Lycoming County Library System Board Meeting
August 13, 2024, at noon
In-person at the Jersey Shore Public Library
and virtually via Zoom

Call to Order

Public Comment

Correspondence

Review of June 11, 2024, minutes

Treasurer's Report
- John Compton, Baker Tilly, 2023 Audit Review

System Administrator's Report

Committee Reports
- Bylaws Committee

Old Business
- LCLS Social Media/Networking Policy- FINAL
- Hughesville Area Public Library Deficiency Review
- Muncy Public Library Deficiency Review

New Business

Announcements

Adjournment

Lycoming County Library System Board Meeting
June 11, 2024, at noon
In-person at the Dr. W.B. Konkle Memorial Library: 384 Broad Street, Montoursville, PA and virtually via Zoom

Trustees Present: Diane Eck, President; Christie Foresman, Vice President; Larry Stout, Treasurer; Ben Brigandi, Secretary; John Confer, Dennis Correll, Commissioner Mark Mussina, Diane Schneck

Trustees Absent: Patricia Shipman

System Staff Present: Amy Resh, System Administrator, Kristin Caringi, Chief Financial Officer; Robbin Degeratu, Assistant Director; Nina Riggle, Executive Assistant to Amy Resh

Guests: Amber Adams, Montgomery Area Public Library; Canda Fogarty, Dr. W.B. Konkle Memorial Library; Penny Johnson, Hughesville Area Public Library

Call to Order: Diane Eck called the meeting to order at 12:12 pm
- Diane Eck opened the meeting by expressing gratitude for the host and the provided lunch.

Public Comment:
- None

Correspondence:
- None

Review of Minutes: Christie Foresman made a motion to approve the April minutes. Larry Stout seconded the motion. All approved. Motion carried.

Financial Report: Kristin Caringi
Highlights**:**
- In April, the second quarterly distribution of State and County funds was dispersed.
- The third quarter installment will be distributed in July once county aid is received.
- The LCLS board approved the quarterly dispersal of aid. This dispersal is aligned with the quarterly county disbursement.
- A detailed breakdown of aid (County vs. State) is sent to member library directors with payment.
- John Confer motioned to accept the Treasurer's Report. Ben Brigandi seconded the motion. All approved. Motion carried.

System Administrator's Report: Amy Resh
Highlights**:**
- The System Administrator emailed the Board of Trustees to support PaLA's coordinated ask to state legislators for an increase of 4% to support libraries throughout Pennsylvania.
- A Statement of Concern was submitted to LCLS regarding a material in the System. The System Administrator is working with the ad hoc Review Committee to evaluate the concern.
- Nicole Rader and Amy Resh highlighted System events happening through the summer on WILQ with Freddi Hammer. Amy Resh met with an Accessible Adult Services Library Advisor, for the Office of Commonwealth Libraries.
- Amy Resh and Dana Brigandi applied for an FCFP grant for an LCLS-sponsored StoryWalk in Trout Run Park in Lewis Township.
- At the LCLS Directors' Meeting on May 28, Member Library Directors discussed the LCLS Social Media/Networking Policy Draft and the procedures to support the approved LCLS User Behavior Policy were developed and discussed. Member library directors agreed to adopt the guidelines system-wide at the May meeting; these procedures with be implemented by the end of July.
- Amy Resh is on the agenda to present to the Lycoming County Commissioners on June 20; remarks will be sent to LCLS trustees in advance.
  o Member library directors were asked to submit details about their libraries for the handouts.
  o Amy Resh and Kristin Caringi are completing the Lycoming County Grant Application for 2025 budget allocation; we are requesting an increase in County funding.

- o Fiscal and user data will be utilized to back up the request. The LCLS Marketing report shows a 17% increase in visits, a 5% increase in physical checks, and a 61% increase in website visits among other increases compared to 2023.
- o For 6 of the past 10 years the Commissioners granted level funding with 3-5% increases over the remaining 4 years.
- o Since 2023 library card holders in Lycoming County has increased by 5%. Currently 45% of Lycoming County residents have a library card. Resident patrons have saved 3.3 million dollars by using their library cards.
- Amy Resh shadowed Transit Delivery Driver, Bill Ruffing on his daily delivery route on May 20, in keeping with our quarterly schedule, to ensure a seamless interlibrary loan experience for member libraries and patrons. Ruffing and the transit van will be at three-member library Touch-A-Truck events. Each member library will host at least one LCLS outreach vehicle June 21-28.
- The LCLS County Performer is Forgotten Friends Reptile Show. Each library will have a visit in early July.
- An LCLS Skating Adventure at Trout Pond Park is on Saturday, July 27, from 2:30-4:30 pm.
- Lastly, the Family Nature Adventure at Rider Park will be held on Saturday, August 3rd, from 4-8 pm.
- Wendy Durant and Kate Shaw have introduced new cataloging procedures to decrease member libraries' workload while increasing efficiency for the cataloging staff.
- Shaw is reviewing and streamlining incident reporting for the libraries that have voiced interest in the update: Jersey Shore Public Library, James V. Brown Library, and Hughesville Area Public Library.
- The Summer Learning special section was published on May 23 in the Williamsport Sun-Gazette. The James V. Brown Library purchased $300 in additional copies to hand out at all LCLS libraries.

Committee reports:
- None

Old Business:
- LCLS Internet Acceptable Use Policy – FINAL
  - o Two potential edits were proposed to the LCLS Internet Acceptable Use Policy.
  - o Under "Rights of Adults" adults will be changed to those 18 and older, instead of 17 and older.
  - o Another edit was proposed under "Rights of Adults" to remove "or a member library's policy" from the Policy.
    - ▪ A discussion followed about member libraries' computer use policies.
    - ▪ Based on the discussion, the edit regarding member library policies will be kept.
  - o The Internet Acceptable Use Policy was approved by the member library directors.
  - o Larry Stout motioned to approve the LCLS Internet Acceptable Use Policy. Diane Schneck seconded the motion. All approved. Motion carries.

New Business:
- Social Media/Networking Policy – DRAFT
  - o The Social Media/Networking Policy has been reviewed and approved by the member library directors.
  - o The policy is recommended by Dana Brigandi and ALA as a best practice, especially because the System posts on social media on behalf of member libraries.
  - o Dennis Correll asked about removal of content, specifically out dated events.
    - ▪ Removal of content is at the discretion of the member library. At this time the System does not remove content from social media.
    - ▪ Member library directors can submit a request to have content removed as needed.
  - o The Social Media/Networking Policy will be voted on at the August 13th LCLS Board meeting.

Announcements:
- **Hughesville Area Public Library** – Christie Foresman
  - o The symphony was a success with 400 attendees.
    - ▪ There were 100 gift bags, a balloon artist, and the high school orchestra performed.
    - ▪ This free event was funded by the Woodcock Foundation
  - o The trout raised in the Library are being released.
- **Montgomery Area Public Library** – Larry Stout
  - o There are many programs ongoing to support Summer Reading.
  - o The Borough funded 6 new computers for the Library.

- o The AC unit is not working and estimates for repair/replacement have been very high.
- **Dr. W.B. Konkle Memorial Library** – Dennis Correll
  - o Summer Learning is off to a good start.
  - o Art in the Library has been delayed until fall.
- **James V. Brown Library** – John Confer
  - o Summer Learning Kick Off is on Saturday, June 15 from 10-2.
  - o Programs include a Riverwalk, Smoky Bear, Audubon Society, a pool party on June 29 from 3-7 with free transportation provides by River Valley Transit Authority.
- **Muncy Public Library** – Diane Schneck
  - o Summer Reading if going full blast.
  - o Programs have been coordinated with Montgomery Area Public Library
  - o Programs include fossils by the creek, builders club, fire trucks with the Borough, and the LCLS skating party
  - o The Board of Trustees meet on the evening of June 11, 2024.
- **Ben Brigandi**
  - o South Williamsport School has been utilizing the outreach vehicles to support Library service.
  - o One issue was that the vehicle arrived at the end of day, which already busy with getting students dismissed.
  - o The stop over the summer is in a different location away from construction.
- **Jersey Shore Public Library** – Diane Eck
  - o Summer Reading is underway.
  - o The Library is hosting a Jersey Shore-opoly fundraiser with their Trustees.
  - o Charlene Brungard was grateful to attend the Directors Institute in Harrisburg.
  - o Library staff went into the schools to promote Summer Learning.
  - o There has been some vandalism at the Library. Doug Harkness is advising the Library about security cameras.
  - o They are working to get options to restructure their board and bylaws.
- **Outreach Vehicles** – John Confer
  - o There was a meeting to discuss the outreach vehicles: the transit van, Bookmobile, Book's Bus, and Storymobile.
  - o The James V. Brown Library board finds all of these vehicles important to our County's residents.
  - o The System Administrator pointed out that according to the state statute, these vehicles must visit more locations to meet hours requirements. Member library directors can help to find more stops to utilize these vehicles to their maximum potential.
  - o A discussion followed regarding potential locations, circulation statistics, and serving schools.
  - o A list of current stops will be sent to LCLS Trustees and Member Library Directors by June 21, 2024.
  - o The LCLS Funding Formula does not incentivize circulation statistics between member libraries.
  - o James V. Brown Library currently funds the costs related to the operation of these vehicles.

The meeting was adjourned at 1:12 pm.

LCLS Board Meetings and locations in 2024: August 13th, Jersey Shore Public Library; December 10th, Montgomery Area Public Library

Respectfully submitted by Nina Riggle

LYCOMING COUNTY LIBRARY SYSTEM

	Jan - June 24	2024 Budget	2024 Budget Variance	% of 2024 Budget
Income				
4000 . County Coordination Aid Received	184,869	183,023	1,846	101.01%
4001 . County Coordination Aid Distributed-CONTRA	(92,434)	(183,023)	90,589	50.5%
4100 · State Aid Received	500,698	495,700	4,998	101.01%
4120 · State Aid- distributed CONTRA	(247,850)	(495,700)	247,850	50.0%
4200 · Local Govt Rev(LCLS County Aid)	693,194	1,386,387	(693,194)	50.0%
4220 · Local Govt Aid Distributed	(603,808)	(1,207,616)	603,809	50.0%
4300 · Interest Income	13,406	6,000	7,406	223.43%
4500 · Contributions,Gifts & Donations	-	2,500	(2,500)	0.0%
4530 · E Rate reimbursement	-	7,041	(7,041)	0.0%
Total Income	448,074	194,312	253,762	230.6%
Gross Profit	448,074	194,312	253,762	230.6%
Expense				
5000 · Administrative Fees	6,000	12,000	(6,000)	50.0%
5006 . Delivery Expenses-Transit	3,000	6,000	(3,000)	50.0%
5010 · Salary & Wage Reimbursement to JVB	43,634	90,328	(46,694)	48.31%
5290 · Internet Connection Fees	7,120	15,400	(8,280)	46.23%
5295 . Postage	67	-	67	100.0%
5300 · Library Supplies & Collect Main	4,086	5,000	(914)	81.71%
5380 · Computer Software	65,543	66,150	(607)	99.08%
5390 · Hardware Costs	-	1,300	(1,300)	0.0%
5410 · Insurance	827	3,360	(2,533)	24.6%
5490 · Accounting	4,120	5,742	(1,622)	71.75%
5530 · Miscellaneous Operating	3,328	4,200	(872)	79.24%
5580 . Summer Learning	4,050	3,000	1,050	135.0%
Total Expense	141,774	212,480	(70,706)	66.72%
Net Income	**306,301**	**(18,168)**	**324,469**	

LCLS General Fund Cash Balance-6/30/24 $629,677.89

SYSTEM ADMINISTRATOR'S REPORT   **June – August 2024**

Personnel

Kathleen Popowycz accepted the position of Youth Outreach Professional for the Storymobile with a start date of August 12.

Kate Shaw resigned from her role as Polaris Systems Administrator; a search for her replacement is underway.

Administrative

Amy Resh completed the State Aid Subsidy Application for the "Lycoming Co Lib Sys" on July 19. Resh requested all member libraries submit their application by August 9 so they can be reviewed and submitted by the Office of Commonwealth Libraries' due date.

The 3rd quarter State and County aid payment was sent to member libraries on July 8th.

Thank you to all trustees who contacted State Senators and Representatives. The state budget and accompanying fiscal language were passed in July, and the System will receive level state funding in 2025. The 2025 funding formula and 2025 draft budget will be ready for review at the December 10th LCLS board meeting.

The procedures to support the LCLS User Behavior Policy were finalized and implemented at all Member Libraries in July. They include shared reporting when patrons lose privileges to use LCLS libraries, a centralized document library for Member Library Directors, and suggested guidelines and friendly language for staff to use when enforcing the policy.

Looking ahead, Resh is on the agenda to present to the Lycoming County Commissioners in late August; remarks will be sent to LCLS trustees in advance, and trustees and directors are welcome to attend. Member library directors were asked to submit details about their libraries for the handouts and share the names of patrons who may be interested in sharing with the Commissioners how libraries have impacted them.

A member library director contacted Resh about applying for a System-wide technology grant. Doug Harkness and Resh are investigating this request and the potential logistics.

Delivery and Fleet

In keeping with the LCLS board's interest in continuing to fund and expand outreach services, our new Storymobile driver will work an abbreviated session schedule beginning in late September. Thank you to all who submitted potential stops for Outreach Staff to contact.

The outreach vehicle Summer Session began in early June and will run through the end of August; in addition to serving longstanding stops, the Bookmobile and Book's Bus added new stops at summer camps, public parks, municipal buildings, and Link libraries. The new Book's Bus stop at Trout Run Park has been particularly successful, with patrons making a

point to visit the vehicle each time it stops at this rural location, including township supervisors.

The Bookmobile, Book's Bus, and Transit vehicle attended Touch-A-Truck events at all six Member Libraries in June as part of the Summer Learning Program. 185 people visited vehicles during these events; participation from the public varied at each event, likely due to location/parking and unseasonably hot weather. Engagement was highest at events where other community partners were invited to participate, whether by bringing in additional Touch-A-Truck vehicles (Jersey Shore Public Library) or by inviting childcare facilities to attend (Montgomery Area Public Library).

The Fall Session for Book's Bus and Bookmobile will begin on September 9th and run through December 20th. Memorandums of Understanding are being sent out to community stops and institutional stops for the Fall Session.

Kristin Caringi shadowed Bill Ruffing on his daily delivery route on August 9, in keeping with the quarterly schedule, to ensure a seamless interlibrary loan experience for member libraries and patrons. Bill transited 11 ILL items in June, a total of 355 ILL items from January to June. The ILL numbers are not included in the delivery transit number. From May through July, delivery transited 4,302 items between member libraries.

Programming and Youth Services

In early July, Hughesville Area Public Library and Dr. W.B. Konkle Memorial Library hosted the Forgotten Friends Reptile Show. Unfortunately, due to illness, Montgomery Area Public Library and Muncy Public Library events were rescheduled for Monday, August 19. James V. Brown Library and Jersey Shore Public Library events hosted a substitute presenter and had wonderful attendance numbers.

The LCLS Skating Party on Saturday, July 27th, registered over 200 attendees. Saturday, August 3rd, the LCLS Family Nature Adventure was canceled due to weather. The programming team is looking forward to rescheduling this event in the fall.

In keeping with the new LCLS Long Range Plan, Nicole Rader has begun creating a calendar for review for the 2025 shared System-wide initiatives, one of which is Summer Learning. Nicole Rader will be sharing a survey for member library director feedback on the 2024 System-wide initiatives and events in mid-August after the end of Summer Learning. Rader connected with the Program Coordinator at Beaver County Library System to gain insight and ideas. Rader will be proposing the 2025 system-wide initiatives to LCLS Directors at the September meeting based on the survey results. Nicole Rader is interested in feedback as well as program statistics to assist in planning 2025 shared events.

Technology

The new computers and printers for the Barbours LINK have arrived. Doug Harkness will set up the computers and printers to prepare them for installation. Resh and Harkness will travel to the LINK on August 20th for installation. Harkness purchased new people-counting sensors for the Book Mobile, Books Bus, and Storymobile. Keith Bauer installed them, and they are ready for use to begin keeping people-counting statistics on the vehicles.

The Hughesville Public Library requested individualized computer accounts. These allow each employee to have their own desktop helping to alleviate clutter and confusion. The Jersey Shore Public Library had been given data regarding the transfer of its phone system to an updated and cheaper VoIP system. Harkness is also working on adding a new domain and individualized email addresses for the library. Thank you to Charlene Brungard for allowing her library to be the first to have these new consolidated domains! The Muncy Public Library had some issues with printing and needed updates on the public computers. The Montgomery Area Public Library had an issue with the scanner at the main desk and needed updates on the public computers. The Dr. W.B. Konkle Memorial Library also needed updates on the public computers.

Technical Services

Wendy Durant will take over original cataloging requests as time allows. At the July 23 Directors' Meeting, the topic of Director-Level library-specific logins was discussed. Amy Resh made the decision to give each library a personalized username with higher permissions and disseminated it. Jen Heimbach will open Interlibrary Loan in August.

Marketing, Development & Public Relations

As part of the ongoing Long-Range Plan, Dana Brigandi presented a brief marketing and social media training to LCLS directors during their meeting on July 23. The full training program is being recorded on YouTube and will be shared with LCLS staff, LCLS trustees, and member library trustees.

At the recent LCLS directors meeting, the directors requested a new Facebook page for LCLS so they can tag the shared programs and outreach efforts. Brigandi and Emma Klopp created a new page that was shared with member library directors. Please like and follow this page if you use Facebook (facebook.com/lclspa).

Looking ahead, Brigandi continues to work directly with member library directors who request help in grant writing, press releases, and marketing. She is also working with member libraries to create a quarterly impact report for the System Administrator to present to the Lycoming County Commissioners in August.

Marketing Report

Year-to-date January 1, 2024 – June 30, 2024
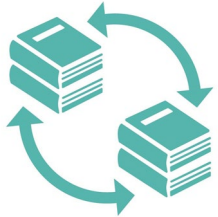
LYCOMING COUNTY LIBRARY SYSTEM
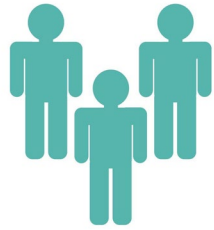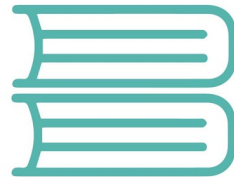
110,269 in-person visits
YTD 2023: 96,840
+13%

99,419 website views
YTD 2023: 59,379
+50%

8,853 internal computer usage
YTD 2023: 8,449
+4.7%

333 Inter-Library Loan (ILL) requests*
ILL service on hold as of 5/1/2024
YTD 2023: 422
-24%

247,612 physical checkouts
YTD 2023: 247,889
-0.1%

83,378 Wi-Fi usage
YTD 2023: 73,383
+12.8%

30,746 eBook, e-audiobook, and magazine checkouts
YTD 2023: 28,283
+8.3%

44,428 items checked out on Bookmobile, Storymobile, Book's Bus, and 2 Links*
Storymobile and 1 Link out of service
YTD 2023: 68,562

1,730 new library cardholders for a total of 51,778 cards
(45% of County residents)

Residents saved over $4,065,975 by using their local library in 2024, or $36 per person
(based on 114,188 County residents)

Social Media/Networking Policy

The Lycoming County Library System (LCLS) and its Member Libraries use social media sites/accounts/platforms to increase awareness of and accessibility to programs, resources, and services in order to serve the mission of LCLS. The purpose of this policy is to address use of social media/networking activities including but not limited to blogs, social networks, online communications, and websites by the general public as well as LCLS and Member Library employees, volunteers, and other representatives.

Scope and Purpose

Social media sites/accounts/platforms are intended to assist in fulfilling libraries' mission of connecting people with information, ideas, and enriching experiences. LCLS Member Libraries' social media sites are not traditional public forums for the general exchange of ideas and viewpoints, but are limited forums for discussion of Library-related information.

Social media posts are meant to:

- Build relationships with new and existing community partners;
- Engage the public in an ongoing conversation about the Library and its role in the community;
- Maintain and improve excellent customer service through user-centered design principles;
- Cultivate the Library's community of readers by improving its collection and readers advisory services;
- Promote library programming and available services.

Social media content will be created by LCLS staff and Member Library staff members or shared from legitimate sources. Much of the content will relate to libraries, books and other library-related materials as well as to library programs, events, photos and/or images, or special topics. Positive interaction with community members will be promoted on social media to foster an atmosphere of education and learning.

LCLS Member Libraries' social media outlets may also be used to notify the general public of Library employment opportunities, changes in hours of operation, and other logistical updates.

The role and utility of social networking sites will be evaluated periodically by Library staff, and may be terminated at any time without notice to subscribers.These guidelines are created to supplement, not replace, existing Member Library policies.

User Agreement

By joining, utilizing and/or posting on a Member Library's social media site(s), you agree to comply with this policy.

Definitions

"Posting" shall mean any writing, image, video, download, audio file, and hyperlinks to other websites (or media which is downloaded, referenced, inserted, or) placed upon any Library social media site. A "Posting" may also include communications through emojis or reactions, such as a "like" or "dislike," or a "retweet" or "share" of a posting.

"Social media site" shall include any online forum/site, web application or account created and/or maintained by the Library, which permits users to communicate with others users through postings, including without limitation, Facebook, Instagram, YouTube, and LinkedIn.

Privacy

LCLS and Member Libraries do not collect, maintain or otherwise use the personal information stored on any third-party site in any way other than to communicate with users on that site, unless granted permission by users for Library contact outside the site. The purpose for contact outside the site may include program promotion, volunteer opportunities, reference help, or other similar activities.

Users may remove themselves at any time from the Library's "friends" or "fan" lists, or request that the Library remove them. Users should be aware that third-party websites have their own privacy policies and should proceed accordingly. Users of all ages have the responsibility to protect their privacy and should not post personally identifying information.

Removal of Content

LCLS staff and Member Library staff reserve the right to edit or remove any comment that is deemed inappropriate or not related to the discussion to which it is attached.

Comments or postings that fall within any of the following categories will be deleted by Library staff and/or lead to a warning and then a block on posting by an individual who runs afoul of these guidelines:

- Content is fraudulent, libelous, harassing, profane, obscene, intimidating, sexually explicit, defamatory, or otherwise unlawful or inappropriate;
- Content promotes or perpetuates discrimination, mistreatment of, or violence toward any person on the basis of race, gender, color, religion, age, national origin, disability, creed, gender identity, or sexual orientation;
- Content targets any ethnic, racial, age or religious group, gender, sexual orientation, national origin, gender identity or disability status;
- Content is proprietary or confidential information (e.g., HIPAA-protected information);
- Content potentially infringes upon any intellectual property rights, including but not limited to: brand names, trade names, logos, copyrights, or trade secrets of any person, business or place;
- Content is advertising/solicitation;

- Comments, postings, and/or hyperlinks not related to the content created by library staff;
- Content is deemed to be off-topic or disruptive to the purposes of the site, its followers, and its sense of community and acceptance;
- Content suspected to be posted by fake, impersonated, or anonymous users;
- Content suspected to be posted in an attempt to transmit any material (by any means) that contains malware;
- Advertisement and solicitations not expressly permitted by the Library;
- Photos, videos or other images that fall in any of the above categories.

This list is not exclusive or exhaustive. In the event of improper posting, both LCLS and the Member Library reserve the right to remove content that violates this policy.

LCLS assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse or review content outside the "pages" created by Library staff.

Staff Responsibility and Compliance

When posting material and comments on Member Library social media accounts, all LCLS and Member Library staff:

- Will conduct themselves with professionalism and integrity;
- Will check facts, cite sources, avoid copyright infringement, present balanced views, acknowledge and correct errors, and check grammar and spelling before posting;
- Will respect all Library patrons online and uphold patron privacy;
- Will not link material from personal social media accounts to library social media accounts;
- Will comply with LCLS policies and procedures.

LCLS and Member Library staff will adhere to any other related federal, state, or local regulations regarding electronic communications.

Approved by the Board of Trustees of Lycoming County Library System XX