

Broome Country Public Library
Board of Trustees
Regular Session Meeting Minutes – 12.14.23

Members Present: Jeffri Boisvert, Vikki Collazo, Jennifer Embree, Charmian Foster, Sara Glose, JoAnne Hanrahan, Jill Kissick-Castro, Kate Miller-Corcoran

Not Present: Katie Bowers, Peter DeWind, Al Buyck

Also Present: Josias Bartram, Imara deMontfort, Laura Haynes, Sherry Kowalski, Chad Miller, Jillian Sandy, Kathleen Shores, Rebecca Stone

Call to Order: J. Hanrahan called the meeting to order at 5:31pm on Thursday, December 14th, 2023.

Amendments to the Agenda: None

Public Comments: None

Minutes of Last Board Meeting: Motion to approve the minutes from the previous meeting was made by C. Foster, seconded by V. Collazo. Passed unanimously.

New Appointments/Resignations: Nick Kocak has been hired to the position of Custodial Supervisor. Motion to accept this appointment was made by J. Kissick-Castro, seconded by K. Miller-Corcoran. Passed unanimously.

Christian Wert has been hired to the position of Local History Clerk. Motion to accept this appointment was made by J. Boisvert, seconded by C. Foster. Passed unanimously.

New board candidates were introduced and they spoke briefly about themselves.

Motion to accept the renewal of A. Byuck to the board for a full term was made by V. Collazo, seconded by J. Kissick-Castro. Passed unanimously.

Motion to accept the appointment of Chad Miller to the board was made by V. Collazo, seconded by S. Glose. Passed unanimously.

Motion to accept the appointment of Jillian Sandy to the board was made by J. Kissick-Castro, seconded by K. Miller-Corcoran. Passed unanimously.

The new executive committee was selected with K. Miller-Corcoran filling the role of President, J. Boisvert in the role of Vice President, K. Bowers as Secretary, and A. Byuck as Treasurer. Motion to accept the new executive committee was made by S. Glose, seconded by J. Kissick-Castro. Passed unanimously.

New Business

J. Bartram presented the 2024 Holiday closing dates for the library. Motion to approve these dates was made by J. Kissick-Castro, seconded by K. Miller-Corcoran. Passed unanimously.

The schedule of Board Meeting dates for 2024 was reviewed, with the Board meeting the second Thursday of every month as per our 2023 schedule. Motion to approve this schedule was made by J. Kissick-Castro, seconded by J. Boisvert. Passed unanimously.

Annual Service Purchasing Agreement: J. Bartram presented and spoke about library contracts for EnvisionWare, the 4CLS Purchasing agreement, and the service agreement for Overdrive.

Motion to accept the EnvisionWare contract was made by V. Collazo, seconded by S. Glose. Passed unanimously.

Motion to accept the 4CLS Purchasing Agreement was made by S. Glose, seconded by K. Miller-Corcoran. Passed unanimously.

Motion to accept the Overdrive Service Agreement was made by J. Kissick-Castro, seconded by C. Foster. Passed unanimously.

There was discussion about Tesla chargers for e-vehicles at the library. It was decided that the consideration of such was more suited to a larger conversation regarding the parking lot and other exterior projects.

The library is closing at noon to accommodate the staff holiday party. A motion to accept this change was made by V. Collazo, and seconded by K. Miller-Corcoran. Passed unanimously.

Old Business

Narcan Placement: The library supply of Narcan will be administered to by the local Rotary Club. The Board will vote when a formal contract/agreement is received.

Construction Aid: J. Bartram updated the Board about the new steps required moving forward with the library renovation projects. He plans to separate the garden access and ramp from Youth Services from the bathroom renovation project. He would also like to fold in the upstairs bathrooms as well.

Reports

J. Bartram discussed a grant from the Hoyt Foundation through the Friends for the garden renovation. He handled the entire grant process and the money will fund increased accessibility, function, and programming for the library garden.

The library received 10k in grant money from Klee Foundation board members to continue to help fund the Peer Support Program.

The library has hired a new DM for the D&D program. All D&D programs have been exceptionally well attended.

The Friends of the Library made \$3,500 from their last booksale.

K. Miller-Corcoran spoke about the strategic planning committee's work. The plan will be going to the staff for their input and then be formally organized.

The list of 2024 sub-committees will be going out to the Board in January.

Noting numerous changes with County legal, Imara deMontfort has also eloquently expressed her desire to remain as legal counsel to the library. The Board is very happy to have her!

Motion to adjourn made by S. Glose and seconded by V. Collazo. Passed unanimously.

Meeting ended at 6:47pm.

*Respectfully submitted,
Jeffri Boisvert*

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A. Introduction

Mission: To educate, entertain, and energize the Broome County community.

Vision: The Broome County Public Library is dedicated to ensuring that every resident has access to the information and knowledge needed to prosper in their professions, businesses, schools and homes.

Philosophy: The Broome County Public Library is committed to freedom of information and the development of facilities, programs, services and collections responsive to community needs. We believe the community is best served by a library that is visible and involved. We will promote continued professional development for our staff so that public confidence and trust can be maintained. We believe that high quality and cost effectiveness require teamwork among our creative and competent staff, volunteers, and Board of Trustees. Our team will strive to create a comfortable atmosphere conducive to educational, informational, cultural, and recreational pursuits.

Planning Approach

- BCPL's Mission, Vision, and Philosophy as stated above were not written for this plan and are due to be updated, a process that is included in the plan as a future action step. Nevertheless, they have guided the creation of this plan as we have worked to ensure that every step is mission driven.
- We have worked to ensure that this plan is responsive to community needs. To this end, we conducted a community needs assessment. A full analysis of the results can be found in Appendix 1. Our data was collected through a widely-distributed survey that received 546 valid responses. While this is a solid foundation for the purposes of writing this plan, we are mindful of the need to collect a wider sample in the future.
- In addition to the Board of Trustees, our Planning Committee included representation from Library Administration and Department Heads. Additional feedback was solicited from Library staff representing all departments.
- We followed the approach outlined by Sandra Nelson in her book *Strategic Planning for Results* which was published by ALA Editions in 2008. In 2020, the committee reviewed Nelson's "Public Library Service Responses" (p. 143-214) and chose five to use as goals for the 2021-2023 Strategic Plan. We also added an additional goal to cover the work of strengthening the Library organization. For the 2024-2028 Strategic Plan, the committee chose to continue the focus on these six goals.

Definitions

- Goal:** The benefit that BCPL will provide to the Broome County community through specific services, programs, and resources
- Objective:** A specific service, program, or resource that is defined by its intended outcome
- Action:** A measurable step towards an objective
- Responsible Positions:** Members of the BCPL organization who are responsible for an action

A. 2024-2028 Goals, Objectives, and Action Plan

Goal 1. Strengthen the Library and Build Organizational Resilience

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining Actions	1a. Update funding plan annually in response to budget meetings and community needs.	Annually in June	Library Director, Principal Account Clerk, Board Treasurer & Finance Committee
	1b. Produce a professional Annual Report that represents the Library to stakeholders.	Annually in April	Library Director, Librarian II for Information Services, Marketing Committee
	1c. Review and report updates to strategic plan bi-annually to Board of Trustees	Annually in November and May	Planning Committee, Library Director
	8a. Planning committee meets biannually to assess progress and update the strategic plan and reports to the Board of Trustees.	Annually in October/November and April/May	Planning Committee, Library Director
2. Sustain and expand current funding levels through diversified funding strategies.	2a. Review capacity for pilot programs, both staff time and funding.	2025	Library Director, Assistant Library Director, Department Heads
	2b. Consider what sustained funding sources and partnerships will be for pilot programs that are transitioning to fully integrated programs; including but not limited to, the Peer Support Room and Farm to Library programs.	2025	Library Director, Finance Committee
	2c. Consider BCPL Trust fund spending plan.	2026	Library Director, Finance Committee
3. Maintain current staff levels while continuing to rebuild staff positions to appropriate levels.	3a. Prioritize the creation of positions to support the growth and development of the library	Ongoing	Library Director, Assistant Library Director, Department Heads

	3b. Complete a thorough analysis of long-term staffing needs	2024	Library Director and Assistant Director, Department Heads
	3c. Formalize procedure to gather staff input annually, to be shared with the Board.	2026	Library Director and Assistant Director, Department Heads
	3d. Fill the FT Principal Account Clerk position	2025	Library Director and Assistant Director
	3e. Revise performance review process to emphasize meaningful feedback	2024	Library Director, Assistant Library Director, Department Heads, Staff
	3f. Develop professional development and/or training plans for all staff members based on self-assessment and the scope of new services	2025	Library Director, Assistant Library Director, Department Heads, Staff
	3g. Work to breakdown any real or perceived barriers and silos between departments by cross training staff and continuing to improve interdepartmental communications.	2027	Library Director, Assistant Library Director, Department Heads
4. Continue to ensure BCPL is meeting the needs of the community.	4a. Disseminate annual community needs assessment; use surveys in targeted areas of interest biennially	Annually/biennially	Librarian II for Information Services
	4b. Assess process for handling book challenges in light of the current increase in book challenges	2025	Board of Trustees, Library Director, Assistant Library Director
	4c. Continue to engage community partners who can speak to community needs (e.g. AVRE, BC Health Dept, Catholic Charities, ACA, United Way)	Ongoing	Library Director, Assistant Library Director, Department Heads, Staff, Board of Trustees

	4d. Continue to expand on the Peer Support Services' success by providing residents with connections to necessities such as housing, employment services, education, mental health, and more.	2025	Library Director, Assistant Library Director
5. Work with the community and staff to evaluate the mission, vision and philosophy of the BCPL to ensure proper alignment within the strategy, character and offerings of the library	5a. Assess and recommend changes through the Strategic Planning Committee.	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee
	5b. Gather staff and community input through focus groups	2027	Library Director, Assistant Library Director, Department Heads, Strategic Planning Committee
	5c. Share the end result widely to increase awareness.	2028	Library Director, Assistant Library Director, Marketing Committee
6. The Library Board of Trustees will review and refine procedures and systems to ensure quality functionality and service.	6a. Review and update bylaws and make sure the procedures therein reflect the procedures that take place.	2024	Nominating/ By-Laws Committee
	6b. Initiate review of all library policies and procedures based on staff priorities and feedback.	2024-2028	Library Director, Policy Committee, Staff
	6c. Policy Committee will redraft policies and review with staff before submitting to the board for approval.	2024-2028	Library Director, Policy Committee, Staff
	6d. Committees will establish a regular meeting schedule and report regularly to the board.	2024 and ongoing	All Committee Chairs
	6e. Examine and formalize new board member onboarding	2024 and ongoing	Nominating Committee

	process		
	6f. Create and share annual timeline of important dates and deadlines	2024-2025	Library Director, Board President
	6g. Increase awareness of Board to later attract new members	2025 and ongoing	Marketing Committee, Board of Trustees
7. Develop and implement a comprehensive plan addressing diversity, equity, and inclusion	7a. Create a Diversity, Equity & Inclusion (DEI) Plan based on survey data and researched best-practices in addressing the diverse needs of the library community	2024	Board of Trustees, Library Director
	7b. Identify staff and board members to implement action steps of the DEI Plan	2024	Board of Trustees, Library Director, Department Heads
	7c. Allocate appropriate funds from budget to advance DEI goals including materials acquisitions and facilities upgrades & begin implementation	2025	Board of Trustees, Library Director, Department Heads
	7d. Routinely review progress towards meeting DEI goals and make adjustments to timelines, budgets, and responsible parties	January 2025 and ongoing	Board of Trustees, Library Director
8. Address Staff Safety and Security	8a. Clarify the role of Broome County Security at the Library and check for understanding by both Library and Security Staff.	2024	Library Director, Assistant Library Director
	8b. Establish agreed upon minimum standards for Security, including officer visibility with patrons and staff, how often officers should circulate and check in with Library staff.	2025	Library Director, Assistant Library Director

	8c. Offer Mental Health First Aid training to Library staff, volunteers and board of trustees.	2024	Library Director, Assistant Library Director, Department Heads, Board of Trustees
	8d.. All staff will be formally trained in Library Security, such as that offered by Dr. Steve Albrecht, so as to be prepared to effectively respond to a range of safety and security scenarios that may occur.	2026	Library Director, Assistant Library Director
	8e. Create a trauma-informed plan to support improved staff morale, mental health, and work/life balance	2026	Board of Trustees, Library Director, Assistant Library Director, Department Heads

Goal 2. Create Young Readers: Early Literacy

Children from birth to five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen (Nelson, p. 165).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining actions	1a. Write and submit a program funding request to the Friends of the Library twice a year.	Annually in April and November	Head of Youth Services

	1b. Develop measurable objectives for each program.	Annually in January	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	1c. Conduct regular assessments of each program and evaluate against program goals	Ongoing	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	1d. Assess the annual Summer Reading Program to see what modifications can be made to increase participation by our youngest patrons.	Annually in January	Head of Youth Services, Librarian I for Youth Services
	1e. Continue building relationships with educators and school administrators to support early literacy.	Ongoing	Head of Youth Services
	1f. Continue offering lapsit story times and preschool story times on a regular basis.	Ongoing	Librarian I for Youth Services
	1g. Continue to diversify and expand the world language collection.	Ongoing	Head of Youth Services, Librarian I for Youth Services
2. Ensure the Broome County Public Library is providing meaningful programming to support early literacy opportunities	2a. Offer storytimes in the evenings and/or weekends to better accommodate working parents.	2026	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	2b. Develop bilingual story times for additional languages.	2025	Head of Youth Services, Library Assistant
	2c. Provide off-site story times on a regular basis.	2026	Head of Youth Services, Library Assistant
	2d. Expand our 1000 Books Before Kindergarten program.	2025	Head of Youth Services, Librarian I for Youth Services
	2e. Research and launch a My First Library Card program.	2027	Head of Youth Services, Librarian I for Youth Services

	2f. Explore funding opportunities for adding a StoryWalk® in the Reading Garden.	2028	Head of Youth Services
	2g. Develop celebratory events for young children and their caregivers to help foster early literacy development.	2027	Head of Youth Services, Librarian I for Youth Services, Library Assistant
3. Increase available technology for early literacy with a focus on STEAM (science, technology, engineering, arts, math)	3a. Implement a plan for new technology and evaluate success.	December 31, 2024	Head of Youth Services
	3b. Create circulating STEM kits. Each kit would include a picture book with a STEM focus and related activities.	2028	Head of Youth Services, Librarian I for Youth Services
	3c. Expand the existing Launchpad collection to include Launchpad Pre-K Academy, tablets for our youngest patrons.	2026	Head of Youth Services, Librarian I for Youth Services
4. Establish a vehicle for ongoing communication between the Broome County Public Library and the local community of educators and caregivers	4a. Send out a regular update to local educators with the Library's calendar of events and a reminder of services BCPL offers.	January 2024 and ongoing	Head of Youth Services
	4b. Include library card applications with pre-K and Kindergarten school registrations.	2027	Head of Youth Services
5. Ensure caregivers have access to the services and resources they need to work on early literacy skills at home.	5a. Collaborate with local organizations to reach new parents at the beginning of parenthood.	2028	Head of Youth Services
	5b. Offer handouts that contain early literacy tips for caregivers at all story time programs.	2025	Head of Youth Services, Librarian I for Youth Services, Library Assistant
	5c. Create and circulate early literacy packs that would contain books, handouts with early literacy tips and activities, and a manipulative.	2028	Head of Youth Services, Librarian I for Youth Services
	5d. Develop a parenting resources collection to circulate.	2025	Head of Youth Services, Librarian I for Youth Services

	5e. Add a Parenting Resources page to the BCPL website.	2025	Head of Youth Services
	5f. Develop and implement parenting programs for caregivers.	2027	Head of Youth Services, Librarian I for Youth Services
6. Develop sensory inclusive services in the Children's Room	6a. Install a communication board in the Children's Room.	2025	Head of Youth Services, Librarian I for Youth Services, Library Director
	6b. Develop and implement a sensory story time.	2025	Head of Youth Services, Librarian I for Youth Services
	6c. Explore options for developing a dedicated sensory space.	2028	Head of Youth Services, Librarian I for Youth Services, Library Director
	6d. Offer noise canceling headphones and weighted lap blankets for in-house use.	2025	Head of Youth Services
	6e. Apply for Sensory Inclusive™ certification with KultureCity.	2028	Head of Youth Services, Library Director

Goal 3. Know Your Community: Community Resources and Services

Residents will have a central source for information about the wide variety of programs, services, and activities provided by the BCPL, community agencies and organizations (Nelson, p. 180).

Objectives	Actions	Target Date	Responsible Positions
1.Sustaining Actions	1a. Review the communications plan and update media contacts yearly	2024 and ongoing	Library Director, Assistant Library Director, Department Heads, Marketing Committee
	1b. Review the outreach plan yearly	2025 and ongoing	Library Director, Assistant Library Director, Department Heads, Marketing Committee

2. Visibly engage with the community outside of the library walls	2a. Develop an outreach plan to determine which outreach events the Library should prioritize	2025	Library Director, Assistant Library Director, Department Heads
	2b. Develop a plan to continue to expand offsite programming	2026	Library Director, Assistant Library Director, Department Heads
	2c. Engage appropriate community partners	2025 and ongoing	Library Director, Assistant Library Director, Department Heads
3. Bring diverse community services into the Library and give patrons access where appropriate	3a. Collaborate with community programs to connect patrons to resources at the Library; specifically addressing needs of patrons from historically underserved communities	2025	Library Director, Assistant Library Director, Department Heads
	3b. Pursue grants and alternative funding to develop a point of service model that allows the BCPL to host/house satellite spaces for these programs	2026	Library Director, Assistant Library Director, Friends of the Library
4. Work with the Broome County Historian and the Broome County Historical Society to promote the Local History and Genealogy Center	4a. Clarify and formalize the communication between the Library, the Historical Society, and the County Historian	2027	Library Director, Assistant Library Director, County Historian, Head of Local History
	4b. Grow the user base for the Local History Center through increased knowledge by library staff so they can communicate with interested patrons	2027	Library Director, Assistant Library Director, Department Heads, staff

Goal 4. Satisfy Curiosity: Lifelong Learning

Goal: Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives (Nelson, p. 195).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining Actions	1a. Develop measurable objectives for each program	Annually in January	Head of Information Services, Head of Youth Services
	1b. Conduct regular assessments of each program and evaluate against program goals	Ongoing	Head of Information Services, Head of Youth Services
	1c. Identify opportunities and strategies for improvements, including trainings for staff & opportunities for partners to achieve community impacts	Annually in January	Library Director, Head of Information Services, Head of Youth Services
	1d. Continue to survey the community and understand technological deficits	Annually in February	Library Director, Head of Information Services, Head of Youth Services, Librarian II
2. Address digital literacy for all ages	2a. Reach out to local organizations with educational mandate and bring them into the library to use the Creation Station as a classroom. (Literacy Volunteers and BU's Center for Civic Engagement)	2025	Head of Information Services
	2b. Assess what digital literacy services are already available in Broome County so as not to duplicate services	2024	Library Director, Head of Information Services
	2c. Continue to survey the community and understand technological deficits	Annually in February	Library Director, Head of Information Services, Librarian II
	2d. Work with County IT to get the computer lab up and running	2025	Head of Information Services

	2e. Find teacher(s) to run technology Thursday and other digital literacy classes	2026	Head of Information Services
3. Build circulating collections of tools, equipment, technology, and other non-traditional items that address clear community needs	3a. Barcode and create circulation procedures for kitchen utensils gathered in the Ahearn Room's Meeting Room.	2024	Head of Information Services
	3b. Set up 3D printers in the Creation Station with clear protocols and regulations to safeguard their long-term use.	2024	Head of Information Services
	3c. Develop programs that highlight the 3D printers for all age groups.	2024	Head of Information Services, Head of Youth Services
	3d. Obtain a 3D printer available for loan to the 4 County Offices with movement protocols and training to safeguard the delicate equipment.	2024	Head of Information Services
	3e. Assess other opportunities for non-traditional collections, including bike locks, bus passes, kitchen equipment, hot spots, sewing machines	2025	Head of Information Services
	3f. Obtain passes to local museums for patrons.	2024	Librarian II for Information Services
4. Provide responsible programs highlighting mobility and movement for patrons of all abilities, ages and cultures.	4a. Research local organizations, teachers and coaches who could partner with the library (Tai Chi, Balance, etc.)	2025	Head of Information Services
	4b. Set up more classes like Gentle Yoga and Beginners/Advanced Yoga.	2026	Head of Information Services
	4c. Develop programs that encourage our patrons to consider their physical movement practices.	2026	Head of Information Services
5. Address other forms of literacy	5a. Create opportunities for health literacy - including supporting community-based programs that empower people to be more involved and active in their health and teach skills, such as computer use, to assist people in acquiring credible health information.	2024	(FILL)

	5b. Collaborate with local healthcare systems, public health professionals and medical librarians to create a health information center within the library.	2028	(FILL)
	5c. Train reference staff in health literacy skills and health information technologies so they can help to build the health literacy skills of patrons.	2027	(FILL)
	5d. Develop information literacy and research skills workshops tailored to the specific needs of the community.	2028	(FILL)
6. Develop programming and services related to environmental awareness and sustainability.	Continue building upon current partnerships with environmental sustainability-focused such as VINES and Cornell Cooperative Extension.	2024 and ongoing	(FILL)
	Develop emergency kits for patrons with needs related to a weather emergency. (when County declares us an emergency cooling/warming center)	Q4 2024	(FILL)
	Develop new partnerships with a focus on environmental awareness. Examples: Emergency Preparedness organizations, outdoor exercise groups	2025	(FILL)
	Develop a seed library.	2024	(FILL)
	Develop a toolkit for weather preparedness inside and outside the library	2025	(FILL)

Goal 5. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure

Goals: Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options (Nelson, p. 199).

Objectives	Actions	Target Date	Responsible Positions
<p>1. Sustaining actions</p> <p>Strengthen the sense of community between staff, patrons, and stakeholders around a shared love of reading, viewing, and listening for pleasure</p>	1a. Build a more robust collection of e-books and e-audiobooks by conducting an assessment of the e-books and e-audiobooks patrons are interested in	2025 and ongoing	Librarian II for Information Services
	1b. Assess the e-book and e-audiobook accessibility for all populations	2025 and ongoing	Librarian II for Information Services
	1c. Work with the Four County Library System to increase the system e-book budget	2024 and ongoing	Library Director
	1d. Continue advertising on social media including participatory posts like “What are you reading this weekend?”	2024 and ongoing	Department Heads, Staff
<p>2. Expand the reach and inclusivity of gaming programs</p>	2a. Continuing building TableTop Role-Playing program	2024 and ongoing	Librarian II for Information Services
	2b. Begin clubs such as a TTRPG social club, so patrons can begin to set up their own gaming groups.	January 2024	Librarian II for Information Services
	2c. Train game masters to further expand gaming at BCPL beyond 1GM, 1Table via inclusion of additional gaming tables	January 2024	Librarian II for Information Services
	2d. Expand the role of the DM to provide guidance to incoming GMs via DM101 class	2024	Librarian II for Information Services
	2e. Become a leading resource for the gaming community via on demand systems so people can create their own parties	2025	Librarian II for Information Services

	2f. Continue to build the social club beyond the library walls via network of players established by the DM101 and TTRPG social club.	2026	Librarian II for Information Services
3. Increase programming and collections geared towards older adults.	3a. Create a survey for older adults to see what their priorities are in terms of collections and programming.	May 2024	Librarian II for Information Services
	3b. Reach out to community organizations specializing in programming for older adults for partnerships and to understand community needs. (Office for Aging, Action for Older Persons, etc)	2025	Librarian II for Information Services
	3c. Explore opportunities for social engagement through the library for older adults.	2026	Librarian II for Information Services
	3d. Continue to work with outside organizations to create regularly scheduled programs for older adults.	2027	Librarian II for Information Services
4. Create programming to support neurodivergent patrons	4a. Reach out to Community Options and like organizations to understand where BCPL can create programming to support neurodivergent adults	Late 2024	Librarian II for Information Services
	4b. Establish initial pilot programs	2025	Librarian II for Information Services
	4c. Assess impact of initial programming	2026	Librarian II for Information Services
	4d. Expand programming as interest and participation evolves.	2027	Librarian II for Information Services
4. Expand the library's offerings in the arts	4a. Partner with the local arts community, including the Broome County Arts Council and BU Department of Fine Art, to provide dynamic programming and opportunities for patrons.	Late 2025 and ongoing	Library Director, Assistant Library Director
	4b. Develop logistics and revise policy procedure in preparation to host more art installations..	2025	Library Director, Assistant Library Director

	4c. Encourage more community art exhibits to be held at the library	2026 and ongoing	Library Director, Assistant Library Director
	4d. Explore further uses and expansion of art supply, mediums and material offerings in the Creation Station	2026 and ongoing	Library Director, Assistant Library Director, Head of Reference
	4e. Continue to build on current art class offerings	2027	Library Director, Assistant Library Director, Head of Reference
5. Ensure there is community awareness of current and new programming.	5a. Investigate best alternative advertising methods for non-social media users	May 2024	Librarian II for Information Services, Marketing Committee
	5b. Create a route with sites for informational flyering throughout the area	2024	Librarian II for Information Services, Marketing Committee
	5c. Establish a list of local newsletters and community calendars to regularly share Library information to (eg Office for Aging Senior Newsletter, PeachJar through Binghamton School District)	2024	Librarian II for Information Services, Marketing Committee
	5d. Assess any programming with low but consistent turn out and consider alternative messaging methods.	Ongoing	Library Director, Department Heads

Goal 6. Visit a Comfortable Place: Physical and Virtual Spaces

Goals: Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking (Nelson, p. 210).

Objectives	Actions	Target Date	Responsible Positions
1. Sustaining objectives	1a. Assess and maintain Library building and facilities	Annually in September	Library Director, Assistant Library Director, Custodial Supervisor
	1b. Assess and maintain website	Annually in February	Librarian I for Information Services, Marketing Committee
	1c. Work with the community to enhance, destigmatize, and promote the immediate neighborhood	Ongoing	Library Director, Department Heads, staff, Board of Trustees
2. Finish renovation and revitalization of the library space	2a. Finish creating a visually and spatially distinct teen space through the use of distinctive paint, carpet, and furnishings	2025	Library Director, Head of Youth Services, Custodial Supervisor
	2b. Finish renovating and refreshing the Youth Services department	2026	Library Director, Head of Youth Services, Custodial Supervisor
	2c. Gather and synthesize staff feedback on long-term design plan	2025	Library Director, Assistant Library Director, Custodial Supervisor
	2d. Utilize consultant to improve signage and patron wayfinding experience	2027	Library Director, Assistant Library Director, Custodial Supervisor
	2e. Develop standard procedures for using NYS Construction Aid funds within regulations and constraints.	2024	Library Director, Assistant Library Director, Finance Committee, Board of Trustees
	2f. Add Study Rooms to the Library floor plan. (Small enclosures that hold 1-4	2028	Library Director, Assistant Library

	people that do not require advance reservations).		Director, Board of Trustees
	2g. Create comfortable, cozy spaces within the library.	2027	Library Director, Assistant Library Director
3. Bronsky Reading Garden	3a. Pursue grants to make improvements to the Library Garden	January 2024	Library Director, Assistant Library Director, Friends of the Library
	3b. Improve access to the Library garden by adding a door from Youth Services	2025	Library Director, Assistant Library Director, Custodial Supervisor
	3c. Plan outdoor programming for Reading Garden	2026 and ongoing	Library Director, Assistant Library Director, Department Heads, Staff
4. Create a space that is welcoming to and inclusive of everyone in the Broome County community	4a. Address the inclusiveness of the Library space as part of the DEI plan, beyond what is legally required	Ongoing	Library Director, Assistant Library Director, DEI Committee
	4b. Continue to improve accessibility of facilities with a particular focus on parking and navigation for blind/visually-impaired patrons	2026	Library Director, Assistant Library Director, DEI Committee
	4c. Ensure that there is accessible, comfortable furniture for patrons of all abilities	2025	Library Director, Assistant Library Director, DEI Committee
	4d. Convert upstairs bathrooms to 3-4 single occupancy/gender neutral bathrooms.	2028	Library Director, Assistant Library Director
	4e. Assess the efficacy of current hours through inclusion in future surveys and the installation of networked people counters	2027	Library Director, Assistant Library Director, Librarian II for Information Services
	4f. Install secure bike racks	2027	Library Director, Assistant Library Director

	4g. Investigate and, if appropriate, install self-serve lockers for patrons	2028	Library Director, Assistant Library Director
	4h. Charging stations for devices - charging stations (phones, laptops, wheel chairs)	2026	Library Director, Assistant Library Director,
	4i. Investigate and, if appropriate, build or designate a visitation room for supervised visitations	2027	Library Director, Assistant Library Director



broome county
public library

BCPL Community Needs Assessment 2022-2023

Report designed by Laura Haynes

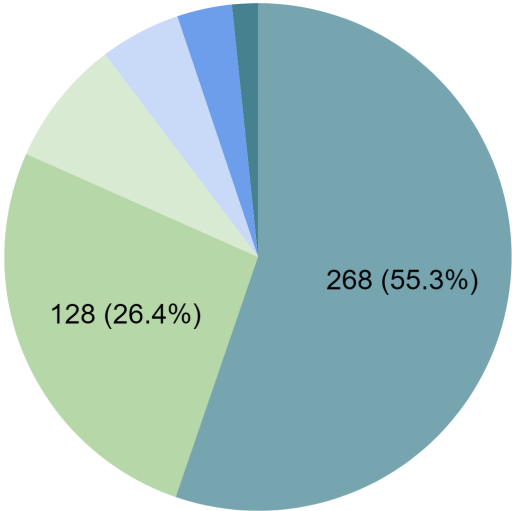
This report presents findings from the 2022-2023 community needs assessment. The survey is attached to this document. Each question in the survey has a corresponding graph.

This survey was conducted between November 2022 and May 2023. We initially had close to 1500 responses but it was discovered that most of the responses were spam created by bots. In order to narrow down which responses were valid, I went through text responses to detect which responses were spam. Additionally, several spam responses were often sent at exactly the same time which made them easy to detect. We ended up with 546 valid responses from community members.

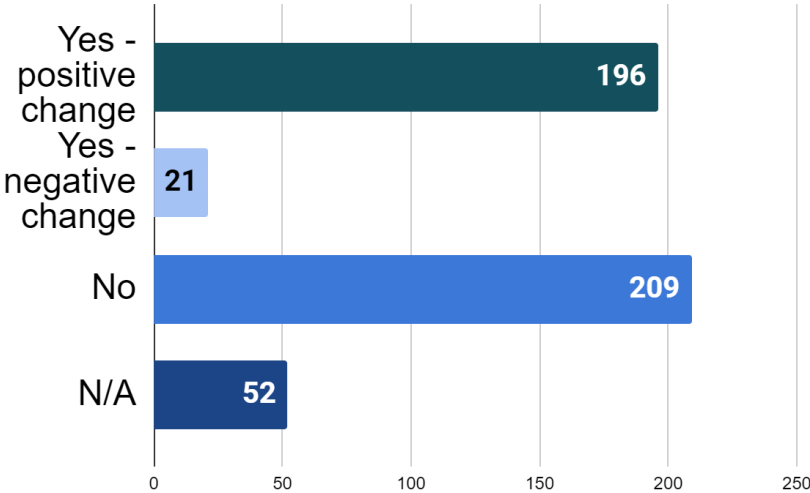
1. When was your most recent visit to the Broome County Public Library?

The majority of respondents reported that they have been to the Library within the last month.

- Within the last month
- Within the last year
- Within the last 2 years
- Within the last 5 years
- Longer than 5 years
- I've never visited the BCPL



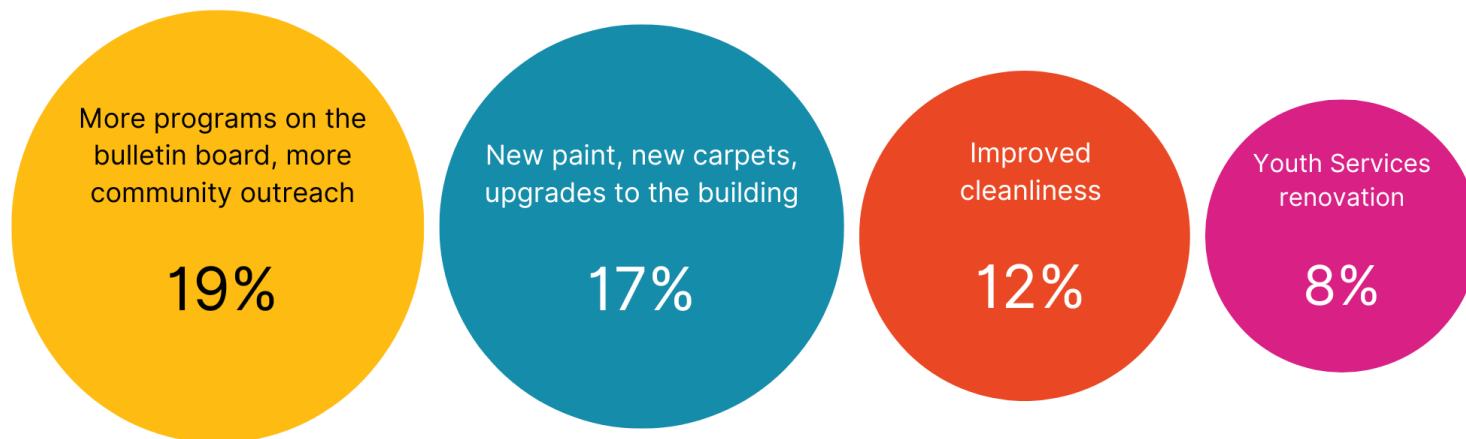
2. Did you notice any changes when you last visited?



3. If so, what did you notice?

For free text fields, I found commonalities which led to establishing different categories. For the free text questions in this report, I only included commonalities of 2 or more.

This question had 198 written responses. These circles represent the top four categories of **positive responses**. 38 respondents or 19% mentioned the number of programs which serve the community. 35 respondents or 17% mentioned the upgrades to the building as something they noticed. 25 respondents or 12% mentioned that they noticed the cleanliness of the building. 17 respondents or 8% mentioned the upgrade in Youth Services as well as new toys available.

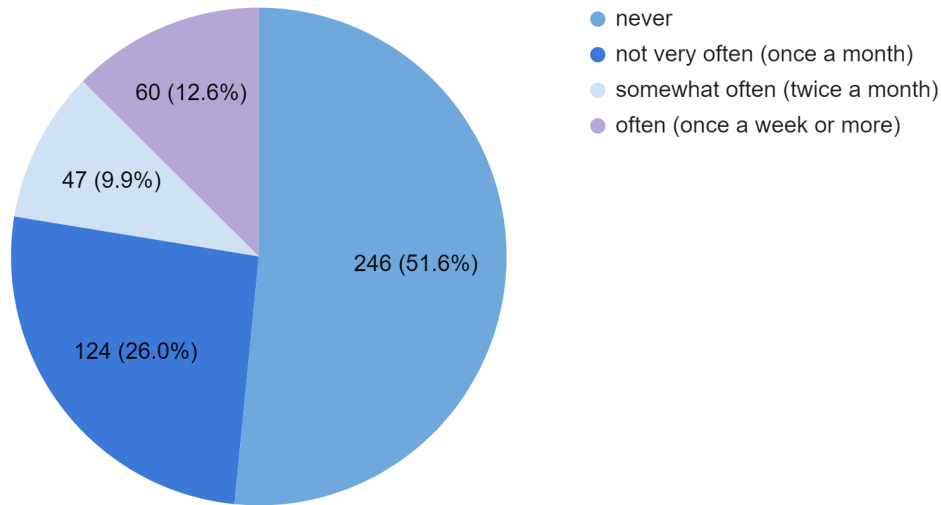


Other notable **positive** responses:
13 mentioned the displays
11 noticed improvement in collections
8 mentioned the puzzle table favorably
7 noted positive changes in the organization of the Library

Negative: 5 people complained about homeless patrons/ the peer support program. 2 mentioned the book sales being moved to the back of the Library is difficult with their mobility issues.

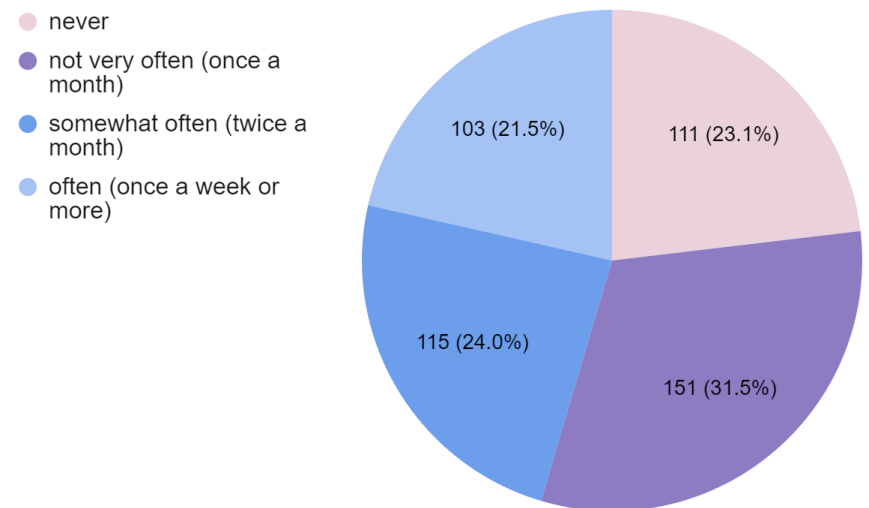
4. How often do you utilize our off-site resources such as e-books, audiobooks, and streaming?

Over half of survey respondents indicated that they never use our off-site resources. We may see these numbers change as we add more electronic content and continue to advertise.



5. How often do you check or interact with our social media?

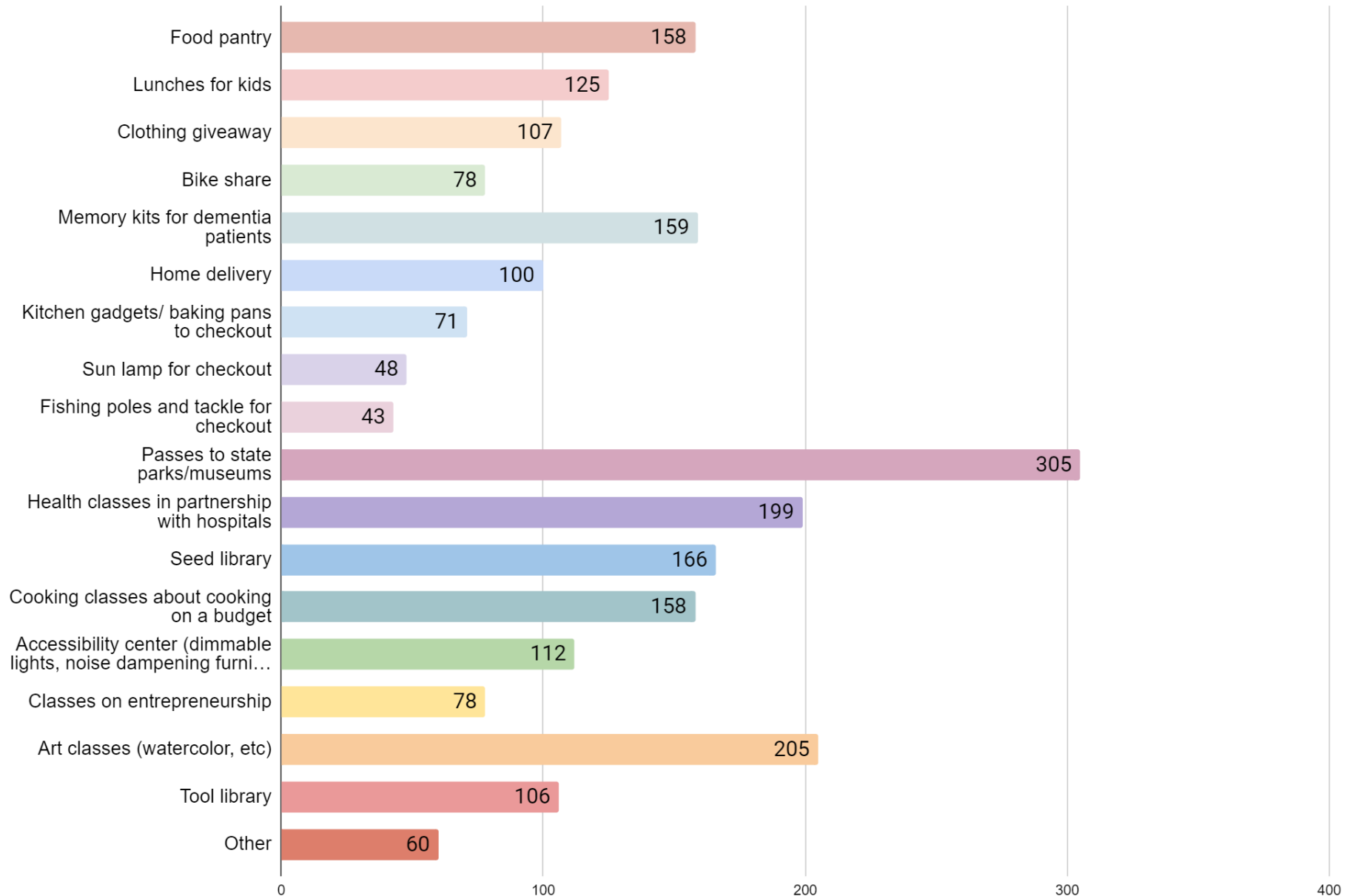
A decent portion of respondents either never check our social media or check once a month. This is notable, as we do most of our promoting on social media.



6. Question 6 asked respondents to select their top 3 priorities for the Library. Unfortunately, due to the selection method of the survey software, it is not possible to edit your selection so people selected many more than 3 and were unable to fix their mistake. We decided to scrap this question.

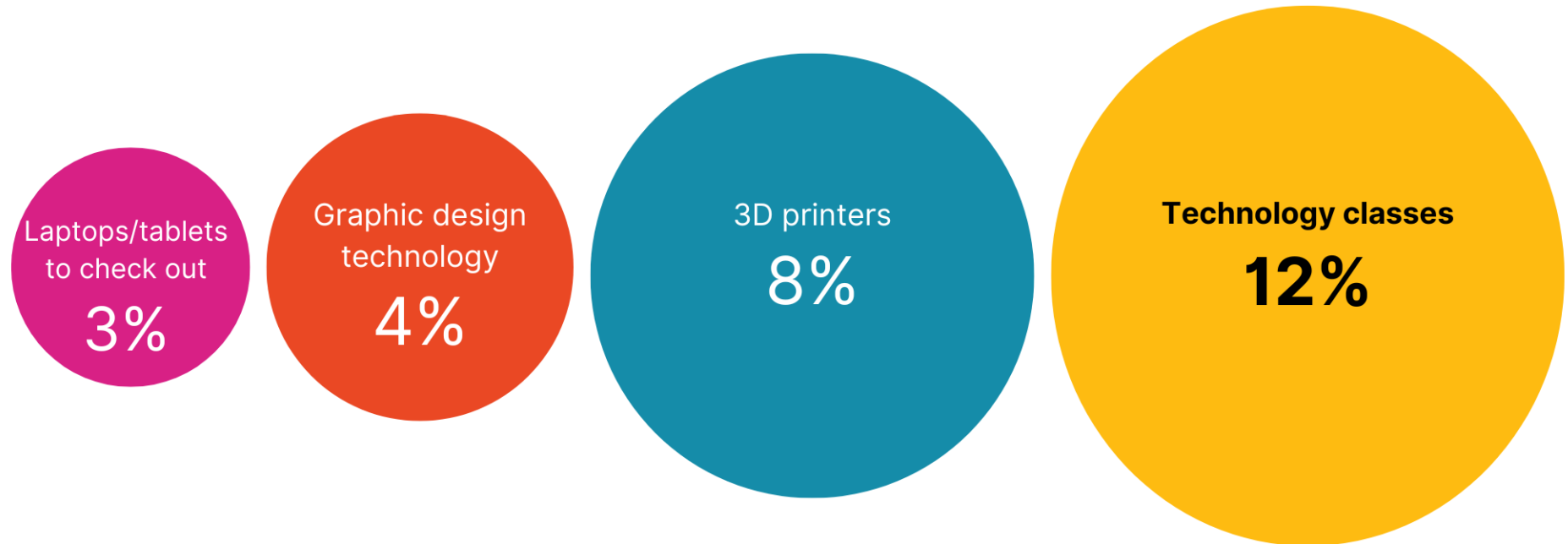
7. What services would you like to see the Library offer?

To develop this question, I asked a group of librarians across the country what kind of innovative services they offer at their libraries. For our respondents, the leader by far was passes to state parks and museums.



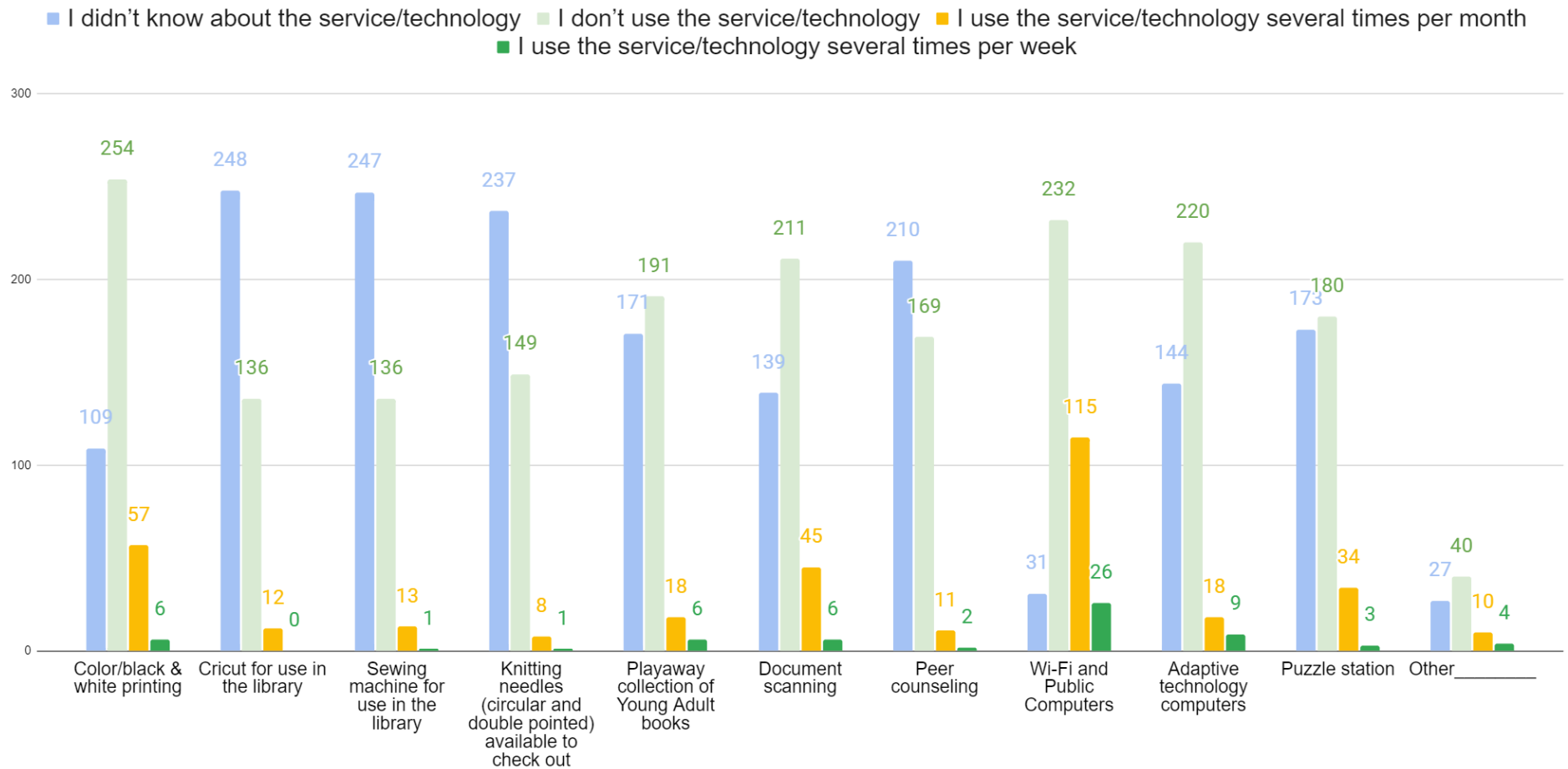
8. What technologies would you like to see the Library offer?

This question had 164 responses. These circles represent the top four categories of technologies that respondents wrote in to the free text question. The most common request was technology classes, at 20 responses or 12% of responses, 3D printers, at 14 responses or 8%, graphic design technology at 8 responses or 4%, and laptops and tablets to check out at 6 responses or 3%.



Other technologies mentioned include a large format printer, VHS to digital conversion, VR/gaming, internet hotspots, makerspace technology, a podcast recording booth, 3D pens, and classes on internet safety.

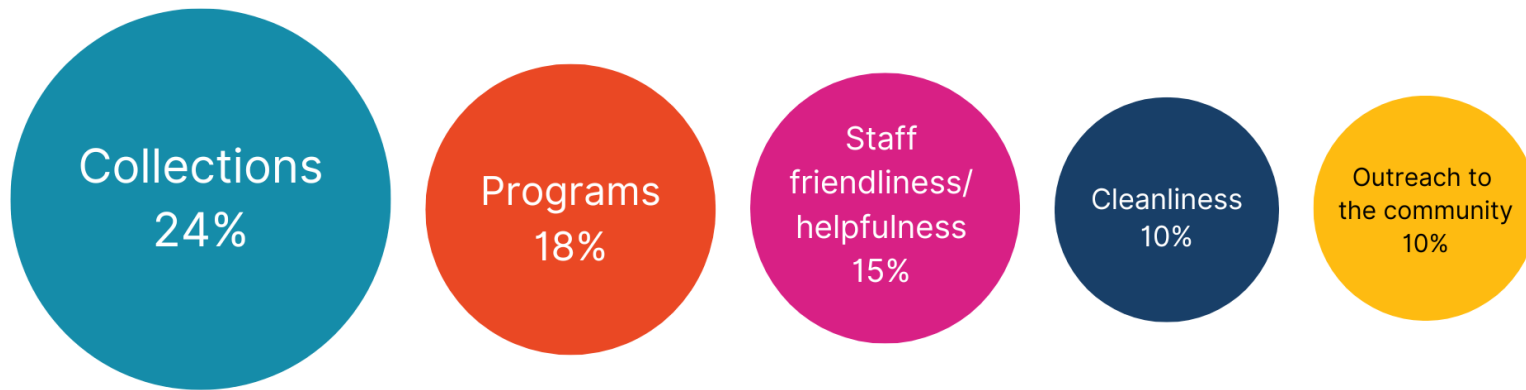
9. How often do you use the current services and technologies that Broome County Public Library offers?



Wi-Fi and public computers were the main draw for patrons who use the library at least monthly, seconded by color/black & white printing. Many respondents indicated that they didn't know about the Cricut, the sewing machine, knitting needles, and peer counseling. **There is a small margin of error with this graph**, as some respondents had valuable things to say in other questions but clearly chose their answers to this question arbitrarily. For instance, there was one response that said they use the knitting needles several times per week, while looking at the circulation statistics that is not true.

10. What is the Library doing well?

This question had 349 responses. 87 responses or 24% were about collections. 64 responses or 18% were about our program offerings. There were 54 responses about how friendly and helpful our staff is. 37 responses were about cleanliness and building maintenance, and 36 were about social media outreach/outreach to the community.



Other notable responses include:

- 25 respondents referred to the atmosphere/aesthetics of the building
 - 21 referred to Youth Services specifically
 - 20 referred to our book sales
 - 12 responses about our inclusivity
 - 12 responses regarding safety and security
 - 11 responses about our accessibility
 - 9 wrote about our technology
 - 2 were excited about LGBTQ+ programming

11. How could we improve?

There were 282 responses to this question. Responses varied widely but there were some commonalities:

**Advertise more/more
publicity**

25 responses - 8%

More

programs/classes

29 responses - 10%

More comfortable
seating - 8
responses

Add a café -
6 responses

Improve
collections - 6
responses

More digital
content -
9 responses

Other notable responses:

4 referred to changing the homeless presence in the library, complaining about people sleeping, talking to themselves, and asking for money in the front of the Library

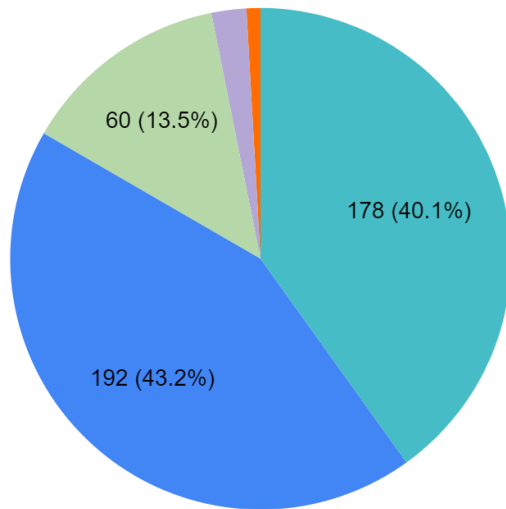
3 would like to be able to donate food, clothing, and toiletries

3 asked us to clean up the exterior of the building

Another notable response was a request to add a baby changing station in the men's room.

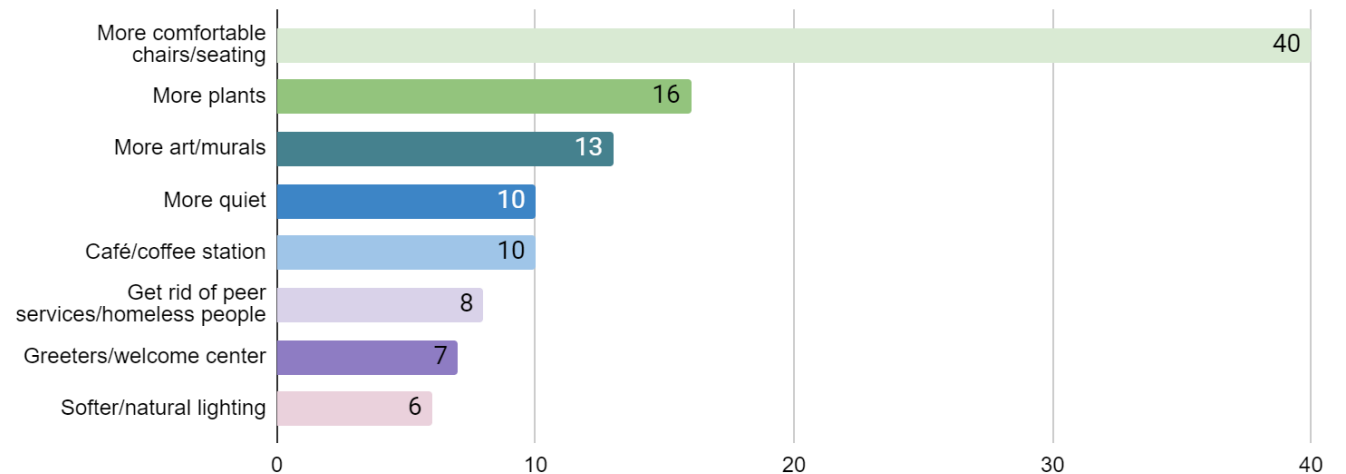
12. I rate the Broome County Public Library's warmth, appeal and comfort level as:

● Excellent ● Good ● Average ● Fair ● Poor



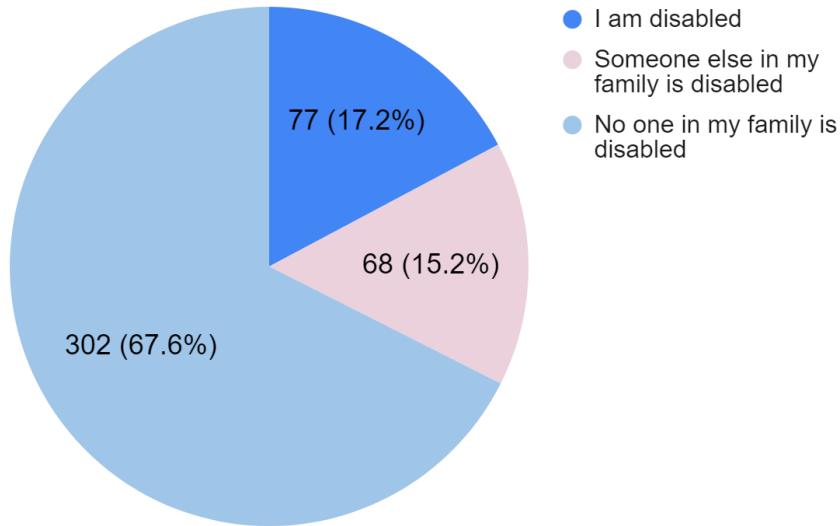
13. Describe one thing you wish the Library would do to make the space more attractive and welcoming:

This was another free text question with 258 responses, very similar to "how could we improve?" In future surveys, we can avoid redundancy.

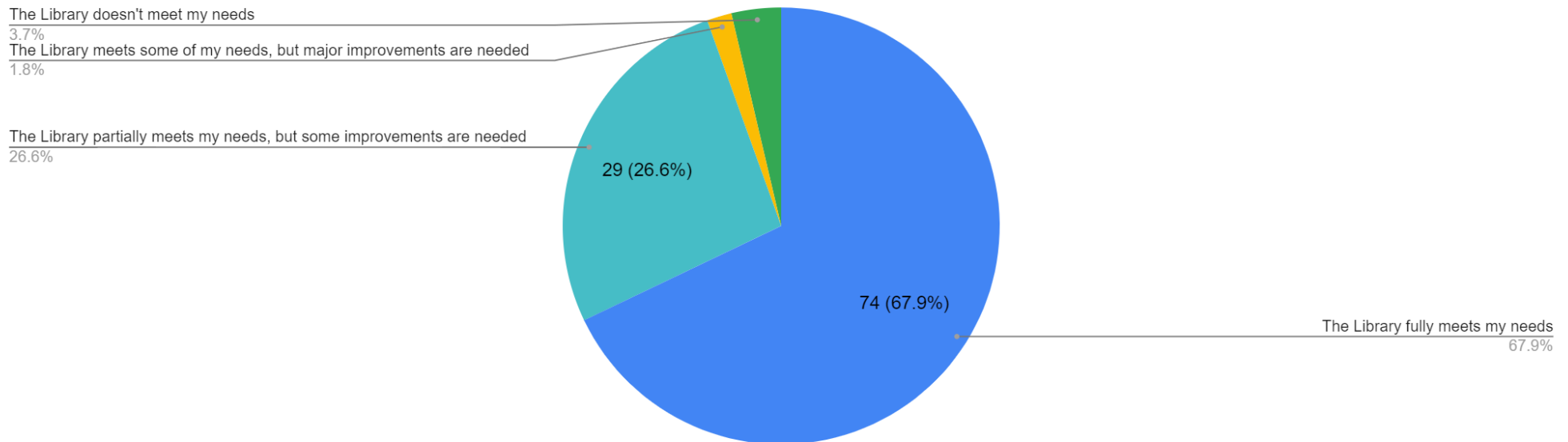


14. Are you or anyone in your family disabled?

The phrasing of this question could be changed in future surveys. Perhaps “have a disability” versus “disabled” could warrant different answers to the question, as it is likely *someone* in their family has a disability.



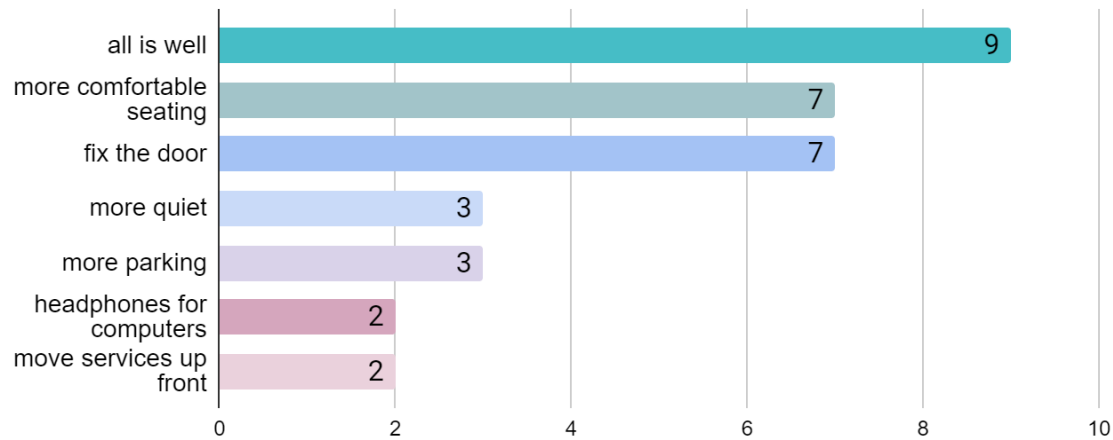
14a. How well does the Library meet your (or your family member's) needs as a disabled person?



This is a heartening set of numbers as we are concerned about accessibility in the Library.

14b. What can the Library do to improve your experience as a disabled patron?

This question had 65 responses. I highlighted responses that had 2 or more commonalities. I omitted responses such as: "I'm not the disabled person and can't really answer that" and "books and other help" and "I'm not sure as I haven't been in quite a while". 9 respondents felt that the library fully meets their needs.

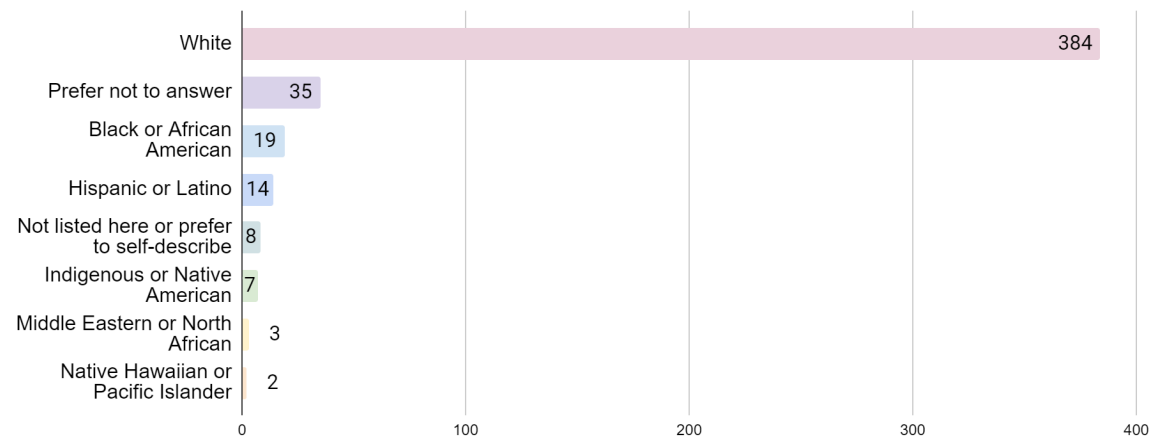


Demographics:

It is unclear whether this demographic data reflects the real demographics of our patrons, as there is some variation between census data and the data collected from our survey.

15. I identify as: (Select all that apply)

There were 472 responses to this question. In census data for Broome County, there is a higher proportion of residents who do not identify as white.

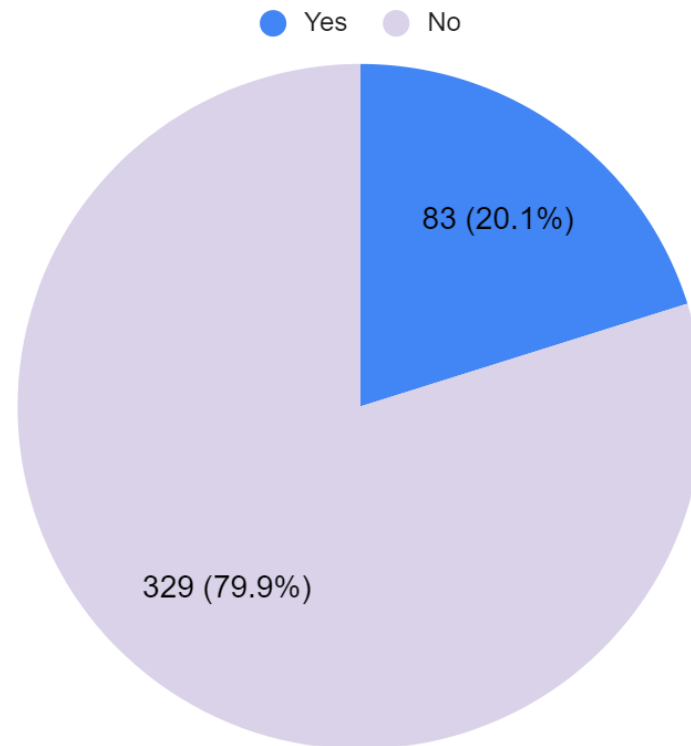


For prefer to self-describe, we got the following written responses:

Italian American
white, male, U.S. veteran
LGBTQ+
Caucasian
A Meat based product
American Jew
I'm mixed. Irish, English, Scottish, Welsh, American Indian and Filipino

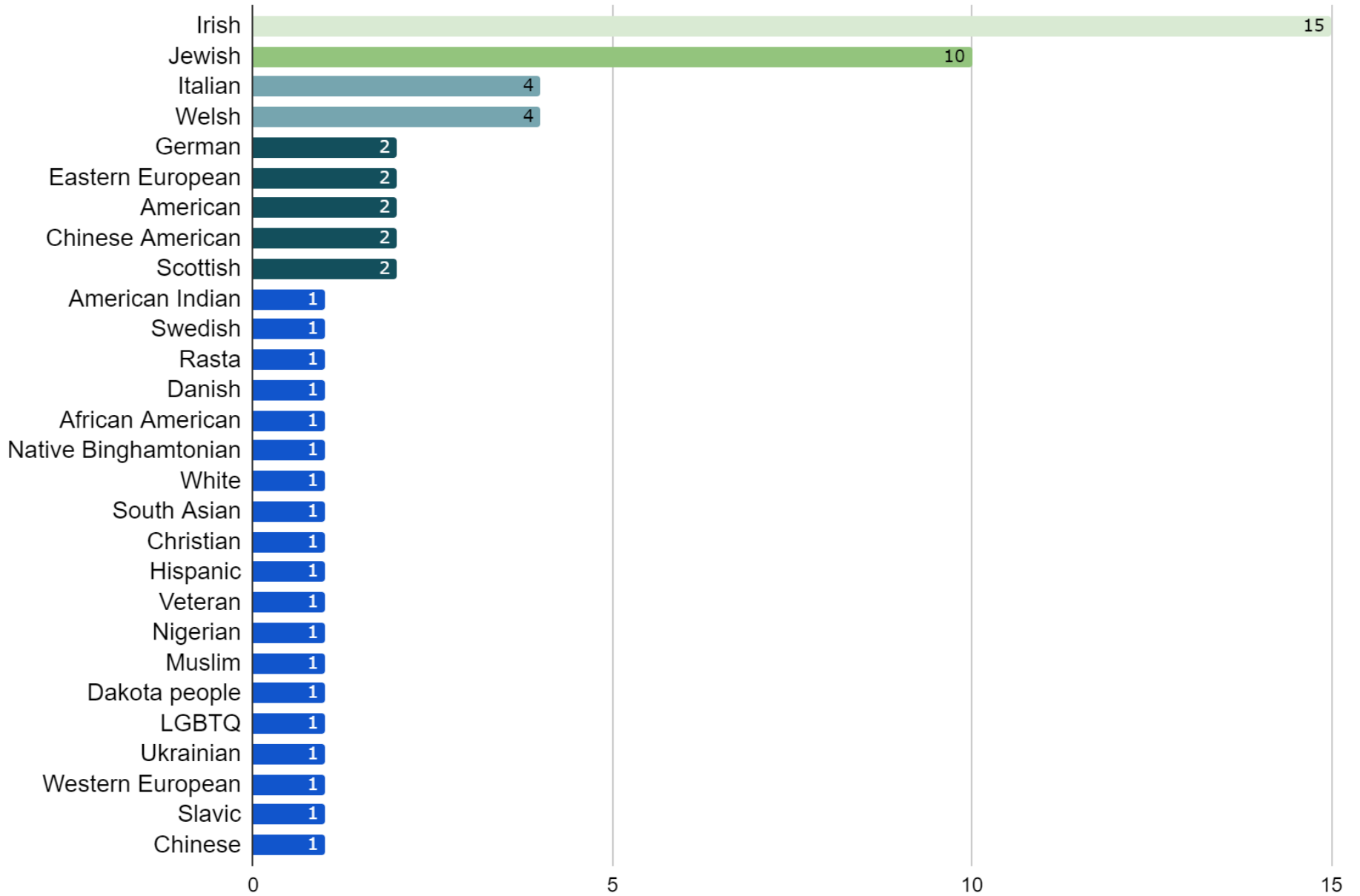
16. Do you identify with a specific ethnic or cultural identity?

The vast majority of respondents do not identify with an ethnic or cultural identity.

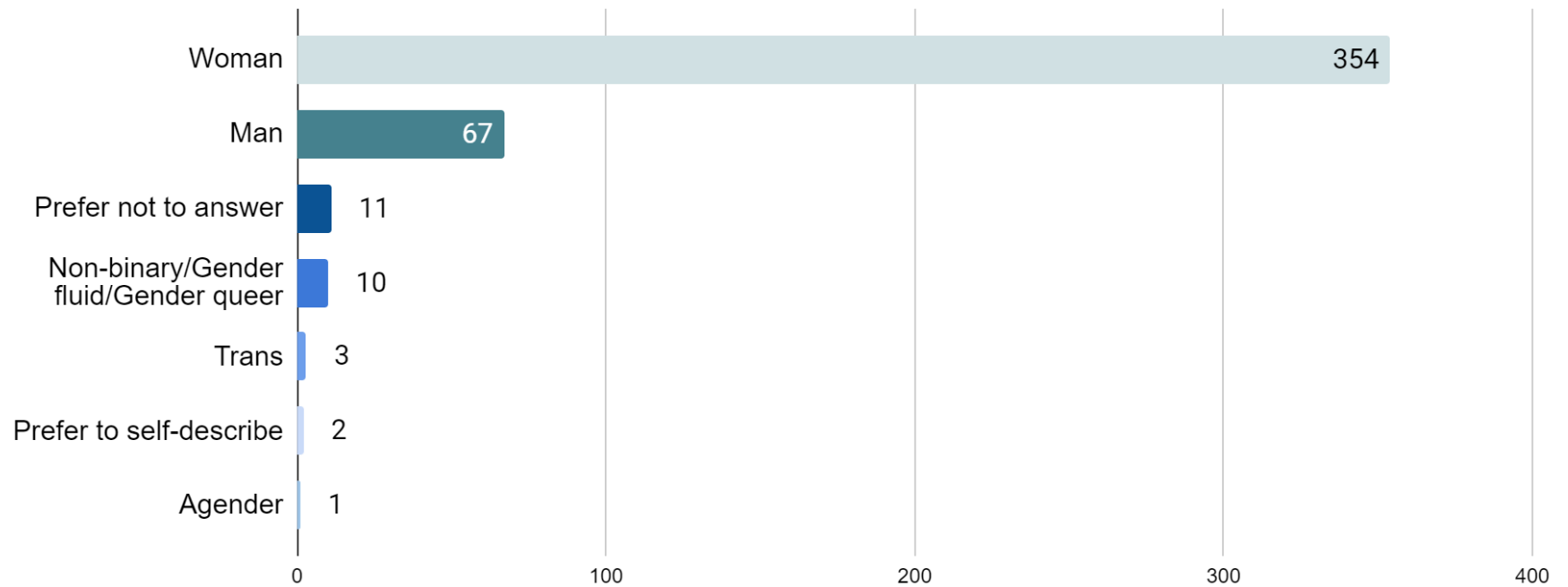


16. Do you identify with a specific ethnic or cultural identity? Yes:

Irish and Jewish heritage are common among survey respondents.



17. Which of the following best describes you? (Select all that apply)



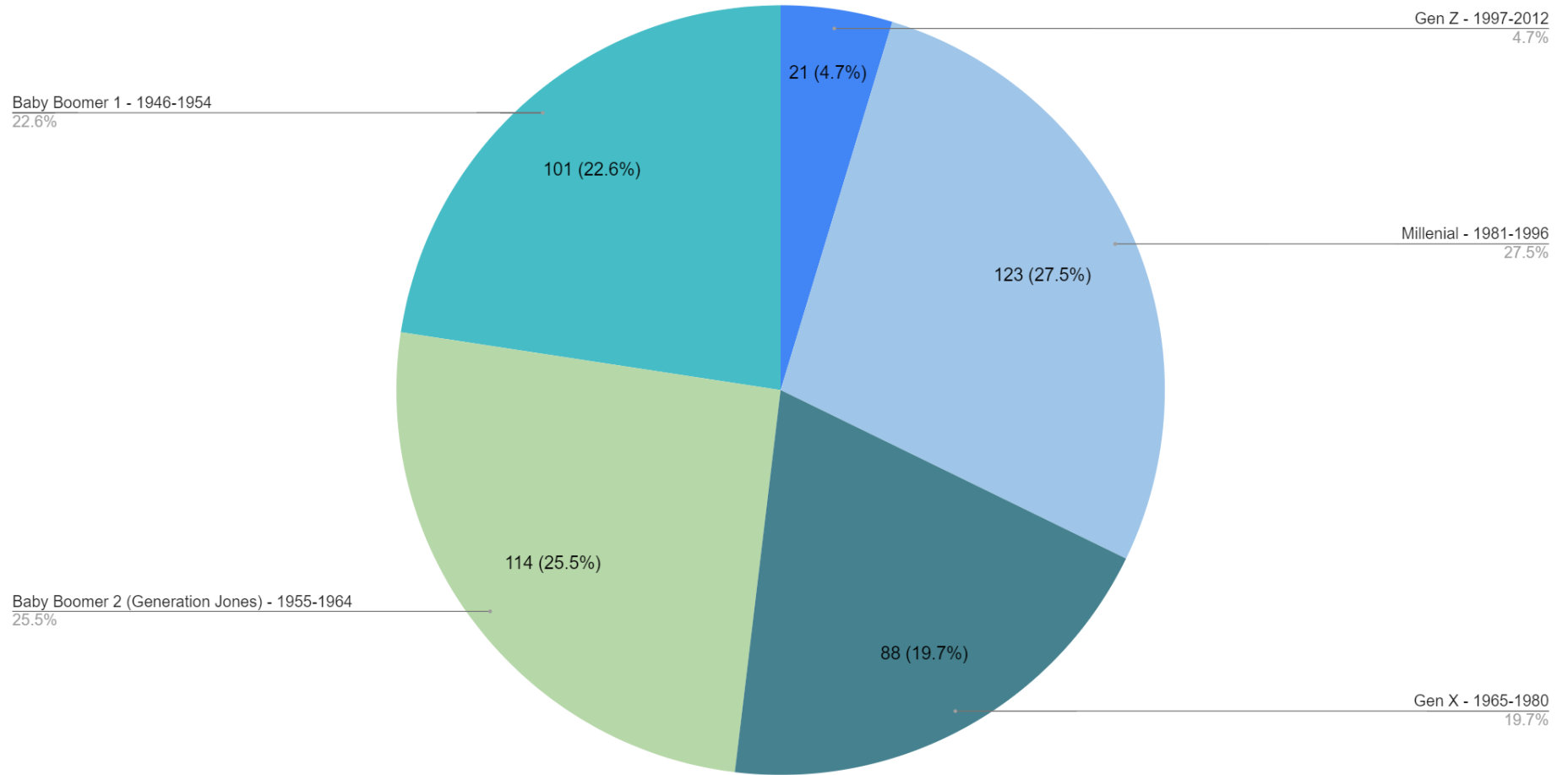
A vast majority of respondents to this question identified as female.

Prefer to self describe resulted in:

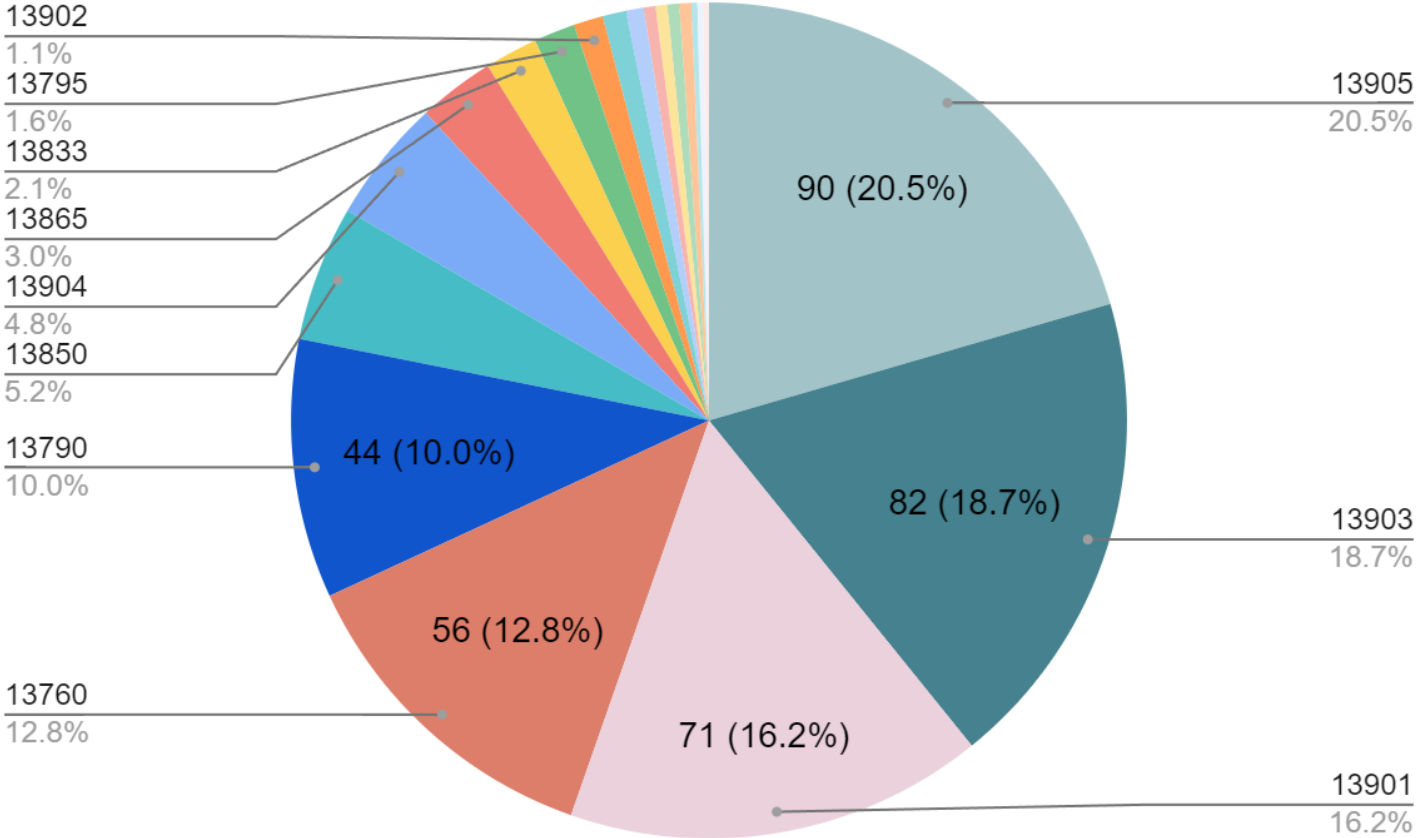
- A. What kind of woke crap is this?**
- B. Food for Cthulhu**

18. 4-digit Year of birth

This graph shows date of birth broken up by generation. The average year of birth is 1967, making the average age of survey respondents 56. Baby boomers make up 48% of survey respondents. In order to see all responses and all percentages, it was necessary to make the text small.



19. Home Zip Code

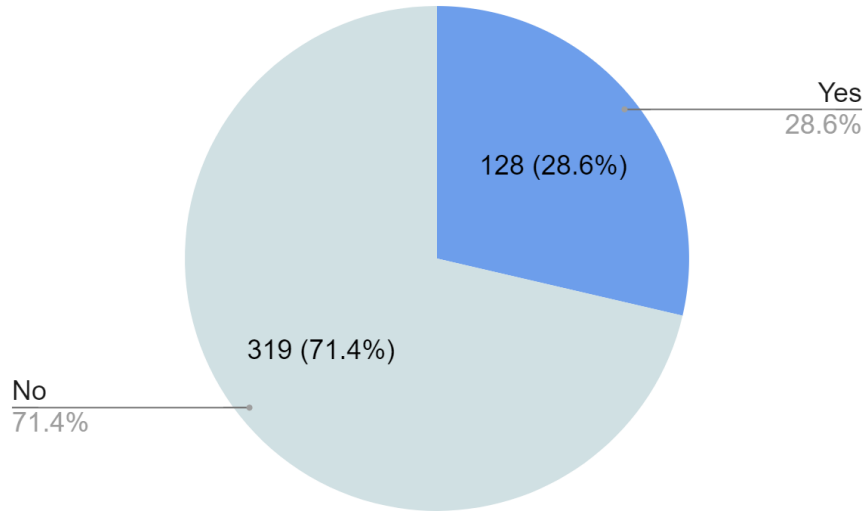


All three segments with the highest percentages are Binghamton zip codes.

13760 is the Endicott zip code, and 13790 is Johnson City.

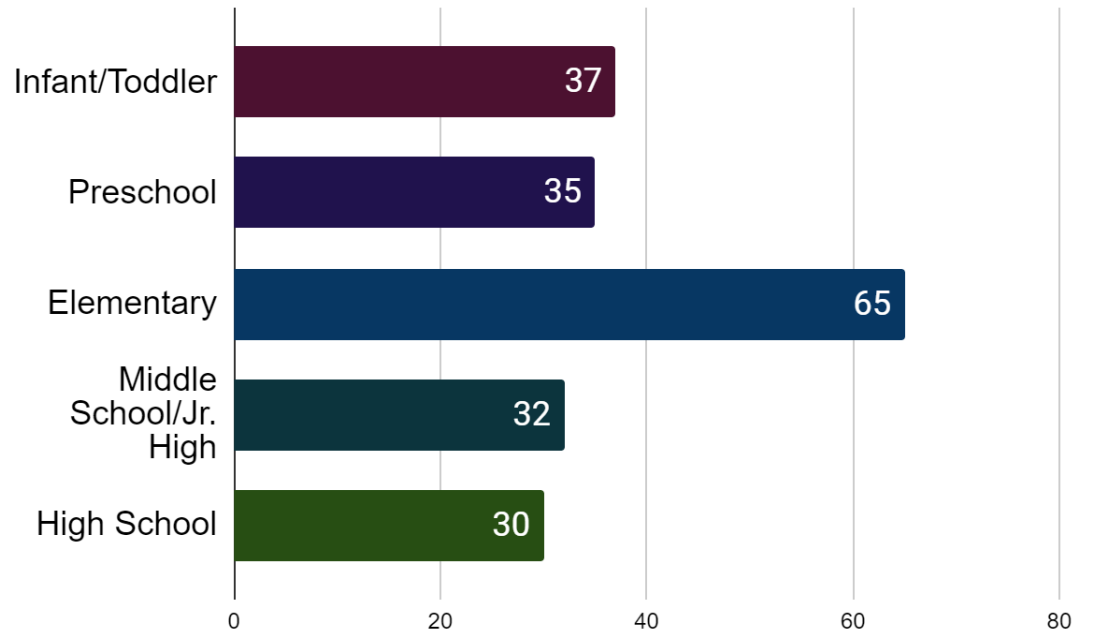
20. Do you have children in your household?

Almost $\frac{3}{4}$ of respondents do not have children in their household.



If so, what are their ages?

Elementary school age children have the highest numbers.



Correlations and priorities for different groups:

Peer support respondents:

13 respondents reported using peer support services either on a weekly or monthly basis.

One respondent requested more secure WiFi. Another respondent requested that we stay open on Sundays. This sentiment has been echoed in the in-person interviews with peer support patrons. There was a request for loanable eBook tablets. One respondent expressed that we are very public oriented and friendly.

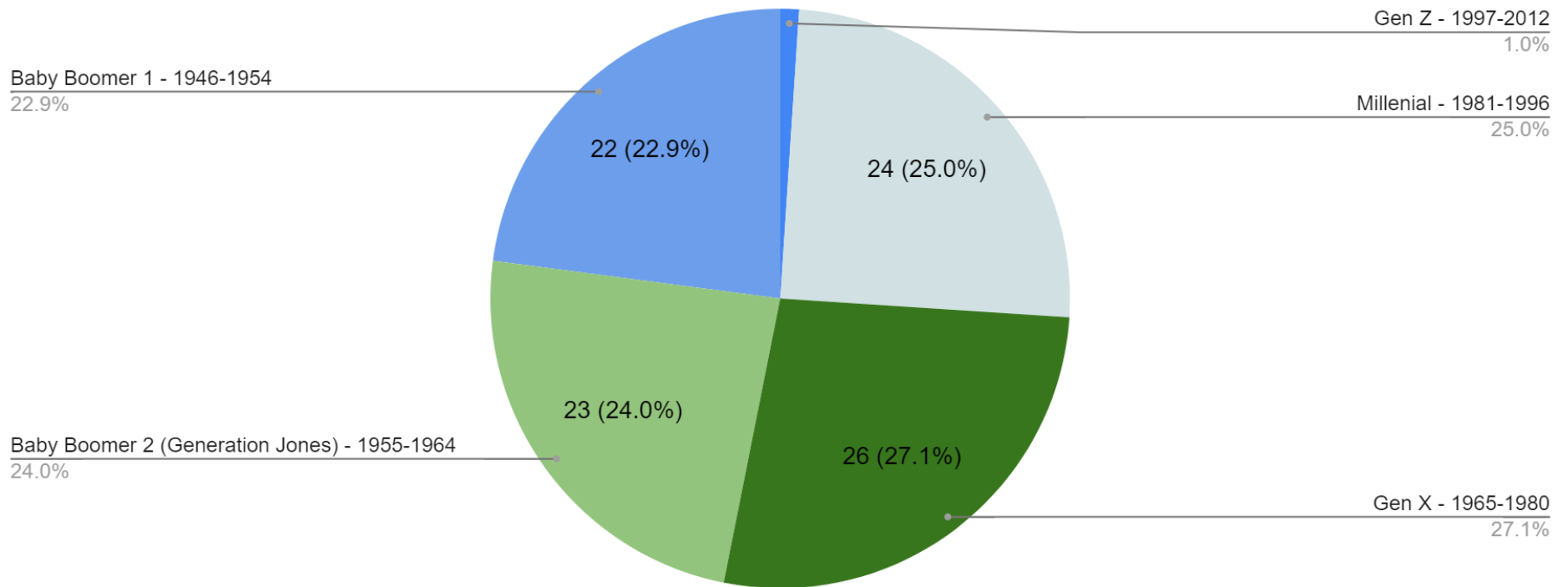
BIPOC respondents:

47 respondents identified with a race other than white.

Where respondents indicated that they were a race other than white, one notable response to the question about making the library more welcoming is to “add Black people as staff.” Another respondent called for “more diversity. Black, Latina, Asian, West Indian, African, Native American etc.”

Age and social media:

This graph shows the age groups for the 96 respondents who indicated they check our social media often (once a week or more.) Generations were fairly even in distribution for this question. Notably, there was only one Gen Z patron represented in this graph, but that is out of 21 total Gen Z responses.



Future surveys can include questions about languages so that we may develop collections and programming around spoken and read languages.

The Broome County Public Library needs to know how well we're meeting our community's needs and what you believe we should focus on while planning for the future. As we prepare to move past the COVID pandemic, it's important to ask for your help in getting back to "normal." Your input will define what "normal" should look like at the Library. Your responses will be treated anonymously, and there will be no way to link opinions expressed to any individual.

1. When was your most recent visit to the Broome County Public Library?
 - a. Within the last month
 - b. Within the last year
 - c. Within the last 2 years
 - d. Within the last 5 years
 - e. Longer than 5 years
 - f. I've never visited the Broome County Public Library

2. Did you notice any changes when you last visited?
 - a. Yes - positive change
 - b. Yes - negative change
 - c. No
 - d. N/A

3. If so, what did you notice?

4. How often do you utilize our off-site resources such as e-books, audiobooks, and streaming?
 - a. never
 - b. not very often (once a month)
 - c. somewhat often (twice a month)
 - d. often (once a week or more)

5. How often do you check or interact with our social media?
 - a. never
 - b. not very often (once a month)
 - c. somewhat often (twice a month)
 - d. often (once a week or more)

6. What are your priorities for the Library. Please choose your top three:
 - a. Comfort of the physical space
 - b. Aesthetics of the physical space

- c. Children's programs
 - d. Teen programs
 - e. Adult programs
 - f. Computers and technology
 - g. Books and other collections
 - h. Research assistance
 - i. Meeting rooms
 - j. Bathrooms and facilities
 - k. Local history and genealogy
 - l. Other _____
7. What services would you like to see the Library offer?
- a. Food pantry
 - b. Lunches for kids
 - c. Clothing giveaway
 - d. Bike share
 - e. Memory kits for dementia patients
 - f. Home delivery
 - g. Kitchen gadgets/ baking pans to checkout
 - h. Sun lamp for checkout
 - i. Fishing poles and tackle for checkout
 - j. Passes to state parks/museums
 - k. Health classes in partnership with hospitals
 - l. Houseplant exchange
 - m. Seed library
 - n. Cooking classes about cooking on a budget
 - o. Accessibility center (dimnable lights, noise dampening furniture, sensory toys/technology)
 - p. Classes on entrepreneurship
 - q. Art classes (watercolor, etc)
 - r. Tool library
 - s. Other _____
8. What technologies would you like to see the Library offer?
-

9. How often do you use the current services and technologies that Broome County Public Library offers?

I didn't know about the service/technology

I don't use the service/technology

I use the service/technology several times per month

I use the service/technology several times per week

- a. Color/black & white printing
- b. Cricut for use in the library
- c. Sewing machine for use in the library
- d. Knitting needles (circular and double pointed) available to check out
- e. Playaway collection of Young Adult books
- f. Document scanning
- g. Peer counseling
- h. Wi-Fi and Public Computers
- i. Adaptive technology computers
- j. Puzzle station
- k. Other _____

10. What is the Library doing well?

11. How could we improve?

12. I rate the Broome County Public Library's warmth, appeal and comfort level as:

___ excellent ___ good ___ average ___ fair ___ poor

13. Describe one thing you wish the Library would do to make the space more attractive and welcoming _____

14. Are you or anyone in your family disabled?

- a. I am disabled
- b. Someone else in my family is disabled
- c. No one in my family is disabled

[If a or b is selected]

14a. How well does the Library meet your (or your family member's) needs as a disabled person?

- a. The Library fully meets my needs
- b. The Library partially meets my needs, but some improvements are needed
- c. The Library meets some of my needs, but major improvements are needed
- d. The Library doesn't meet my needs

14b. What can the Library do to improve your experience as a disabled patron?

Demographics

This information is being collected in order to help us better understand our community and provide context for the data that we collect with this survey. All answers are optional.

15. I identify as: (Select all that apply)

- a. Indigenous or Native American
- b. Middle Eastern or North African
- c. Asian
- d. Native Hawaiian or Pacific Islander
- e. Black or African American
- f. White
- g. Hispanic or Latino
- h. Not listed here or prefer to self-describe: _____
- i. Prefer not to answer

16. Do you identify with a specific ethnic or cultural identity?

- a. Yes
- b. No

If yes, open ended

17. Which of the following best describes you? (Select all that apply)

- a. Woman
- b. Man
- c. Trans

- d. Non-binary/Gender fluid/Gender queer
- e. Agender
- f. Prefer not to answer
- g. Prefer to self-describe: _____

18. Year of birth (4 digits please) _____

19. Home Zip Code _____

20. Are there children in your household?

YES NO

20a. If yes, please select their age groups (select all that apply)

Infant/Toddler

Preschool

Elementary

Middle School/Jr. High

High School

BCPL Patron Code of Conduct - Draft edits 1/5/2024

Welcome to the Broome County Public Library! We're happy that you're here. The following rules have been adopted by our Board of Trustees to maintain a safe and secure space for you to enjoy our facilities, programs, and collections. If you need any help, we're here to answer questions and offer guidance.

1. It's important to respect the rights of other patrons and Library staff at all times. Our staff are here to help you, but they need to be able to perform their duties without interference.
2. In order to maintain a safe and welcoming space for all of our patrons and staff, disruptive and/or abusive behavior is prohibited. This includes:
 - Harassment
 - Sexual harassment
 - The use of abusive, obscene, discriminatory, hateful, or threatening language that targets a specific individual or that interferes with other patrons' right to access the Library
 - Nudity
3. Illegal activities—including the use of alcohol or illegal and/or recreational drugs or the possession of weapons of any kind—are prohibited on Library property.
4. Smoking, vaping, the use of smokeless tobacco, and the use of cannabis are prohibited in the Library, the parking lot, the reading garden, within 20 feet of the Library doors, and any place on the Library property that blocks or negatively impacts other patrons.
5. We strive to maintain the Library as a neutral space free of unwanted commercial, political, or religious pressure. For this reason, solicitation of any kind is prohibited on Library property. This includes activities such as panhandling, proselytizing, and petitioning.
6. In order for us all to enjoy and use this space, we ask you to keep conversations, phone calls, videos, and music to a low volume. Earphones and headphones are available if you need them. Please don't make phone calls on speaker, and please do be conscious of how your noise level impacts other patrons.
7. Our Custodians work hard to clean and maintain our facilities for the benefit of all patrons and staff. Please consider this when using our bathrooms or when eating in the Library, and clean up after yourself. If you repeatedly leave a mess, we will

approach you about changing your behaviors. Failure to do so will be treated as a Code of Conduct violation.

8. Bicycles and other wheeled devices need to be left outside the building and may not block doorways or walkways. This includes skateboards, roller skates, and shopping carts. Wheelchairs and other mobility aids are allowed when used for their intended purpose, as are strollers. Scooters, hoverboards - shopping carts?
9. Patrons sleeping in the Library may be awakened by Library staff or Security in order to perform a welfare check. This is not punitive. We care about your wellbeing.
10. Animals are prohibited in the building unless they are specifically designated as service animals or are part of an approved Library program. Designated service animals must be leashed or carried unless this is prevented by a disability.
11. Parents, guardians, or caregivers are responsible for the safety, behavior and supervision of their children as specified in the Library's Unattended Children's Policy.
12. It is important to maintain our Youth Services Department as a space that is safe and welcoming for children and families. Adults are welcome to use the space as long as they don't disrupt this sense of safety and security.
13. Our Teen Space is intended primarily as a space for teens to feel welcome and safe. We recognize that patrons of all ages need access to the YA/teen collections but this must not disrupt the sense of safety and security for teens.
14. It's important to respect Library property, including Library materials/collections, furnishings, and equipment.
15. Personal photography and/or videography is allowed in the Library but must not infringe on the privacy rights of other patrons (including minors) or interfere with the ability of Library staff to perform their duties. Projects that have the potential to violate these criteria require prior approval by the Library Director.

Enforcement

Minor violations of these rules will result in a reminder or warning.

More serious or repeated violations will result in the patron being required to leave the building for the remainder of the day.

Violations that constitute an immediate or apparent threat to the safety of others, their property, or the property of the Library will result in immediate expulsion from the Library for a period of one month to one year depending on the severity of the offense and whether it is an isolated or recurring event.

The Library Administration is authorized to modify and/or adapt the code to special circumstances.

Appeal Process

Any patron who feels that their privileges have been unjustly denied under this policy is encouraged to appeal the decision to the Broome County Public Library Board of Trustees.

BCPL Patron Code of Conduct - Current

In order to ensure that the Broome County Public Library remains a safe and welcoming space for all patrons and staff, the Board of Trustees has adopted the following rules and regulations:

1. Patrons will respect the rights of other patrons and Library staff at all times. They may not interfere with staff or with the performance of their duties and will comply with lawful direction given by them.
2. Disruptive and/or abusive behavior is prohibited. This includes:
 - Harassment
 - Sexual harassment
 - The use of abusive, obscene, discriminatory, hateful, or threatening language

- Nudity of any kind, including bare feet and/or bare chests
3. Illegal activities—including the use of alcohol or illegal and/or recreational drugs or the possession of weapons of any kind—are prohibited on Library property.
 4. Smoking, vaping, and the use of smokeless tobacco are prohibited on Library property, both inside and outside of the building.
 5. Solicitation of any kind is prohibited on Library property.
 6. Select areas of the Library have been designated as Quiet Zones. While they are in a Quiet Zone, patrons will:
 - Silence all electronic devices, including phones and computers
 - Use headphones when watching or listening to media
 - Limit conversation, including phone calls
 7. are prohibited on Library property, as is the use of skateboards, roller skates, and athletic equipment, unless approved by Library staff. Bicycles and other wheeled devices must be left outside the building and may not block doorways or walkways.
 8. Animals are prohibited in the building except those specifically designated as service animals.
 9. Parents, guardians, or caregivers are responsible for the safety, behavior and supervision of their children as specified in the Library's Unattended Children's Policy.
 10. Adult patrons shall not use any Youth Services or Young Adult space or participate in any age-based programs unless such patron is a parent, legal guardian, caregiver, educator or relative of a participating age-appropriate child or has received permission from Library staff.
 11. Patrons will not deface or damage Library property, including Library materials/collections, furnishings, walls, equipment, and computers. Additionally, patrons will not rearrange or disarrange library furnishings or materials and will not place their feet on the furniture or walls.

12. Food and beverages can be consumed in designated areas only. Water bottles with lids are allowed other than when using the public computers.

13. Personal photography and/or videography is allowed but must not infringe on the privacy rights of other patrons (including minors) or interfere with the ability of Library staff to perform their duties. Projects that have the potential to violate these criteria require prior approval by the Library Director.

Enforcement: Any patron who violates these rules and regulations may be required to leave the library premises and be denied the privilege of access to the library. The Library Administrative Staff, whose authority shall prevail in all cases, shall administer and enforce the above code in a fair and reasonable manner. The Library Administration is authorized to modify and/or adapt the code to special circumstances. Violations of the code that do not constitute an immediate and apparent threat to the safety of others, their property, or the property of the library will result in disciplinary action, including, but not limited to, verbal warning, temporary expulsion from the library, suspension of the right to use or participate in some or all of the library's services for a period of time, or permanent expulsion from the library. The disciplinary action chosen will be determined by the severity of the offense and whether it is an isolated or recurring event. Violations of the code that constitute an immediate or apparent threat to the safety of others, their property, or the property of the library will result in immediate expulsion from the library and possible additional measures. In any instance of a code violation, police may be called if there is not compliance or if the staff feels threatened in any way or feels unable to handle the situation.

Appeal Process: A patron whose privileges have been denied may have the decision reviewed by the **Broome County Board of Trustees** for additional consideration.

BROOME COUNTY PUBLIC LIBRARY POLICY & PROCEDURE MANUAL	SECTION	Operations	POLICY # 5001-0
	EFFECTIVE	January 11, 2024	PAGE 1 OF 1
	SOURCE	BCPL Board of Trustees	
	SUPERCEDES	February 26, 2016	

EMERGENCY CLOSINGS

The Library Board had adopted the following Broome County policy regarding closing of operations due to emergency situations:

The closing of County operations may at times be required by unforeseen circumstances. Those circumstances may include hazardous weather conditions, breakdown of building utilities such as to create a health hazard, and other emergency conditions. Following is the County's policy with respect to employee attendance as it relates to such closings:

1. All employees of a department or unit are employees of Broome County regardless of the status and appointment of any department.
2. The authority to close County operations, in whole or in part, and to excuse employee absences as a result of such closing rests solely with the County Executive or his designee [Library Director and/or Library Board of Trustees President].
3. Employee absences will be excused without charge to accrued leave time only when the operation in which they work has been officially closed by the County Executive or his designee.
4. Library Director or designee may at his/her discretion excuse employees from their work with appropriate charge to accrued time. Employees without such time accrued may be allowed to leave without pay. (Sick leave, as always, may only be used in the case of illness.)
5. Library Director or designee must advise the Deputy County Executive when he/she believes a condition exists which requires that the operation should be closed, and employees excused.

Additionally, the Library Board recognizes that staff may need additional time to reach the Library when weather conditions are challenging and while a final decision about closing is still being made. Therefore, the Library will automatically delay opening by 2 hours whenever the Binghamton City School District is closed for weather related reasons and a decision to close the Library hasn't already been made.

BROOME COUNTY PUBLIC LIBRARY POLICY & PROCEDURE MANUAL	SECTION	Operations	POLICY # 5001-0
	EFFECTIVE	February 26, 2016	PAGE 1 OF 1
	SOURCE	BCPL Board of Trustees	
	SUPERCEDES	January 12, 2004	

EMERGENCY CLOSINGS

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5. Library Director or designee must advise the Deputy County Executive when he/she believes a condition exists which requires that the operation should be closed, and employees excused.











**Community
Foundation**
FOR SOUTH CENTRAL NEW YORK

December 20, 2023

Broome County Public Library
185 Court Street
Binghamton, NY 13901

Dear Josias:

The Community Foundation for South Central New York is pleased to advise you that its Board has approved an unsolicited grant of \$1,280 from the CFSCNY Library Fund to be used for library resources, programs, or services.

In accepting this grant, the organization agrees to the following conditions:

GRANT CONTRACT

PURPOSE: The grant shall be used solely for the purpose stated, and shall be so designated on your organization's financial records. No part of the funds shall be used:

- To lobby or otherwise attempt to influence legislation.
- To influence the outcome of any specific public election or participate or intervene in any political campaign on behalf of any candidate for public office.

PAYMENT: Payment is issued electronically after signed contract is received and Request for Payment is attached.

REPORTING: There are no reporting requirements attached to this award.

PROJECT MONITORING AND REVIEW: The Community Foundation may monitor and conduct an evaluation of operations under this grant. Such evaluation may include visits from Foundation personnel to observe your program, and to discuss the program with your personnel. This evaluation may also include a review of financial and other records related to activities funded by this grant. Your organization, therefore, agrees to make such records available to authorized representatives of the Foundation.

PUBLICITY AND ACKNOWLEDGMENT: Whenever possible, agencies should credit the Community Fund of the Community Foundation for South Central New York in any and all publicity materials regarding the project. **Press releases, funding credits and other publicity material which mention the Community Foundation must be submitted for approval of Foundation-related information before release.**

In the unlikely event that your organization should fail to abide by the terms set forth in this contract, the Community Foundation may terminate the grant, upon written notice to your organization. Your organization would then be required to return to the Foundation any portion of the grant funds, including interest earned, spent for purposes not specified in this contract or not otherwise approved by the Foundation.

To confirm your understanding of and agreement to the above conditions of this grant, please have this letter signed by an officer of your organization's Board of Directors properly authorized by the Board of Directors to do so. Retain a copy of this letter for your files, and scan and return a copy to tbarber@donorswhocare.org.

By countersigning this letter, you also agree that:

- Your organization's charitable tax-exempt status under the Internal Revenue Service has not been revoked or modified, and that if it is revoked or modified, you agree to notify the Foundation immediately.
- The Community Foundation assumes no obligation to provide other or additional support.

Should you have any questions about the grant or the conditions set forth, please call the Program Officer at 607-752-2317.

On behalf of the Community Foundation, I extend best wishes to your organization.

Sincerely,

Tina M. Barber
Executive Director

_____ (Print or type name and position of Board Officer signing)

BY: (Signature) _____ DATE: _____



Presentation Concepts Corporation
 6517 Basile Rowe
 East Syracuse, NY 13057

Fed ID #: 16-1535373

Sales Person: Samantha Haun
 Phone: (315) 437-1314 ext. 120
 Fax: (315) 437-0110
 Email: Shaun@pccav.com

1 Year PCC Pro-Active Maintenance (PAM)

Today's Date: January 8, 2024
 Expiration Date: February 7, 2024

Quote Number: 010824SH-1

Customer: Broome County Library
 ATTN: Sherry Kowalski
 Phone: (607) 778-3829
 Email: sherry.kowalski@broomecountyny.gov

1 Year PCC Pro-Active Maintenance (PAM)

Salesperson	Site Survey Rep	Rooms Covered	Payment Terms
Samantha Haun	N/A	Community Room AV	NET30

Detail of Benefits

PCC's Standard PAM Plan for AV systems enhances the manufacturers' warranties through on-site service/repair and unlimited phone support. Should a malfunction occur with your system, the plan assures rapid response (via telephone/e-mail/video) and onsite response as noted in the chart below. When you call with a problem, a member of our Service Center support team will attempt to remedy the issue over the phone. You will always receive priority technical phone support and have direct access to one of PCC's Certified AV Technicians. If we are unable to resolve the problem over the phone, a qualified service technician will be dispatched to your location to further evaluate the problem and, if possible, complete repairs on the spot. For on-site technical support we will provide a number of on-site service calls (see below). If the number of purchased visits are exhausted, a \$350 Incident Trip fee will be charged for each additional incident. As an additional benefit, customers may choose to use available on-site service calls for preventative maintenance health check visits. Preventative maintenance visits are to inspect your system, test and validate all system functionality to confirm total system operational capability, check all cables and connectors, fine tune and adjust your equipment to manufacturer's specifications, including applicable firmware upgrades. PCC will provide a detailed performance report after each completed preventative maintenance health check visit. If any parts are required to repair your equipment, an estimate will be given before the work is performed. Should repairs require equipment be sent back to the manufacturer, equipment repair/replacement costs and shipping charges (if applicable, and not covered under manufacturer's warranty) will be billed to customer.

Plan Details	No Plan	Standard Plan	Premium Plan	Custom Plan
Response Time	Up to 2 Business Days	Up to 8 Business Hours	Up to 4 Business Hours	2 Business Hours
Onsite Reponse Time	Up to 7 Business Days	Up to 3 Business Days	Up to 2 Business Days	1 Business Day
Hours of Service	8am - 5pm, M-F	8am - 5pm, M-F	8am - 5pm, M-F	Extended
Service Calls	Time and Materials	3	Custom	Unlimited
Training	-	-	Custom	Custom
Service Parts Shipping	-	-	Ground	Expedited
PCC RM Remote Monitoring	-	-	Optional	Yes
Data Analytics & Reporting	-	-	Optional	Yes
Asset Management & Recycling	-	-	Optional	Yes
Extended Equipment Coverage	-	-	Optional	Yes

1 Year Standard PAM:	\$	2,800.00
Plus Tax Where Applicable:	\$	-
Total:	\$	2,800.00

Maintenance/Service Terms and Conditions

General

Presentation Concepts Corporation (PCC) agrees to provide service and repair services in accordance with this agreement, including any attachments. On-site visits shall include inspection, diagnostic, and, if necessary, adjustment, repair, or replacement of unserviceable parts. Parts shall be new or equivalent to new parts whichever are available at the time of the repair. All defective parts that are replaced shall become the property of PCC. Under this agreement, the standard period for work response shall be Monday through Friday, 9am to 5pm, exclusive of legal holidays and PCC customary business holidays unless otherwise noted. Presentation Concepts Corporation (PCC) agrees to provide service and repair services in accordance with this agreement, including any attachments. On-site visits shall include inspection, diagnostic, and, if necessary, adjustment, repair, or replacement of unserviceable parts. Parts shall be new or equivalent to new parts whichever are available at the time of the repair. All defective parts that are replaced shall become the property of PCC. Under this agreement, the standard period for work response shall be Monday through Friday, 9am to 5pm, exclusive of legal holidays and PCC customary business holidays unless otherwise noted.

Exceptions

Performing service, which would be impractical for PCC staff to render because of alterations in the system/equipment or its connection by mechanical or electrical means to another machine or device are not covered under this agreement. Procuring and installing media, such as computer software, not supplied by PCC is not covered under this agreement. During the equipment repair process, if it is determined that the cost of the repair exceeds 50% of the replacement cost of the unit, PCC will not proceed with the repair of said unit. Replacement cost of the unit is to be incurred by the customer.

Changes

This agreement is the entire agreement between PCC and the Customer and shall not be modified or varied except by a written document authorized by both parties

Payment

Payment Terms are NET 30. Payments made beyond 30 days are subject to a finance charge of 1.5% per month. This agreement becomes effective when PCC receives a signed quote.

Table with 2 columns: PRESENTATION CONCEPTS CORPORATION and CUSTOMER. Rows include NAME - PRINT, SIGNATURE, and TITLE DATE.

Bill To:

Ship To (If Different):

Three horizontal lines for Bill To information.

Three horizontal lines for Ship To information.

Service Contract
Image Integrator, LLC
 1005 W. Fayette Street, Syracuse NY 13204 Suite 3D (315) 474-9788

Bill To:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901

Location of Equipment:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901
 Sherry Kowalski 607-778-6407

QTY	DIV	Item	Desc	Serial #	Maint \$
1			MS6000	34017105	\$750.00
				Total:	\$750.00

Effective From: 05/1/2024-04/30/2025 SC00071

1. In consideration of the observance by Broome County Public Library of the terms and conditions hereof, Image Integrator, LLC agrees, subject to the terms and conditions hereof to:

- A) **Contract Coverage:** All parts, travel, labor, training, and service.
- B) **Exclusions:** Customer to provide Consumables. (ie: PM kits, toner, starter, paper, lamps, ink, etc.)

2. Broome County Public Library electrical supply must meet manufacturer's specification requirements. If not, Albany City Hall agrees to upgrade to required specs or contract will be voided without refund. Any damages caused by improper electric will result in parts & labor charges at the prevailing rates.

A) Only authorized personnel will service this contract, unauthorized personnel other than Image Integrator, LLC will void this contract without refund.

3. All calls will be performed during normal working hours. Calls requested for other than normal working hours (8:30 AM - 5:00 PM) will be charged to Broome County Public Library at prevailing rates. The availability of manpower for such services will be determined solely by Image Integrator, LLC. Coverage response time, 24 hours. Average response time is 4 hours.

A) The rate shown above is for performing service only at the location listed above. Should Broome County Public Library relocate the equipment to a different zone, the rate will be increased or decreased accordingly for the balance of the term & zone.

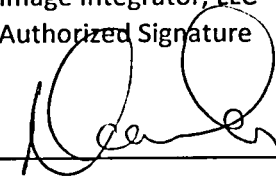
B) The overhauling and/or rebuilding of the equipment described above is not provided under the terms of this agreement. No such work will be performed until a written estimate of charges, including parts, transportation, and labor has been submitted to be approved by Broome County Public Library.

4. Contract pricing is subject to change year to year as seen fit by Image Integrator, LLC.

Broome County Public Library
 Customer Signature

 Date _____

Image Integrator, LLC
 Authorized Signature



 Date 1-8-2024

Service Contract
Image Integrator, LLC
 1005 W. Fayette Street, Syracuse NY 13204 Suite 3D (315) 474-9788

Bill To:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901

Location of Equipment:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901
 Sherry Kowalski 607-778-6407

QTY	DIV	Item	Desc	Serial #	Maint \$
1			MS6000	34014976	\$750.00
				Total:	\$750.00

Effective From: 05/1/2024-04/30/2025 SC00073

1. In consideration of the observance by Broome County Public Library of the terms and conditions hereof, Image Integrator, LLC agrees, subject to the terms and conditions hereof to:

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- B) **Exclusions:** Customer to provide Consumables. (ie: PM kits, toner, starter, paper, lamps, ink, etc.)

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A) Only authorized personnel will service this contract, unauthorized personnel other than Image Integrator, LLC will void this contract without refund.

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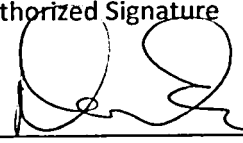
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4. Contract pricing is subject to change year to year as seen fit by Image Integrator, LLC.

Broome County Public Library
 Customer Signature

Image Integrator, LLC
 Authorized Signature

 Date _____



 Date 1-8-2024

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Image Integrator, LLC
 1005 W. Fayette Street, Syracuse NY 13204 Suite 3D (315) 474-9788

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 Binghamton, NY 13901

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 Sherry Kowalski 607-778-6407

QTY	DIV	Item	Desc	Serial #	Maint \$
1			ST Viewscan 3	15077-70311	\$900.00
				Total:	\$900.00

Effective From: **05/1/2024-04/30/2025 SC01062**

1. In consideration of the observance by Broome County Public Library of the terms and conditions hereof, Image Integrator, LLC agrees, subject to the terms and conditions hereof to:

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- B) **Exclusions:** Customer to provide Consumables. (ie: PM kits, toner, starter, paper, lamps, ink, etc.)

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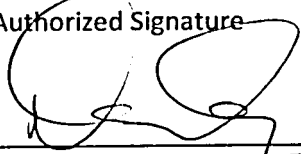
B) The overhauling and/or rebuilding of the equipment described above is not provided under the terms of this agreement. No such work will be performed until a written estimate of charges, including parts, transportation, and labor has been submitted to be approved by Broome County Public Library.

4. Contract pricing is subject to change year to year as seen fit by Image Integrator, LLC.

Broome County Public Library
 Customer Signature

 Date _____

Image Integrator, LLC
 Authorized Signature



 Date 1-8-2024

Service Contract
Image Integrator, LLC
 1005 W. Fayette Street, Syracuse NY 13204 Suite 3D (315) 474-9788

Bill To:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901

Location of Equipment:
 Broome County Public Library
 Local History-2nd floor
 185 Court St
 Binghamton, NY 13901
 Sherry Kowalski 607-778-6407

QTY	DIV	Item	Desc	Serial #	Maint \$
1			ST600 X	ACH003247	\$625.00
				Total:	\$625.00

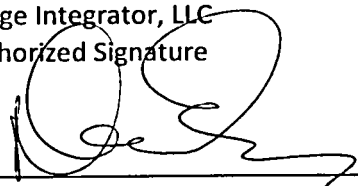
Effective From: 05/1/2024-04/30/2025 SC01063

- In consideration of the observance by Broome County Public Library of the terms and conditions hereof, Image Integrator, LLC agrees, subject to the terms and conditions hereof to:
 - Contract Coverage:** All parts, travel, labor, training, and service.
 - Exclusions:** Customer to provide Consumables. (ie: PM kits, toner, starter, paper, lamps, ink, etc.)
- Broome County Public Library electrical supply must meet manufacturer's specification requirements. If not, Albany City Hall agrees to upgrade to required specs or contract will be voided without refund. Any damages caused by improper electric will result in parts & labor charges at the prevailing rates.
 - Only authorized personnel will service this contract, unauthorized personnel other than Image Integrator, LLC will void this contract without refund.
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- Contract pricing is subject to change year to year as seen fit by Image Integrator, LLC.

Broome County Public Library
 Customer Signature

 Date _____

Image Integrator, LLC
 Authorized Signature



 Date 1-8-2024

BROOME COUNTY PUBLIC LIBRARY POLICY & PROCEDURE MANUAL	SECTION	Trustees/County/City	POLICY # 0025-0
	EFFECTIVE	1/18/2024	PAGE 1 OF 2
	SOURCE	County/Board of Trustees	
	SUPERCEDES	4/20/2023	

BCPL BOARD OF TRUSTEES - OFFICE HELD – TERM		
Kate Miller-Corcoran 11 Stanford Pl. Binghamton, NY 13905 Kate.MillerCorcoran@gmail.com 607-240-7317	President	12/31/2024
Jeffrey D. Boisvert 77 Park Ave. #1 Binghamton, NY 13903 jdb10585@hotmail.com 607-710-3474	Vice President	12/31/2024
Katie Bowers 71 Mill Street Binghamton, NY 13903 katiebwrs@gmail.com 607-759-8900	Secretary	12/31/2025
Al Buyck 3367 Douglas Drive Binghamton, NY 13903 abuyck@stny.rr.com 607-723-8023	Treasurer	12/31/2028
JoAnne Hanrahan 25 Linden Av. Binghamton, NY 13901 joanne.hanrahan25@gmail.com 607-723-0962	Past President	12/31/2027
Charmian Foster 67 Orchard Ave Johnson City, NY 13790 cfoster15@stny.rr.com 508-361-6510		12/31/2026
Sarah Glose 41 Davis Street, Binghamton, NY 13905 sglose@gmail.com 315-877-6836		12/31/2026

BROOME COUNTY PUBLIC LIBRARY POLICY & PROCEDURE MANUAL	SECTION	Trustees/County/City	POLICY # 0025-0
	EFFECTIVE	1/18/2024	PAGE 2 OF 2
	SOURCE	County/Board of Trustees	
	SUPERCEDES	4/20/2023	

BCPL BOARD OF TRUSTEES - OFFICE HELD – TERM	
Jill Kissick-Castro 10 St. John Ave. Binghamton, NY 13905 jkcastro2012@gmail.com 504-330-2786	12/31/2025
Vikki Collazo 11 Phelps St. Binghamton, NY 13901 vtc716@gmail.com 607-422-1626	12/31/2027
Chad Miller 204 Westview Drive Vestal, NY 13850 mill275us@gmail.com 607-372-3076	12/31/2028
Jillian Sandy 115 Oak Hill Avenue Endicott, NY 13760 jsandy@binghamton.edu 937-266-0994	12/31/2028
<u>EX OFFICIO'S</u>	
Colleen Wagner Deputy County Executive colleen.wagner@broomecounty.us	
Karry Mullins Binghamton City Schools mullinsk@binghamtonschools.org	
Megan Heiman Deputy Mayor mjheiman@cityofbinghamton.com	
Rebecca Stone Superintendent Broome - Delaware - Tioga BOCES 435 Glenwood Road Binghamton, NY 13905 rstone@btbooces.org	

