered "Getting Your Library Website Ready for Summer" workshop to cover updating hours and website content, along with Google card data; 3 online attendees. Offered "Digital Literacy Training with DigitalLearn.org" workshop; 5 online attendees. Offered "Creating Accessible Social Media Posts" workshop; 10 online attendees. Offered "Marketing for Small Libraries" workshop; 19 online attendees and 3 in-person attendees. Offered "Library Websites & NYS Minimum Standards" workshop; 12 online attendees. Additionally, hosted 5 Digital Library Advisory Group meetings throughout the year; attendance ranged from 4-8.

**2024:** Implement the survey tool to assess digital skills with 16 member libraries. Provide responding libraries with targeted support through consultations, links from DigitalLearn (PLA), and other resources. Continue offering quarterly training on WordPress, digital library, databases, and basic technology.

**2025:** Implement the survey tool to assess digital skills with 16 member libraries. Provide responding libraries with targeted support through consultations, links from DigitalLearn (PLA), and other resources. Continue offering quarterly training on WordPress, digital library, databases, and basic technology.

**2026:** Assess by surveying all member libraries to understand progress made toward greater digital literacy. Check for increase in technology training/programming offered at member library level. Develop trainings for member libraries based on survey tool feedback.

**Library System Service Area(s):** Resource Sharing, Digital Collections, Librarian Training

**5. Goal Statement:** Improve the ability of member libraries to serve a pivotal role in providing programs and services for underserved and unserved populations in our communities.

**Purpose (Intended Result):** Maximize options for libraries to build initiatives, connections, and partnerships to empower our diverse populations for productivity in our communities.

**Measurement (Evaluation Method):** 50% of member libraries will actively work with a community agency or organization to improve library service to traditionally underserved and unserved groups.

**Project Leader:** Keturah Cappadonia

**Actions:**

**2022:** Identify underserved and unserved groups across the service area. Create awareness of community organizations and agencies through a digital directory. Partner with community organizations and agencies to provide member training and awareness about services and programs available. Highlight services and programs developed across the country to assist member libraries in generating ideas. Promote Outreach Mini grant programs and other funding opportunities to enable libraries to begin pilot programs. Begin development of organizational directory for member libraries to use and the re-entry guide for correctional facilities and individuals returning to communities.

**2022 Activities:** Worked with area agencies including the American Heart Association, Steuben County Public Health, CSS Workforce NY, Allegany County Employment and Training, Family Counseling Service of the Finger Lakes, and the Food Bank of the Southern Tier to bring awareness to their activities and to create connections with member library staff. Worked with County Jails throughout our service area to provide current reading materials for incarcerated individuals. Worked with the Senior Librarian at Elmira Correctional Facility to provide support and resources for incarcerated individuals. Visited Elmira

Correctional Facility General Library to consult with Senior Librarian and view facility. Advertised and promoted the 2022 Outreach Mini-Grants and receive a record number of applications from 15 member libraries. Worked with COSAC to evaluate applications and award grants for outreach projects to 11 member libraries. Worked with the South Central Regional Library Council to distribute 6 circulating Tele-Health Kits to libraries in each of the counties STLS serves. Facilitated partnership between Steuben County libraries and American Heart Association to distribute and facilitate 45 Blood Pressure Monitor Kits to libraries in Steuben County in an effort to promote public health. Facilitated a Supply Drive for Individuals Affected by the War in Ukraine in conjunction with the Chemung County Executive's Office and worked with Lorie Brown on the STLS Great Give Back Project to collect donations and volunteers for the Food Bank of the Southern Tier.

**2023:** Create and promote a resource fair in a digital or in-person format for member libraries to meet and interact with community agencies and organizations. Create a digital and print resource directory for use as a re-entry guide and as a tool for member libraries to use in identifying agencies providing services to underserved population groups. Promote this tool in Correctional Facilities, County Jails, and member libraries through library director training opportunities. Develop accompanying digital resource directory to place on the STLS website.

**2023 Activities:** No resource fair was developed in 2023, project will be considered for 2024. Created "A New Path": Resource Guide for Re-Entry in Allegany, Chemung, Schuyler, Steuben, and Yates Counties. Print copies were made and distributed to county jails throughout our service area and to the Elmira Correctional Facility. Made digital copy available on the STLS website. Held Correctional Facility Librarian and Outreach Consultant Training Day at STLS office for facility librarians and outreach consultants to meet to discuss public library system services to correctional facilities. Distributed books to four county jails for incarcerated individuals to use. Worked with the American Heart Association of Western NY to continue to distribute Blood Pressure Monitoring kits to member libraries in two counties and to promote these kits through billboards, tables at outreach events, and in press releases. Worked with the Buffalo Zoo to offer a circulating Adventure Pass to all member libraries for youth admittance to the Zoo. Worked with the Food Bank of the Southern Tier to facilitate a Great Give Back project with STLS staff as volunteers. Facilitated collection of food items at the Annual Meeting to be distributed to the Allegany County Salvation Army. Worked with COSAC to award \$7,000 in Outreach Mini-Grants to eleven member libraries for projects targeting underserved populations.

**2024:** Collect and create tools and resources for member libraries to implement services and programming for underserved and unserved groups. Foster system-wide initiatives and partnerships. Develop a toolkit for gathering stories from member libraries, partner agencies, and communities about the work being done by libraries with underserved populations.

**2025:** Begin using toolkit to gather stories and examples of member library experiences in working with identified communities. Gather at least 3-5 stories each month through informal conversation with members, formal library visits, and with digital tool. Assist member libraries in learning how to gather stories through newsletter articles and workshops.

**2026:** Use stories gathered through collection tool in advocacy and promotional efforts. Continue working with member libraries on story collection and measurement of impact. Evaluate success made and identify where areas for continuing work and improvement can be made.

**Library System Service Area(s):** Coordinated Outreach

**6. Goal Statement:** Improved community engagement through library-led programming<sup>[LB2]</sup> for children ages 0-12.

**Purpose (Intended Result):** The library will be a highly visible in the community due to programming efforts both inside and outside of the library walls<sup>[LB1]</sup>. Libraries will engage with more community members across all social-economic levels. Library programs will have intentional goals/benefits to the community.

**Measurement (Evaluation Method):** Number of programs held both in and out of the library. Number of library partnerships/collaborations established.

**Project Leader:** Lorie Brown

**Actions:**

**2022:** Research existing surveys/questionnaires or programs to prepare a local survey that will highlight member libraries' community needs and programming gaps. Review of Census data for an objective look at the make-up of each community. Review of traditional programming. Pinpoint intentional goals for programs offered that will address community needs. Continue to emphasize traditional programs and skills such as early literacy, combating summer learning loss and out of school learning experiences. Offer STLS designed or sponsored workshops/trainings in which existing skills and knowledge will be expanded and challenged.

**2022 Activities:** Reviewed surveys to help shape further programs. For example: Marketing of summer activities seems to be of concern for quite a few libraries. Our in-house 2023, Summer Learning workshop will have a session on this topic. From formal and informal surveys, sharing of program ideas is greatly desired. The Youth Services Advisory Group session at the end of 2022 was especially effective in that member library staff volunteered to share ideas. All ideas were received by other attendees (based on online chat comments) with a great deal of zeal and enthusiasm. The challenge will be to replicate this at future Advisory Group sessions.

A formalized review of demographic data via the Census etc has not occurred and it may be necessary to review data in various breakdowns—by system; by county and then, by community to make effective use of the data.

While traditional programs are always emphasized, with the assistance of others in the Division of Professional Development, STLS has remained open/receptive to programming ideas to expand programming ideas that push beyond the ‘traditional’ boundaries. Connections made during 2022 have set the stage for future events: participation in statewide summer idea sessions; participation with MIT / PLIX Creative Learning workshops; hosting/partnering with NYS in presenting a SEAL (Solar Eclipse Activities for Libraries) workshop centered on the upcoming eclipse. These workshops/training bring another level of professional development to our member libraries.

**2023:** Continue seeking knowledge about each library’s community; tracking any changes. Continue emphasizing traditional programs and skills like early literacy, combating summer learning loss and out-of-school learning experiences. Map out the intentional goals during the planning stages of programming efforts. Discover new, unusual places to hold programs to meet the community where they are. Encourage member libraries to share successful programming efforts. Create a program share: either a webpage, a workshop, A Google page or some other form of sharing. Assist 12 libraries in presenting new programming with intentional goals. Explore ways to track programming trends for children. Continue to offer STLS designed or sponsored workshops/training to improve/expand/challenge member library programming skills, knowledge and offerings.

**2023 Activities:** Assisting 12 libraries was a lofty goal. Unattainable. STLS workshops offered workshops on a variety of topics to add depth to programming for all ages, some goals for youth overlapped with programming goals for Outreach such as being prepared for trauma and other hidden challenges in programming for kids. Offered a Super Charged Storytime session presented by Hope Decker. Several ‘newbie’ storytime practitioners attended. Offered a STROYTIME BOOK CAMP to explore the basics of included early literacy skills into storytimes. Summer Learning Open House presented, again, why libraries should think about summer activities as MORE than summer reading. Offering trainings that incorporate programming goals for all ages seems the best option for most members as program practitioners tend to do it all. Workshop entitled, Youth Services Hacks did this admirably. Presenters offered tips/tricks for programming for wide variety of ages and offered ideas to scaffold the programming plans up or down—depending on the make up of the audience.

**2024:** Expand on program sharing efforts across the system. Assist 12 libraries in presenting new programming in their community. Mid-Plan of Service Survey/review to determine improvements or new directions for library-led programming. Continue to offer STLS designed or sponsored workshops/trainings to expand and challenge programming efforts. With member library input, develop a matrix designed to self-evaluate that programming is connecting with community needs.

**2025:** Institute any modifications as determined by the Mid-Plan of Service Survey. Support changes with STLS designed or sponsored workshops/trainings. Review member libraries offerings of traditional programming. Explore trending and innovative programs.

**2026:** Institute any modifications as determined by the Mid-Plan of Service Survey. Support changes with STLS designed or sponsored workshops/trainings. Review member libraries offerings of traditional programming. Explore trending and innovative programs



**Library System Service Area(s):** Special Client Groups, Early Literacy, Youth Services

**7. Goal Statement:** Improved Knowledge of Basic Duties and Responsibilities for Member Library Trustees required for successful governance of Association and Public Libraries through Professional Development and Training.

**Purpose (Intended Result):** Strengthen the overall impacts of core public library services by focusing on the way trustees support advocacy, facilities, finances, personnel, planning and policies.

**Measurement (Evaluation Method):** Number of trustee training offered each year that address responsibilities. Number of trustees who participate in training each year. Number of libraries that show overall annual improvements in areas of advocacy, facilities, finances, personnel, planning and policies using STLS Core Responsibilities Assessment Tool and annual statistical report to the state.

**Project Leader:** Brian Hildreth

**Actions:**

**2022:** Develop STLS Core Responsibilities Assessment Tool that assists the library system in assessing the overall annual improvements of member library boards relative to advocacy, facilities, finances, personnel, planning and policies. Provide monthly trustee training and information resources with focus on Core Responsibilities.

**2022 Activities:** No assessment tool was developed in 2022. This tool will be considered in 2023. STLS focused on the following areas of member library trustee development in 2022: (1) Online or in-person workshops, (2) member library board meeting consultations, (3) bi-weekly information updates, and (4) development of Trustee Handbook Book Club sessions as part of state-wide initiative.

Eight (8) online or in-person workshops were offered with 113-member trustees in attendance. Twenty-seven (27) member library board meeting consultations were conducted with 135-member trustees in attendance. Fifteen (15) Libraries in the Lead marketing emails were sent with 2,017 Opens and 357 Clicks. Seven (7) Trustee Handbook Book Club online sessions were made available with 72 STLS member trustees attending the state-wide initiative.

**2023:** Use Core Responsibilities Assessment Tool to assess improvements. Notify and celebrate boards with successes. Identify boards that could benefit from additional training and resources. Provide monthly trustee training and information resources with focus on Core Responsibilities.

**2023 Activities:** No assessment tool was developed in 2023. This tool will be considered in 2024. STLS focused on the following areas of member library trustee development in 2023: (1) Online or in-person workshops, (2) member library board meeting consultations, (3) bi-weekly information updates, and (4)



development of Trustee Handbook Book Club sessions as part of state-wide initiative, in-person member library board meeting consultations specific to Challenges to Library Services.

Nine (9) online or in-person workshops were offered with 175-member trustees in attendance. Thirty-two (32) member library board meeting consultations were conducted with 160-member trustees in attendance. Fifteen (15) *Libraries in the Lead* marketing emails were sent with 2,380 Opens and 320 Clicks. Six (6) Trustee Handbook Book Club online sessions were made available with 45 STLS member trustees attending the state-wide initiative.

Of the 32-member library board meeting consultations, 4 were specific to library material challenges. STLS provided guidance to two (2) member libraries that faced challenges in 2023 resulting in highly attended public meetings. The Almond 20<sup>th</sup> Century Club Library public hearing garnered roughly 75 attendees, and the Cuba Circulating Library public meeting attracted more than 200 attendees. Both libraries voted to keep the materials on the shelves, or the materials' present location within the library.

**2024:** Use *Core Responsibilities Assessment Tool* to assess improvements. Focus on boards identified in 2023 as benefitting from additional training and resources. Establish training curriculum for each member library and provide training in areas where boards most need guidance considering assessment results.

**2025:** Use *Core Responsibilities Assessment Tool* to assess improvements. Establish training curriculum for each member library and provide training in areas where boards most need guidance considering assessment results.

**2026:** Evaluate the usefulness of *Core Responsibilities Assessment Tool*. Provide training in areas where boards most need guidance considering assessment results. Prepare Trustee Training goal and activities for 2027 – 2031.

**Library System Service Area(s):** Professional Development & Training, Member Library Trustees

**8. Goal Statement:** Increased opportunities for member library staff to learn about and implement diversity, equity, inclusion, and social justice practices into their library services, resources, and programs.

**Purpose (Intended Result):** Foster a greater ability for our members to provide service to diverse communities of patrons.

**Measurement (Evaluation Method):** Number of member training opportunities which support DEISJ initiatives. Number of members who attend these trainings annually. Number of libraries who demonstrate implementation of services and programs to promote a diverse, inclusive, and accessible culture.

**Project Leader:** Keturah Cappadonia

**Actions:**

**2022:** Intentionally include at least one member training opportunity centered around DEISJ each quarter annually. Promote these learning opportunities broadly to membership through email and newsletters. Curate and promote DEISJ LibGuide for use as a resource tool for members. Highlight member library initiatives around DEISJ in newsletters by featuring member library initiatives in monthly newsletters and in a programming tab on DEISJ LibGuide . Promote funding opportunities for DEISJ initiatives and support members with consultations. Review the *ALA Diversity, Equity, and Inclusion Scorecard for Library and Information Organizations* and use it as an evaluative tool to gauge the effectiveness of STLS’ efforts.

**2022 Activities:** Offered seven (7) trainings centered on DEISJ topics for STLS members throughout 2022. Used data from the 2022 Survey of Members and anecdotal member requests to inform what topics for which we offered training. Workshop topics included Gender Diversity, Anti-Racist Library Service, Food Literacy, Safe Zone Training, and Supporting Transgender Staff and Patrons. These workshops were also recorded for later viewing. 203 people attended the live programs or viewed the recordings. These learning opportunities were promoted through the Quarterly STLS Training Calendar and through the monthly Reaching Out newsletter. DEISJ LibGuide was maintained and updated at least once per month throughout 2022. The DEISJ LibGuide received 1,309 visits from January through December 2022 and was promoted through newsletters, consultations, and workshops. Worked with a member librarian from Penn Yan Public Library to include a new tab on the LibGuide for Intellectual Freedom. Implemented the first year of the DEI Micro-Grant program through STLS with the COSAC group. Awarded eight (8) STLS libraries DEI Micro-Grants to advance DEI work in member libraries.

**2023:** Intentionally include at least one member training opportunity centered around DEISJ each quarter annually. Support collaborative projects among members centered around DEISJ. Develop tool to measure the scope of DEISJ work at member libraries using the *ALA DEI Scorecard*. This tool will support collecting qualitative data and quantitative data using evaluation tools developed in PLA’s *Project Outcome*.

**2023 Activities:** Offered eight (8) trainings centered on DEISJ topics for STLS members throughout 2023. Used data from the 2022 Survey of Members and anecdotal members requests to inform what topics for which we offered training. Solicited feedback from the STLS DEI Committee about training topics, as well. Workshop topics included Empower Through Language, Creating LGBTQ+ Inclusive Libraries, Providing Mental Health Information at Your Library, Sustainability in Library Programs, Digital Justice for Disability Justice, Intellectual Freedom: Tips and Tricks, and Fostering Equity through Employee Wellbeing. Continued to update the DEISJ LibGuide, which received 1,607 visits from January through December 2023 and was promoted through newsletters, consultations, and workshops. Implemented the DEI Micro-Grant program through STLS with the COSAC group for the second year and awarded seven STLS libraries DEI Micro-Grants to advance DEI work in member libraries. Worked with other Outreach Consultants from NY public library systems on initial phase of the Path to Belonging rural library DEI initiative.

**2024:** Intentionally include at least one member training opportunity centered around DEISJ each quarter annually. Support collaborative projects among members centered around DEISJ. Implement tool to measure the scope of DEISJ work at 15 member libraries and assist member libraries in learning more about evaluation methods using the ALA DEI Scorecard and Project Outcome through consultations and group learning opportunities.

**2025:** Intentionally include at least one member training opportunity centered around DEISJ each quarter annually. Use DEISJ measurement tool to measure the scope of DEISJ work at an additional 15 member libraries in addition to continuing to help members use the ALA DEI Scorecard and Project Outcome.

**2026:** Intentionally include at least one member training opportunity centered around DEISJ each quarter annually. Use the data gathered over the prior two years using the DEISJ measurement tool to improve the work being done by member libraries in this area. Continue implementing the tool with remaining member libraries.

**Library System Service Area(s):** Librarian Training; Coordinated Outreach

**9. Goal Statement:** Grow member library administrative understanding of budgets and finance to maximize service capacity to communities.

**Purpose (Intended Result):** Empower member libraries with financial resources through tools of best practice and sustainable funding that let library services meet or exceed community need.

**Measurement (Evaluation Method):** Number of libraries that request funding increases annually through their public vote. Number of libraries that request notable or significant funding increases through a single vote. Number of libraries that request budget-based consulting services. Number of libraries that request financial support consulting services.

**Project Leader(s):** Brian Hildreth

**Actions:**

**2022:** Work with 1-2-member libraries on significant funding increases by way of public vote. Promote successful votes. Make current Libraries Funding Levels & Rank worksheet as part of Direct Access Plan. Update library system budget vote worksheet, and evaluate 5, 10, and 20-year trends. Identify libraries that are best positioned to seek increased funding sources. List libraries to support over next five years.

**2022 Activities:** STLS consulted with three (3) libraries and one (1) reading center on significant funding increases by way of public vote. Two libraries placed their funding requests on the ballot and were successful. The measures passed with 88% approval. One library increased total annual local operating receipts by \$95,769, and the other library increased their funding by \$39,475. The other library and reading center that received consultation worked through the logistics of hosting a joint vote, and plan to place their requests on the ballot in 2024.

Funding Levels and Ranks worksheet was updated as part of the Direct Access Plan for 2022. Library system budget vote worksheet, evaluation of trends, and identification of libraries will take place in 2023.

**2023:** Work with 1-2-member libraries on significant funding increases by way of public vote. Promote successful votes. Make current Libraries Funding Levels & Rank worksheet as part of Direct Access Plan. Review charter service populations for all member libraries. Redraw service area maps to improve service areas to communities and leverage state-level funding based on population sizes.

**2023 Activities:** STLS consulted with two (2) libraries and one (1) reading center on significant funding increases by way of public vote. Two libraries placed their funding requests on the ballot and were successful. The measures passed with 88% approval. One library increased total annual local operating receipts by \$95,769, and the other library increased their funding by \$39,475. The other library and reading center that received consultation worked through the logistics of hosting a joint vote, and plan to place their requests on the ballot in 2024.

Funding Levels and Ranks worksheet was updated as part of the Direct Access Plan for 2023. Library system budget vote worksheet, evaluation of trends, and identification of libraries will take place in 2024 as a continuation of 2023 efforts.

**2024:** Work with 1-2-member libraries on significant funding increases by way of public vote. Promote successful votes. Make current Libraries Funding Levels & Rank worksheet as part of Direct Access Plan. Develop How-To resources for member libraries to create Friends Groups, and apply for 501(c)(3) status.

**2025:** Work with 1-2-member libraries on significant funding increases by way of public vote. Promote successful votes. Make current Libraries Funding Levels & Rank worksheet as part of Direct Access Plan. Provide Service-Based Budgeting and Governmental Best Practices workshops for trustees.

**2026:** Work with 1-2-member libraries on significant funding increases by way of public vote. Promote successful votes. Make current Libraries Funding Levels & Rank worksheet as part of Direct Access Plan. Evaluate impacts and outcomes of successful library campaigns between 2022 – 2026. Develop sustainable funding goals for 2027 – 2031.

**Library System Service Area(s):** Consulting Services - Budgets & Finance

**10. Goal Statement:** Develop and support necessary Information Technology infrastructure for member libraries to facilitate community access and foster digital equity.

**Purpose (Intended Result):** Enable member libraries to offer necessary 21<sup>st</sup> century technologies that empower community members to participate in all fundamental aspects of our democratic society.

**Measurement (Evaluation Method):** Number of public and staff IT-related equipment purchased and maintained by the library system each year. Number of member libraries that request IT procurement

services. Number of member libraries that procure localized IT support. Number of member libraries that employ IT-related positions.

**Project Leader:** Ken Behn

**Actions:**

**2022:** Review and update STLS' Information Technology Plan 2019 - 2022. Ensure goal statements and objectives incorporate IT services 2022 – 2026 in alignment with STLS' Plan of Service. Goal development will be focused on fostering digital equity for all Southern Tier residents.

2022 Activities: Established the MS Team working environment and uploaded draft document for the new plan. The plan will be updated in 2023 and incorporate the time frame of STLS Plan of Service (2022 – 2026).

**2023:** Develop resources for member libraries to consider expanding technology budgets to support IT-related services and support staff. Assist member libraries with developing localized Information Technology plans or incorporating Information Technology goals into library service plans.

2023 Activities: This objective was addressed in 2022 through the offering of two workshops that discussed the importance of fostering digital equity in public libraries. Each workshop offered a step-by-step guide for developing a Technology Plan, which included the budgeting process for staff and public computers and supporting 21st century technologies. The STLS Board of Trustees also approved the proposed Information Technology Plan 2024 – 2028. Additionally, STLS partnered with two member libraries to expand the library system's dark fiber network and improve broadband connectivity to community residents. Lastly, the library system established VoIP phone systems for five public libraries reducing local phone cost for libraries and improving IT efficiencies.

**2024:** Evaluate effectiveness and impacts of STLS IT services based on goal statements and objectives listed in the STLS' Information Technology Plan 2022-2026 through member surveys.

**2025:** Facilitate conversations with member libraries about the future of STLS IT-support services. Collect feedback and gather data to determine potential projects and services.

**2026:** Utilize information collected in 2024/2025 from members to develop STLS IT Plan 2027 – 2031.

**Library System Service Area(s):** Coordinated Services for Members, Information Technology

**11. Goal Statement:** Increase member library engagement with public relations through library websites, social media, and press releases. Heighten regional public awareness of STLS and member library services through STLS social media accounts, press releases, and other public relations and marketing campaigns.

**Purpose (Intended Result):** Promote public libraries. Provide up-to-date and accurate information about library programs and services to the public we serve across the Southern Tier region. Inspire frequent use of member library and library system resources.

**Measurement (Evaluation Method):** Number of workshops and trainings on public relations including website development, social media management, graphic design, etc. Number of press releases sent out by STLS and member libraries. Engagement with STLS social media posts.

**Project Leader:** Erika Jenns

**Actions:**

**2022:** Develop a system-wide social media advocacy campaign; encourage participation from all member libraries. Foster social media relationships with newly elected officials. Host a workshop to encourage member libraries to update hours and contact information on library websites, to make websites more accessible, check for copyright compliance, and feature diverse collections and resources (SJAP).

**2022 Activities:** 15 individual consultations with member libraries addressed website training: updating hours and contact information, choosing accessible themes and writing alternative text for images used, updating content regularly. Advocacy initiatives for the 2022 library advocacy season included a social media campaign. Posts about construction aid and images of library advocates holding the “I <3 my library” sign received the most likes and had the greatest reach. A post about STLS construction and construction aid had a reach of 831 people. In general, the STLS Facebook page reach increased 300% in 2022; 67,846 people saw at least one post. STLS Instagram account reach increased by 530.4%; 4,003 people saw at least one post. Reach from paid advertisements and boosted posts on the two platforms increased by 100% in 2022; 48,688 people saw paid/boosted posts at least once. A post about STLS attendees at the NYLA conference received the most organic engagement with a reach of 1,134 people. The post with the most organic likes was of the STLS Outreach Consultant, attending the ABOS Conference; the post had a reach of 1,115 and 147 likes/reactions/shares. In addition to maintaining STLS social media accounts, The Engagement Consultant also had five individual consultations with member libraries about using Facebook, addressing complications with logging in, running ads, and sharing content.

**2023:** Bi-annual workshops on public relations and marketing topics such as: updating important information on your library’s WordPress website, creating engaging social media posts, or creating eye-catching posts. Develop a system-wide social media advocacy campaign; encourage participation from all member libraries. Update the STLS website theme and content and include resources to support diverse, equitable, and inclusive spaces and communities (SJAP).

**2023 Activities:** Workshops offered included: “Getting Your Library Website Ready for Summer” (3 online attendees); “Creating Accessible Social Media Posts” (10 online attendees); “Marketing for Small Libraries” (19 online attendees and 3 in-person attendees); “Library Websites & NYS Minimum Standards” (12 online attendees). System-wide social media campaigns included the annual Library Advocacy campaign. “I <3 My Library” selfies and postcards to legislators were the focus of these posts.

Content interactions totaled 973 from Jan-Mar 2023 (no data from 2022), link clicks totaled 62 (up from 36 in 2022), and post each totaled 8.9K (up from 4.4K in 2022) on Facebook. On Instagram, post reach was 222, compared to 142 in 2022. Updates were not made to the STLS website.

**2024:** Create a press release toolkit for member libraries to use when promoting library programs, events, and initiatives. Lead a workshop(s) about using the press release toolkit and promoting press releases via social media. Develop a system-wide social media advocacy campaign; encourage participation from all member libraries.

**2025:** Investigate alternative community venues for advertising public library services (public transportation, airports, hospitals and agencies). Create a database of venues and contact information to share with membership. Lead a workshop on creating content for alternative community venues. Develop a system-wide social media advocacy campaign; encourage participation from all member libraries.

**2026:** Develop a system-wide social media advocacy campaign; encourage participation from all member libraries. Evaluate system promotional materials (logo, brochures, website, etc.) and redesign where needed. Check websites for accessibility, copyright compliance, and feature diverse collections and resources (SJAP).

**Library System Service Area(s):** Awareness and Advocacy, Librarian Training

**12. Goal Statement:** Enable member libraries to offer life-changing services by expanding or improving public facilities through accessibility, inclusivity and thoughtfulness.

**Purpose (Intended Result):** Enrich public library experiences for community members to create lasting memories, bolster community pride and improve the quality of life for all.

**Measurement (Evaluation Method):** Number of construction projects completed each funding cycle. Number of total dollars spent on construction projects each funding cycle. Number of projects that increase or maximize public space. Number of projects that improve accessibility, energy efficiency or inclusivity. Number of projects that incorporate USDA-RD support.

**Project Leader:** Brian Hildreth

**Actions:**

**2022:** Review and establish guidelines for the library system's NYS Public Library Construction Aid program. Ensure guidelines clearly prioritize project funding for member libraries and address community challenges, particularly environment and social justice.

**2022 Activities:** The STLS Board of Trustees updated NYS Public Library Construction Aid program guidelines to expand the scope of project priorities. Phased building projects were required to show designs that go beyond ADA compliance, expand accessibility, and consider inclusive space usage. A



higher weight was also placed on projects that addressed environmental stewardship through energy efficiencies such as updated boiler systems, window replacements, and new roofing systems. Thirteen (13) capital projects were awarded improvements totaling \$1,854,865, and ten (10) incorporated updated program guidelines that addressed environmental factors and social justice.

**2023:** Develop tool for member libraries to self-audit facilities based on established NYS Public Library Construction Aid guidelines. Encourage members to self-audit facilities, and inventory results of self-audit at the library system. Promote United States Department of Agriculture - Rural Development Community Facilities Program as part of construction aid program.

**2023 Activities:** The STLS Board of Trustees reaffirmed changes to NYS Public Library Construction Aid program guidelines as established in 2022. Fourteen (14) capital projects were awarded funding totaling \$1,099,159 in improvements. All fourteen (14) projects incorporated updated program guidelines that addressed environmental factors and social justice through improved accessibility.

**2024:** Investigate grant funding to assist member libraries with existing conditions studies based on self-audit results. Issue request for proposals from member libraries to apply for grant funds for existing conditions studies. Request partnership from Foundation for Southern Tier Libraries on existing conditions study program.

**2025:** Provide outreach to member libraries that have challenges meeting facilities' self-audit thresholds, or libraries that have not applied for NYS Public Library Construction Aid in the last ten years to encourage participation and pursue facility improvements.

**2026:** Evaluate effectiveness and impacts of 2022 – 2025 actions. Determine what elements of actions should be maintained or improved. Establish library construction goals for 2027 – 2031.

**Library System Service Area(s):** Construction

### **13. Goal Statement:** Collaborative Efforts with Other Library Systems in New York State

**Purpose (Intended Result):** Increase networking opportunities for library system staff to collaborate with, and learn from other library systems to enhance services provided to STLS member libraries.

**Measurement (Evaluation Method):** Number of meetings attended by STLS staff with other library system staff. Number of learning events attended by STLS staff specifically geared towards library system partnerships. Number of projects or partnerships created as a results of collaborative efforts with other library systems.

**Project Leader:** STLS library system staff

#### **Actions:**

**Ken Behn, Assistant Director / Head of IT:** Communicate with Four County Library System and North Country Library System on shared data warehouse practices. Discuss possible fiber partnerships with



## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

Four County Library System and Finger Lakes Library System. Participate in UNYSUG (Upstate NY SirsiDynix User Group) meetings previously held twice per year. Network with public library system Information Technology leaders.

**2023 Activities:** Held quarterly meetings with 4 other NY library systems to discuss ILS trends and options. Consulted with FCLS and NCLS on ILS hosting. Continued replication with FCLS of STLS data center virtual machine backups for disaster recovery availability. Engaged PULISDO IT staff in discussions regarding email hosting and collaboration.

**2022 Activities:** Scheduled multiple meetings with FCLS and STN discussing fiber possibilities. Held quarterly meetings with 4 other NY library systems to discuss ILS trends and options. Consulted with FCLS and NCLS on ILS hosting. Continued replication with FCLS of STLS data center virtual machine backups for disaster recovery availability. Engaged PULISDO IT staff in discussions regarding email hosting and collaboration.

**Lorie Brown, Professional Development Manager:** Participate in calls, meetings, listservs and committees related to respective job tasks. Pilot collaborative summer learning program with 10 public library systems for children and young adults. Continue collaboration & participation in multi system programs or events for youth services and interlibrary loan.

**2023 Activities:** Continued to participate in NYS Youth Consultants' phone calls organized by DLD. Partnered with consultants in 13 other public library systems to co-host virtual event of summer programming ideas: one for children and one for teens. Encouraged member libraries to present at these events—Pulteney Free Library (Barb Radigan) at Children's session and Penn Yan Public Library (Sarah Creveling) at Teen session. Lorie contributed to these collaborative events in the planning stages and by providing 5 minutes of 'transition' activity between hour 2 and hour 3. Partnered with Tonia Burton, Monroe County Public Library System to co-host a program in early 2024 (February) on Sensory Storytimes.

Had the opportunity this year to partner with MIT's PLIX program –helping members learn to present STEM/STEAM programs to their communities. Partnered with Keturah Cappadonia, STLS' Outreach Consultant, to host one of 3 trainings in the state for the 2024 Eclipse. These workshops were offered to other library systems within across the state. Great partnerships with libraries, systems and other institutions for library programs that are usually a bit beyond our scope.

Continue to serve on the SCRLC's Resource Sharing: attending and participating in meetings. Most content is aimed at academic libraries, but it is educational for public libraries to 'see' other ways of delivering ILL services. STLS is the most active user of BARC/ILL services sponsored by SCRLC. Our voice is vital. We are the only public library system present at these meetings.

Participate in the GST School Library Council. Attend regularly. Participation is slight as most decisions and other content is mostly geared towards the school community. These are informative. Our collaboration via SORA (Overdrive's app for schools to access the public library eBooks collection.) is a terrific, tho' 'hands-off' collaboration. The mechanics of this collaboration are orchestrated by Erika

Jenns as our Engagement Consultant. Reporting on SORA activity is included in Overdrive reports sent to membership by Ms. Jenns.

By its very nature, the methodology that we employ to deliver out-of-system interloan services is a collaborative effort with another library: an academic one via SCRLC. Having a relationship with the staff at Tompkins Cortland Community College (TC3) is a boon to the successful implementation of the BARC/ILL services. Having staff from TC3 come to STLS for a training was helpful to explain the process of ILL fulfillment services thru various institutions.

**2022 Activities:** Participated in NYS Consultants' calls organized by DLD. Participated with consultants in 10 other public library systems to present a virtual summer programming sessions for children and for teens. This pilot was successful on a statewide level and member libraries enjoyed it. We will participate in 2023 as well. [Though members still want a local event in 2023, if possible.] Worked with colleague at the Upper Hudson Library System to present a workshop on StoryWalks.

Serve on SCRLC Resource Sharing Committee. STLS is the only public library system that actively serves on this committee. Connections with academic libraries thru interlibrary loan beyond STLS' boundaries.

**Keturah Cappadonia, Outreach Consultant:** Participate in public library systems Outreach Coordinators meetings, calls, continuing education opportunities, and listserv. Partner with Outreach Consultants from other library systems in presenting joint continuing education opportunities for Correctional Facility librarians and joint continuing education opportunities on outreach and underserved and marginalized populations.

**2023 Activities:** Participated in monthly public library systems Outreach Coordinators meetings and quarterly DLD meetings with Outreach Coordinators. Facilitated learning day at STLS for Outreach Coordinators and Correctional Facility Librarians. Staff from three library systems, five correctional facilities, and DOCCS staff attended. Participated in meetings for the Path to Belonging -Small Libraries DEI project with members from other library systems serving small and rural libraries in NY State. Visted the Southern Adirondack Library System.

**2022 Activities:** Participated in monthly public library systems Outreach Coordinators meetings and quarterly DLD meetings with Outreach Coordinators. Presented a workshop on grant writing for the Mid-Hudson Library System. Participated in meetings for the Small Libraries DEI project with members from other library systems serving small and rural libraries in NY State. Visted the Four County Library System with coworkers from the Department of Professional Development and Outreach.

**Mandy Fleming, ILS Manager:** Participate in state-wide ILS meeting and training opportunities and communicate with ILS and Cataloging staff at other systems. If possible, reconvene the UNYSUG (Upstate NY SirsiDynix User Group) meetings previously held twice per year.

**2023 Activities:** Reached out to cataloging staff at Chautauqua-Cattaraugus Library System, Mid York Library System and North Country Library System to see how their departments were handling new Ingram MARC record charges. We shared our approach and learned how other systems were changing their cataloging and/or ordering workflow to reduce the impact of the new charges.

**2022 Activities:** Participated in CONSORTIA Special Interest Group Meeting (Consortia-Level Users of Sirsi Dynix Products) which included other NYS systems. Communicated with Pam Wills at North County Library System about cataloging. There have been a number of recent retirements and general turnover of ILS staff at other NYS Systems that are customers of SirsiDynix and past collaborators.

**Erika Jenns, Engagement Consultant:** Communicate with consultants who manage digital collections at other library systems to discuss collection development, management, and promotion. Engage in conversations with Pioneer Library System and Finger Lakes Library System about ongoing Reciprocal Lending Arrangement and continue to meet regularly. Participate in regional and state-wide continuing education, listservs, and meetings about digital libraries, digital collections, digital literacy, and digital equity.

**2023 Activities:** Held regular meetings with staff from the Finger Lakes Library System to discuss digital collection management, particularly holds management and monthly statistics. Collaborated with Finger Lakes Library System and OWWL Library System to exchange monthly statistics for the Reciprocal Lending Arrangement. Promoted RLA through social media posts and in bookmarks and brochures distributed to membership. Attended the OverDrive Digipalooza conference in Cleveland, Ohio. Presented a poster at the American Library Association annual conference on findings related to utilizing the Cost Per Circ lending model in OverDrive. Collaborated with FLLS and OWWL on the poster project. Presented on the Public Library Association's DigitalLearn platform at ALA Annual and at the New York Library Association conference.

**2022 Activities:** Met with staff at the Finger Lakes Library System to discuss digital collection management techniques. Addressed holds management and title selection. Continued partnership with OWWL and FLLS on the RLA program; exchanged monthly statistics. A social media post about the RLA program reached 1,897 people, had 70 likes/reactions, and was shared 27 times. Connected with OverDrive representative to request a diversity audit of the STLS OverDrive collection. Attended the Finger Lakes Digital Inclusion Alliance annual meeting. Applied for and received a \$4,000 grant from the Public Library Association to offer digital literacy programming.

**Brian M. Hildreth, Executive Director:** Partner with public library system directors to create networking and learning opportunities for library system staff (in-person and online). Participate in working groups and committees that advance public funding for local libraries, improve trustee training, and foster projects that promote social justice – specific areas of interest include supporting a diverse field of librarianship, library leadership opportunities for women, and digital equity for rural residents.

**2023 Activities:** Continued partnership with Mid-Hudson Library System and OWWL Library system to offer six (6) online Trustee Handbook Book Club sessions to expand access to learning opportunities for New York State Trustees. STLS also served on the Editorial Board of the 2023 Edition of the Handbook for Library Trustees of New York State. STLS was appointed lead agency status to support the Southern Tier Digital Equity Coalition participation in the strategic planning process for the New York State ConnectALL Office. The system continues to play an active role in developing the Southern Tier Digital Equity Coalition as it enters its second year of activities. Partnered with Four County Library System to

[facilitate 2023 Advocacy Day activities on behalf of both systems' member libraries. Served on the Policy Recommendation Committee in partnership with multiple library systems across New York State through the Public Library System Directors' Organization to recommend core policies for public libraries as part of Minimum Standards, the annual report, and chartering processes. Lastly, STLS worked with Mid-York Library System and Southern Adirondack Library System to plan the Malcolm Hill Lecture for the 2023 New York Library Association Conference hosted by the Public Library System Director's Organization.](#)

**2022 Activities:** [Partnered with Mid-Hudson Library System and OWWL Library System to offer seven \(7\) online Trustee Handbook Book Club sessions to improve trustee training opportunities. Also worked with these systems to inform New York State Library – Division of Library Development and other public library systems on the advantages of utilizing the Public Library District Toolkit developed by Rebekkah Smith Aldrich and Jerry Nichols. Partnered with OWWL Library System to offer in-person and online workshops that focused on public funding for local libraries as well as leadership lessons for women in the field. Worked with South Central Regional Library Council, Four County Library System, and Finger Lakes Library System to begin talks about forming the Southern Tier Digital Equity Coalition to serve portions of the Southern Tier, Finger Lakes and Mohawk/Hudson Vally regions of New York State.](#)

**Library System Service Area(s):** Library System Partnerships

***Adopted by the Southern Tier Library System Board of Trustees: March 15, 2022***  
***2023 Goal Reporting submitted to the Board of Trustees for Review: March 19, 2024***  
***2022 Goal Reporting submitted to the Board of Trustees for Review: March 21, 2023***

## **Addendum A: Central Library Plan of Service 2022 – 2026**

Southern Tier Library System in partnership with Chemung County Library District

### **2022 – 2026 Central Library Plan of Service to STLS Member Libraries**

#### **Goal Statement:**

Assist STLS member libraries in enhancing community access to relevant services and collections through the support of the Central Library.

#### **Intended Results:**

STLS member libraries differ in their capacity to support and promote regional collection development. Central Book Aid and Central Library Development Aid are catalysts for enriching all member libraries' collections and services both at the local and regional levels. The Central Library in partnership with STLS can help member libraries improve their community's access to relevant collections in both print and electronic formats and quality library services through collection development practices and effective training of member librarians.

**Project Leaders:**

Ron Shaw, director of Chemung County Library District, and Brian Hildreth, executive director Southern Tier Library System, with the support of the Central Library Planning Committee and library system and central library staff.

***2022 – 2026 Central Library Planning Committee***

**Sisi Barr**, Southern Tier Library System Trustee / Chemung County  
**Lorie Brown**, Southern Tier Library System  
**Tina Dalton**, Cuba Circulating Library  
**Pauline Emery**, Southeast Steuben County Library  
**Owen Frank**, Chemung County Library District  
**Angela Gonzalez**, Penn Yan Public Library  
**Nic Gunning**, David A. Howe Public Library (Wellsville)  
**Sally Jacoby Murphy**, Fred & Harriet Taylor Memorial Library (Hammondsport)  
**Erika Jenns**, Southern Tier Library System  
**Jennie Lewis**, Chemung County Library District  
**Roxanne Leyes**, Montour Falls Memorial Library  
**Mary Jo Murray**, 20<sup>th</sup> Century Club Library (Almond)  
**Linda Nichols**, Dundee Library  
**Wilsinia Ocasio**, Prattsburg Free Library  
**Connie Ogilvie**, Chemung County Library District  
**Kelly Povero**, Montour Falls Memorial Library  
**Ron Shaw**, Chemung County Library District

**YEAR ONE - 2022**

**Central Book Aid (CBA)**

Budget: \$65,881

**Objective #1:** Invest 41% (\$26,991) of CBA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #2:** Invest 27% (\$17,500) of CBA funds into Overdrive – Electronic Magazines made available to all member libraries and their communities through websites of the library system and Central Library.

## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

**Objective #3:** Invest 25% (\$16,470) of CBA funds into Print Non-Fiction Materials (includes Reference) housed at the Central Library and made available to all member libraries and their communities through the library system's ILS.

**Objective #4:** Invest 7% (\$5,000) of CBA funds into Electronic Databases (JobNow and Peterson's Test Prep) made available to all member libraries and their communities through the websites of the library system and the Central Library.

### **Central Library Development Aid (CLDA)**

Budget: \$96,748

**Objective #1:** Invest 83% (\$80,000) of CLDA funds into Chemung County Library District – Central Library Personnel to provide Virtual Reference Desk system-wide services to member library staff and their patrons, and support collection management work required for Print Non-Fiction Materials (Including Reference), Non-Fiction eBooks and Downloadable Audio Books, Overdrive – Electronic Magazines and Electronic Databases.

**Objective #2:** Invest 10% (\$10,000) of CLDA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #3:** Invest 5% (\$5,000) of CLDA funds into system-wide learning opportunities for member librarians and trustees through in-person and online training events that cover a wide-range of operational topics and best practices for public librarianship. Learning opportunities will be developed in partnership between Chemung County Library District – Central Library and Southern Tier Library System.

**Objective #4:** Invest 2% (\$1,748) of CLDA funds into print marketing materials for distribution in all member libraries, and social media advertising that promote the use of STARCat, Virtual Reference Desk and all Electronic or Downloadable services purchased with CBA funds.

**Objective #5:** Chemung County Library District – Central Library provides bimonthly spending reports and usage statistics of services purchased using CBA and CLDA funds at the Directors Advisory Council Meetings of the Southern Tier Library System.

## **YEAR TWO - 2023**

### **Central Book Aid (CBA)**

Budget: \$65,881

## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

**Objective #1:** Invest 41% (\$26,991) of CBA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #2:** Invest 27% (\$17,500) of CBA funds into Overdrive – Electronic Magazines made available to all member libraries and their communities through websites of the library system and Central Library.

**Objective #3:** Invest 25% (\$16,470) of CBA funds into Print Non-Fiction Materials (includes Reference) housed at the Central Library and made available to all member libraries and their communities through the library system's ILS.

**Objective #4:** Invest 7% (\$5,000) of CBA funds into Electronic Databases (JobNow and Peterson's Test Prep) made available to all member libraries and their communities through the websites of the library system and the Central Library.

### **Central Library Development Aid (CLDA)**

Budget: \$96,748

**Objective #1:** Invest 72% (\$70,000) of CLDA funds into Chemung County Library District – Central Library Personnel to provide Virtual Reference Desk system-wide services to member library staff and their patrons, and support collection management work required for Print Non-Fiction Materials (Including Reference), Non-Fiction eBooks and Downloadable Audio Books, Overdrive – Electronic Magazines and Electronic Databases.

**Objective #2:** Invest 21% (\$20,000) of CLDA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #3:** Invest 5% (\$5,000) of CLDA funds into system-wide learning opportunities for member librarians and trustees through in-person and online training events that cover a wide-range of operational topics and best practices for public librarianship. Learning opportunities will be developed in partnership between Chemung County Library District – Central Library and Southern Tier Library System.

**Objective #4:** Invest 2% (\$1,748) of CLDA funds into print marketing materials for distribution in all member libraries, and social media advertising that promote the use of STARCat, Virtual Reference Desk and all Electronic or Downloadable services purchased with CBA funds.

**Objective #5:** Chemung County Library District – Central Library provides bimonthly spending reports and usage statistics of services purchased using CBA and CLDA funds at the Directors Advisory Council Meetings of the Southern Tier Library System.

**Objective #6:** Chemung County Library District – Central Library and Southern Tier Library System facilitate an ad hoc Central Library Planning Committee meeting comprised of member library representatives from diverse libraries and communities to review Central Library Plan Services and make recommendations for change if needed.

**YEAR THREE - 2024**

**Central Book Aid (CBA)**

Budget: \$65,881

**Objective #1:** Invest 41% (\$26,991) of CBA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #2:** Invest 27% (\$17,500) of CBA funds into Overdrive – Electronic Magazines made available to all member libraries and their communities through websites of the library system and Central Library.

**Objective #3:** Invest 25% (\$16,470) of CBA funds into Print Non-Fiction Materials (includes Reference) housed at the Central Library and made available to all member libraries and their communities through the library system's ILS.

**Objective #4:** Invest 7% (\$5,000) of CBA funds into Electronic Databases (JobNow and Peterson's Test Prep) made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Central Library Development Aid (CLDA)**

Budget: \$96,748

**Objective #1:** Invest 72% (\$70,000) of CLDA funds into Chemung County Library District – Central Library Personnel to provide Virtual Reference Desk system-wide services to member library staff and their patrons, and support collection management work required for Print Non-Fiction Materials (Including Reference), Non-Fiction eBooks and Downloadable Audio Books, Overdrive – Electronic Magazines and Electronic Databases.

**Objective #2:** Invest 21% (\$20,000) of CLDA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.



## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

**Objective #3:** Invest 5% (\$5,000) of CLDA funds into system-wide learning opportunities for member librarians and trustees through in-person and online training events that cover a wide-range of operational topics and best practices for public librarianship. Learning opportunities will be developed in partnership between Chemung County Library District – Central Library and Southern Tier Library System.

**Objective #4:** Invest 2% (\$1,748) of CLDA funds into print marketing materials for distribution in all member libraries, and social media advertising that promote the use of STARCat, Virtual Reference Desk and all Electronic or Downloadable services purchased with CBA funds.

**Objective #5:** Chemung County Library District – Central Library provides bimonthly spending reports and usage statistics of services purchased using CBA and CLDA funds at the Directors Advisory Council Meetings of the Southern Tier Library System.

### **YEAR FOUR - 2025**

#### **Central Book Aid (CBA)**

Budget: \$65,881

**Objective #1:** Invest 41% (\$26,991) of CBA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #2:** Invest 27% (\$17,500) of CBA funds into Overdrive – Electronic Magazines made available to all member libraries and their communities through websites of the library system and Central Library.

**Objective #3:** Invest 25% (\$16,470) of CBA funds into Print Non-Fiction Materials (includes Reference) housed at the Central Library and made available to all member libraries and their communities through the library system's ILS.

**Objective #4:** Invest 7% (\$5,000) of CBA funds into Electronic Databases (JobNow and Peterson's Test Prep) made available to all member libraries and their communities through the websites of the library system and the Central Library.

#### **Central Library Development Aid (CLDA)**

Budget: \$96,748

**Objective #1:** Invest 62% (\$60,000) of CLDA funds into Chemung County Library District – Central Library Personnel to provide Virtual Reference Desk system-wide services to member library staff and their patrons, and support collection management work required for Print Non-Fiction Materials (Including

## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

Reference), Non-Fiction eBooks and Downloadable Audio Books, Overdrive – Electronic Magazines and Electronic Databases.

**Objective #2:** Invest 31% (\$30,000) of CLDA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #3:** Invest 5% (\$5,000) of CLDA funds into system-wide learning opportunities for member librarians and trustees through in-person and online training events that cover a wide-range of operational topics and best practices for public librarianship. Learning opportunities will be developed in partnership between Chemung County Library District – Central Library and Southern Tier Library System.

**Objective #4:** Invest 2% (\$1,748) of CLDA funds into print marketing materials for distribution in all member libraries, and social media advertising that promote the use of STARCat, Virtual Reference Desk and all Electronic or Downloadable services purchased with CBA funds.

**Objective #5:** Chemung County Library District – Central Library provides bimonthly spending reports and usage statistics of services purchased using CBA and CLDA funds at the Directors Advisory Council Meetings of the Southern Tier Library System.

**Objective #6:** Chemung County Library District – Central Library and Southern Tier Library System facilitate an ad hoc Central Library Planning Committee meeting comprised of member library representatives from diverse libraries and communities to review Central Library Plan Services and make recommendations for change if needed.

## **YEAR FIVE - 2026**

### **Central Book Aid (CBA)**

Budget: \$65,881

**Objective #1:** Invest 41% (\$26,991) of CBA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #2:** Invest 27% (\$17,500) of CBA funds into Overdrive – Electronic Magazines made available to all member libraries and their communities through websites of the library system and Central Library.

**Objective #3:** Invest 25% (\$16,470) of CBA funds into Print Non-Fiction Materials (includes Reference) housed at the Central Library and made available to all member libraries and their communities through the library system's ILS.

**Objective #4:** Invest 7% (\$5,000) of CBA funds into Electronic Databases (JobNow and Peterson’s Test Prep) made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Central Library Development Aid (CLDA)**

Budget: \$96,748

**Objective #1:** Invest 52% (\$50,000) of CLDA funds into Chemung County Library District – Central Library Personnel to provide Virtual Reference Desk system-wide services to member library staff and their patrons, and support collection management work required for Print Non-Fiction Materials (Including Reference), Non-Fiction eBooks and Downloadable Audio Books, Overdrive – Electronic Magazines and Electronic Databases.

**Objective #2:** Invest 41% (\$40,000) of CLDA funds into Overdrive – Non-Fiction eBooks and Downloadable Audio Books made available to all member libraries and their communities through the websites of the library system and the Central Library.

**Objective #3:** Invest 5% (\$5,000) of CLDA funds into system-wide learning opportunities for member librarians and trustees through in-person and online training events that cover a wide-range of operational topics and best practices for public librarianship. Learning opportunities will be developed in partnership between Chemung County Library District – Central Library and Southern Tier Library System.

**Objective #4:** Invest 2% (\$1,748) of CLDA funds into print marketing materials for distribution in all member libraries, and social media advertising that promote the use of STARCcat, Virtual Reference Desk and all Electronic or Downloadable services purchased with CBA funds.

**Objective #5:** Chemung County Library District – Central Library provides bimonthly spending reports and usage statistics of services purchased using CBA and CLDA funds at the Directors Advisory Council Meetings of the Southern Tier Library System.

**Objective #6:** Chemung County Library District – Central Library and Southern Tier Library System facilitate an ad hoc Central Library Planning Committee meeting comprised of member library representatives from diverse libraries and communities to develop 2027 – 2031 Central Library Plan of Service.

**Budget Notes:**

1. Proposed 2022 – 2026 budgets for Central Book Aid and Central Library Development Aid are dependent upon flat funding (no increases or decreases) using 2021/2022 NYS Library Aid Charts.

**Planning Timeline:**

## ***Southern Tier Library System – 2022 – 2026 Plan of Service***

1. The 2022 – 2026 Central Library Plan of Service to STLS Member Libraries was developed by participants of the 2021 Central Library Planning Committee. The committee convened on June 17, 2021 to identify local community needs, intended library services and Central Library services to help supplement member library services.
2. An initial draft of this plan was presented to the Central Library Planning Committee and the Member Directors and Board Presidents of the Southern Tier Library System the week of October 18, 2021 for review and comment. A deadline of Friday, December 3, 2021 was set for recommended revisions.
3. Upon comment, a second draft copy incorporating recent revisions was sent to the STLS membership the week of December 13, 2021. Member libraries were afforded the opportunity to review and provide comment by January 7, 2022.
4. The final draft of the Central Library Plan of Service to STLS Member Libraries was created taking into account input from all STLS member libraries. The plan was submitted to the CCLD Board of Trustees and the STLS Board of Trustees in January 2022 for consideration.
5. Both the CCLD Board of Trustees and STLS Board of Trustees approved the plan at an official meeting in January 2022.

***Adopted by the Southern Tier Library System Board of Trustees: March 15, 2022***

***Adopted by the Chemung County Library District Board of Trustees: December 1, 2021***

### **Addendum B: Direct Access Plan 2022 – 2026**

#### **Southern Tier Library System in partnership with STLS Member Libraries**

## **I. Commissioner's Regulations 90.3 (a) Definitions**

***Public Library System*** means a library established by one or more counties, a group of libraries serving an area including one or more counties in whole or in part, a library of a city containing one or more counties, or a cooperative library system established pursuant to the provisions of section 255 of the Education Law.

***Approved plan of service*** means a plan of library service submitted by a public library system board of trustees in accordance with section 272 of the Education Law that has been approved

by the Commissioner pursuant to the provisions of this section. The plan of service defines the mutual commitments, responsibilities and obligations of the public library system and its members in meeting the service needs of the area served and statewide library service goals.

**Direct Access** means the ability of an individual, who resides within the boundaries of a public library system and who has a valid borrower's card issued by the system or any member library in the system, to borrow materials for home use directly from the premises of any library that is a member of the public library system on the same basis as that specified for cardholders in each individual library.

**Chartered service** area means the geographic area served by a library as stated in charter documents as approved by the Board of Regents and on file with the department. For purposes of this section, the phrase "and its environs" or its equivalent, as contained in any charter document will not be recognized by the commissioner as a valid part of the library's chartered service area. For purposes of this section, the commissioner will not recognize areas served by the library under contract as a valid part of a library's chartered service area.

**Resident borrower** means an individual who resides within the boundaries of the chartered service area of a public or association or Indian library as defined in section 253 of the Education Law and who is a library cardholder at that library.

**Non-resident borrower** means an individual who resides outside the boundaries of the chartered service area of a public or association or Indian library as defined in section 253 of the Education Law and who is a library cardholder at that library or at another member library of the public library system who is a system cardholder.

**Library resources** mean the print and non-print materials owned by the library and any other services provided by the library to the resident borrowers of the library's chartered service area.

**Local income** means funds supplied by local taxing agencies which may be municipalities, school districts or special districts. These funds may be from the library's sponsoring municipality or from a non-sponsoring municipality in payment for library services.

**On-site use** means the ability of an individual to use library resources on the premises of a library.

**Serious inequities and hardships** mean those conditions which adversely affect resident borrowers of member libraries. Such conditions are defined in accordance with the free direct

access provisions contained in each system's approved plan of service and may include, but limited to, a definition of what constitutes excessive borrowing of a library's resources by non-resident borrowers.

**Unserviced** means those individuals residing in geographic areas that are within the boundaries of a public library system but outside the boundaries of chartered service area of a library which is a member of that system.

**Underserved** means those individuals residing in geographic areas that are within the chartered service area of a member library and which the public library system had identified as having an inadequate level of local income to support the delivery of acceptable library services.

## II. STLS Free Direct Access Plan

**Describe how all individuals residing within the boundaries of the system but outside a member public library's chartered service area will receive library services.**

Member libraries will provide free on-site use of library resources, including the use of computers and access to the Internet, to all individuals residing within the boundaries of the public library system service area. Free on-site use of the resources of the system will also be available to all individuals residing within the boundaries of the system. No individual shall be excluded from on-site use of the library resources of the system or any of its member libraries because of race, ethnicity, age, religion, sex, gender identity, sexual orientation, ability, or socioeconomic status.

As required by Commissioner's Regulation [§90.3\(a\) through \(d\)\(4\)](#) neither the system nor member libraries will charge individuals for library cards.

Individuals residing within the boundaries of the system but outside a member public library's chartered service area will receive service and borrow materials by requesting a library card from a local library.

**Describe how the system will assure that those persons living within the system boundaries in an area where a member library chooses to withdraw from the system, or where a chartered and registered library was never a member of the system, will be served by the system.**

All chartered and registered libraries in the Southern Tier Library System region are members of the System. If a member library chooses to withdraw from the System, neighboring libraries

will issue cards and provide service to residents living in the service area of the withdrawing library.

STLS provides interlibrary loan service to residents; that service will continue to be provided for persons in an area where a library chooses to withdraw from the library system, or ceases to fund library service.

**Describe what the system considers “serious inequities and hardships” and the criteria used by the system to make the determination.**

“Serious inequities and hardships” occur when jurisdictions refuse to support, or provide sufficient support for a library. Services to local taxpayers are reduced and materials are unavailable because out-of-chartered service area residents are using those services and materials. Economic impact on an STLS member library, resulting in serious inequities and hardships results when

1. Non-residents who actively borrow materials constitute over 25% of the library’s borrowers.
2. Direct loans to nonresident borrowers constitute over 25% of a library’s circulation.

**Describe what constitutes excessive out-of-chartered service area borrowing in the system.**

“Excessive borrowing” in the Southern Tier Library System occurs when nonresident borrowers account for more than 25% of a library’s circulation.

**Describe the unserved and the underserved population within the System.**

Unserved populations within the STLS region (populations outside of a chartered service area), are defined in color-coded maps developed by the Division of Library Development and posted online.

Taxpayers in 29 of 32 school districts within the STLS region have approved tax support for library service; therefore, there is an implied contract for library service in 91% of the school districts which extends library service beyond chartered service areas

**Describe the criteria used by the system to identify libraries as having an inadequate level of local income to support the delivery of acceptable library services (underserved). List those libraries so identified.**

92% of chartered libraries in the System have a public funding referendum that aligns with school district or municipal geographic borders. Only 3 of 40 chartered libraries do not have a funding referendum. All 3 of these libraries receive public funds through their municipalities.

The System will use the criteria of Total Referendum Funding per Capita of School District or Town to identify libraries having an inadequate level of local income to support the delivery of acceptable library services.

While many factors determine a library's ability to provide acceptable services, STLS has set the level of adequate funding at \$15.00 per School District Resident or Town Resident based on performance benchmarks within the library system that align with New York State Minimum Standards and public library best practices.

The following libraries have been identified as having inadequate levels of local income based on 2020 figures.

20th Century Club Library	Dutton S Peterson Memorial Library
Addison Public Library	E J Cottrell Memorial Library
Alfred Box of Books Library	Genesee Library
Andover Free Library	Jasper Free Library
Angelica Free Library	Rushford Free Library
Arkport Public Library	Savona Free Library
Belmont Free Library	Scio Memorial Library
Bolivar Free Library	Wimodaughian Free Library
Colonial Library	

**Describe the actions the system will take to expand the availability of library services to unserved and underserved individuals residing within the boundaries of the system.**

The Southern Tier Library System proactively works with member libraries to best understand library charter types and public funding mechanisms. This active work includes:

1. Develop recommendations for funding options and/or charter changes for members libraries.
2. Meet with member library boards of trustees to discuss the following funding options and charter changes:
  - a) contract with neighboring municipalities to provide library service, or



- b) expand library service areas and request additional funds from the expanded area, or
  - c) request funding increases from local funding sources, or
  - d) establish voter referendums for library funding, or
  - e) request larger funding increases through voter referendums
3. Provide training workshops on funding and charter changes.
4. Provide a timetable for such actions.  
Ongoing 2022 - 2026
5. Identify who will be responsible for carrying out these actions.  
The library system's Division of Library Sustainability and System Resources.

**Describe the conditions under which modifications to the Free Direct Access plan can be made.**

**A. With the approval of the majority of member libraries and without prior approval of the Commissioner of Education**

If a jurisdiction\* with a population of over 10,000 ceases providing tax support for a library, and does not contract for service with a neighboring library, modification to this plan can be made with the approval of the majority of STLS member libraries.

Except for the central library, member libraries may refuse to loan non-print materials and equipment and printed materials, less than one year from the acquisition date, purchased with local funds. Libraries must certify to STLS that they are able to identify which materials and services were purchased with various funding sources in order to determine which materials may be restricted.

Member libraries may also restrict attendance at library programs if such programs are supported entirely with local funds.

However, under no circumstances will member libraries charge individuals, who reside within STLS, for library cards or deny on-site use as defined in Section 1 of this plan.

(\*A jurisdiction may be comprised of multiple municipalities which have formerly constituted one library service area.)

In addition, in cases where a member library, including the Central Library, can document “serious inequity or hardship” as described in items 3 and 4 of this document, the library can submit a request to the STLS Board of Trustees to place restrictions, consistent with Commissioner’s Regulations 90.3, upon the use of library resources and use of services by residents outside the library’s chartered service area. The STLS Board of Trustees will conduct a vote of member libraries; if a majority approve, the library may place the restrictions as requested.

These restrictions are limited to:

- non-print materials
- equipment
- printed materials, less than one year old,

The above materials must have been purchased with local funds.

- attendance at library programs supported entirely with local funds. If attendance at programs must be limited, local residents may be given first access to them.

### **With the prior approval of the Commissioner of Education**

Certain additional modifications to this plan may be made for individual libraries with the approval of the majority of member libraries and with prior approval from the Commissioner of Education. Such requests will be submitted in writing to the System board of trustees. The System board will not unnecessarily delay the submission of a member request for additional restrictions once the member libraries have approved the request to go forward. They will include, but not be limited to, the requirements below:

1. a.) Documentation of the serious inequities and hardships affecting the resident borrowers of the member library making the request. (For example, if an unserved community defeats a library proposition or terminates a contract for library services, the system may request hardship waiver from the Commissioner on behalf of the affected library.)

b.) The proposed modifications that will be implemented.

No modifications will be considered if they include charging for library services.

2. A description of the anticipated impact on resident and non-resident

resident borrowers after modifications are approved and implemented. Restrictions apply only for member libraries. The System may not impose restrictions. The System will continue to serve those populations from areas where approved member library restrictions have been imposed.

3. A time frame for the beginning and end of such a modification. Modifications for restrictions will be approved for a certain period of time. Renewals must be made on a timely basis.
4. A recommendation from the STLS Executive Director regarding steps to be taken to remedy the underlying inequity with a proposed timetable for action.

**Describe how the system will assure that member libraries are complying with the System free direct access plan approved by a majority of member libraries.**

The System will require member libraries to certify annually that their library follows this Free Direct Access plan.

**Describe how the System obtained member library input to the plan for free direct access.**

On February 1, 2021, a draft copy of the proposed new plan, including a link to the current plan, was sent to library directors and board presidents for comment. The plan was discussed at a Directors Advisory Council meeting on March 31, 2021. In response to questions, clarifying language was added and the draft plan was further revised by the Directors Advisory Council. All 40 chartered libraries signed off on a *Member Library Approval & Agreement Form* to certify they agree with, and will adhere to the 2022 – 2026 Free Direct Access Plan.

**Addendum:**

Towns with populations that are unserved and don't provide tax support for library service are:

**Schuyler County**

Dix Town— the portion of the town not in the Watkins Glen School District

Orange Town—portion of the town in the Bradford

Tyrone Town—portion of the town not in Dundee or Watkins Glen School Districts

**Steuben County**

Bradford Town—no support for library service

Cameron Town—portion of the town in the Jasper-Troupsburg School District

Cohocton—portion of the town in the Avoca School District

Rathbone Town—portion of the town not in the Addison School District

Woodhull Town—portion of the town not in the Addison School District

**Yates County**

Italy Town—portion of the town in the Naples School Districts

***Adopted by the Southern Tier Library System Board of Trustees: September 21, 2021***

**CREDITS...**

STLS would like to thank all member librarians, volunteers, trustees, and friends who made this Plan of Service possible. The goals and objectives contained within are the result of representation from 88% of STLS member libraries during our 2021 focus groups. Thank you!

Additionally, this plan was designed by the efforts of our Strategic Planning Team.  
Team members include:

**STLS Staff:**

Ken Behn, Assistant Director – Head of IT  
Lorie Brown, Professional Development Manager  
Keturah Cappadonia, Outreach Consultant  
Amanda Fleming, ILS Manager  
Lyndsie Guy, Resource Consultant  
Erika Jenns, Engagement Consultant  
Brian Hildreth, Executive Director

**STLS Trustees**

Richard Ahola, President, Yates County  
Kathy Green, Vice President, Steuben County  
Betsy Gorman, Treasurer, Chemung County  
Louise Richardson, Secretary, Steuben County  
Denise King, Elected Trustee, Chemung County  
Sisi Barr, Chemung County  
Lynnette Decker, Allegany County

Patricia Finnerty, Steuben County  
David Haggstrom Allegany County  
Barbara Hubbell, Schuyler County  
Susan McGill, Yates County  
Kim Salisbury, Chemung County  
Felicity Wright, Schuyler County