

Account	Budget-orig	Budget-adjust	Encumbered	Spent	Remaining
<b>Salary and Benefits</b>					
6001000 SALARIES FULL-TIME	708,328			198,586.05 28%	509,741.95 72%
6001001 SALARIES PART-TIME	146,604			25,819.69 18%	120,784.31 82%
6001002 SALARIES TEMPORARY	1,172			2,498.42 213%	-1,326.42 -113%
6001003 SALARIES OVERTIME	0			1,395.61	-1,395.61
<b>Total Salary</b>	<b>856,104</b>			<b>228,299.77 27%</b>	<b>627,804.23 73%</b>
6008001 STATE RETIREMENT	112,837			31,228.78 28%	81,608.22 72%
6008002 SOCIAL SECURITY	65,492			16,581.65 25%	48,910.35 75%
6008004 WORKERS COMPENSATION	3,839			959.75 25%	2,879.25 75%
6008006 LIFE INSURANCE	225			25.2 11%	199.8 89%
6008007 HEALTH INSURANCE	154,088			34,877.80 23%	119,210.20 77%
6008009 RETIREE HEALTH INSURANCE	335,282			57,976.90 17%	277,305.10 83%
6008012 EMPLOYEE TUITION REIMBURSEMENT	3,500			0 0%	3,500.00 100%
6008014 NYS Voluntary Defined Contribution	6,377			3,798.98 60%	2,578.02 40%
<b>Total Benefits</b>	<b>681,640</b>			<b>145,449.06 21%</b>	<b>536,190.94 79%</b>
<b>Salary and Benefits</b>	<b>1,537,744</b>			<b>373,748.83 24%</b>	<b>1,163,995.17 76%</b>

<b>Contractual Expenditures</b>					
6004002 MAT & SUPPLIES-PAINT	0	-4000		0	-4000
6004012 OFFICE SUPPLIES	2,400	2,400	441.73 18%	89.96 4%	1868.31 78%
6004021 BLDG MAINTENANCE SUPPLIES	800	800	1,164.13 146%	1,844.56 231%	-2,209 -276%
6004022 FUEL AND HEATING SUPPLIES	26,000	26,000	0 0%	8,065.56 31%	17,934.44 69%
6004023 BLDG AND GROUNDS SUPPLIES	4,300	5,550	4125.39 74%	374.61 7%	1,050 19%
6004030 FOOD AND BEVERAGES	100	100	0 0%	11.2 11%	88.8 89%
6004048 MISC OPERATIONAL SUPPLIES	5,785	5,785	4153.08 72%	940.33 16%	692 12%
6004055 COMPUTER SOFTWARE AND SUPPLIES	70,928	70,928	0 0%	65,398 92%	5,530 8%
6004056 COMPUTER EQUIPMENT(NON CAPITAL	5,000	5,000	1325.25 27%	0 0%	3,675 73%
6004070 BOOKS ADULT SERVICES	64,000	64,000	35,856.88 56%	13,736.75 21%	14,406 23%
6004071 JUVENILE BOOKS	48,000	48,000	31,057.62 65%	16,442.38 34%	500 1%
6004072 REFERENCE MATERIALS	1,800	1,800	0 0%	0 0%	1800 100%
6004073 SUBSCRIPTIONS	2,000	1,000	0 0%	1,438 144%	-438 -44%
6004074 AUDIOVISUAL MATERIALS	35,000	35,000	19,068.29 54%	10,931.71 31%	5,000 14%

Account	Budget-orig	Budget-adjust	Encumbered		Spent		Remaining	
6004075 ELECTRONIC ACCESS MATERIALS	32,980	27,980	0	0%	4,176.62	15%	23,803.38	85%
6004100 POSTAGE AND FREIGHT	700	700	0	0%	355.69	51%	344.31	49%
6004105 DUES AND MEMBERSHIPS	2,050	2,050	0	0%	0	0%	2,050	100%
6004112 BLDG GROUNDS AND EQUIP REPAIR	2,060	7,360	5574.99	76%	685.66	9%	1,099	15%
6004113 WATER AND SEWAGE CHARGES	3,200	3,000	0	0%	678	23%	2,322	77%
6004115 ELECTRIC CURRENT	59,000	59,000	0	0%	5,972.73	10%	53,027.27	90%
6004117 BUILDING AND GROUNDS EXPENSES	36,350	53,550	0	0%	7,563.22	14%	26,204.31	49%
6004136 OPERATIONAL EQUIPMENT REPAIRS	2,060	1,510	0	0%	0	0%	1,510	100%
6004137 ADVERTISING AND PROMOTION EXPE	6,000	4,000	0	0%	277.16	7%	3,723	93%
6004138 OTHER OPERATIONAL EXPENSES	16,000	15,000	331.11	2%	0.00	0%	14,668.89	98%
6004147 OTHER PROGRAM EXPENSES	15,000	11,000	0	0%	7,161	65%	3,839	35%
6004160 MILEAGE AND PARKING-LOCAL	1,000	500	0	0%	0	0%	500	100%
6004161 TRAVEL HOTEL AND MEALS	1,850	850	0	0%	49.84	6%	800	94%
6004162 EDUCATION AND TRAINING	1,000	500	0	0%	0	0%	500	100%
6004165 ADVISORY BD/TRUSTEES EXPENSES	175	175	0	0%	0	0%	175	100%
6004193 HARDWARE MAINTENANCE	7,022	7,022	0	0%	0	0%	7,022	100%
6004196 COPYING MACHINE RENTALS	4,200	4,200	0	0%	1,832	44%	2,367.60	56%
6004504 OTHER FINANCIAL SERVICES	27	27	0	0%	14.79	55%	12.21	45%
6004573 OTHER FEES FOR SERVICES	6,000	2,000	0	0%	194.25	10%	1,806	90%
<b>Total</b>	<b>462,787</b>	<b>462,787</b>	<b>103,098.47</b>	<b>22%</b>	<b>148,234.25</b>	<b>32%</b>	<b>191,671.81</b>	<b>41%</b>

#### Chargebacks

6004602 INSURANCE PREMIUM CHARGEBACK	18,089				4,522	25%	13,566.79	75%
6004604 DPW SECURITY CHARGEBACKS	120,077				30,019	25%	90,057.75	75%
6004606 TELEPHONE BILLING ACCOUNT	5,511				1,105	20%	4,406.04	80%
6004609 DATA PROCESSING CHARGEBACKS	133,042				0	0%	133,042.00	100%
6004617 DUPLICATING/PRINTING CHARGEBAC	8				0	0%	8	100%
6004618 OFFICE SUPPLIES CHARGEBACK	70				6.31	9%	63.69	91%
6004619 BUILDING SERVICE CHARGEBACK	46,095				0	0%	46,095.00	100%
<b>Total Chargebacks</b>	<b>322,892</b>				<b>35,652.73</b>	<b>11%</b>	<b>287,239.27</b>	<b>89%</b>

#### Debt

6006000 PRINCIPAL ON SERIAL BONDS	6,331				6,331	100%	0	0%
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Account	Budget-orig	Budget-adjust	Encumbered	Spent	Remaining
6007000 INTEREST ON SERIAL BONDS	1,412			800 57%	611.93 43%
<b>Grand Total (operating):</b>	<b>2,331,166</b>		<b>103,098.47 4%</b>	<b>564,766.88 24%</b>	<b>1,643,518.18 71%</b>

Projects & Grants					
5000165 DIGITAL LITERACY GRANT	4,000			0 0%	4,000 100%
5000590 CAPITAL FUNDS FOR FLOORING	237,888			0 0%	237,888 100%
5000808 STATE CONSTRUCTION AID - 2021	39,372			0 0%	39,372 100%
5000808 STATE CONSTRUCTION AID - 2022	266,142			0 0%	266,142 100%
Library Development Fund	12,058			12,058 100%	0 0%
KLEE GRANT (Friends)	75,000			8,597 11%	66,403 89%
<b>Total Projects &amp; Grants</b>	<b>634,459.99</b>			<b>20,654.99 3%</b>	<b>613,805.00 97%</b>

Account	Budgeted	Collected	Remaining		Notes
Revenue					
5000100 LIBRARY COPY FEES	8,600	2,374.35	28%	6,225.65	72%
5000177 RENTALS & FEES	11,600	1,290	11%	10,310	89%
5000189 OTHER LOCAL GOVERNMENTS	773,785	0	0%	773,785	100%
5000312 RENTAL CHARGEBACKS	17,000	17,000	100%	0	0%
5000426 MISCELLANEOUS	15,000	2,264.30	15%	12,735.70	85% Library Fees
5000431 MISCELLANEOUS	15,000	0	0%	15,000	100% Books for Babies funds
5000451 INTEREST AND EARNINGS	9,000	122	1%	8,878	99%
5000470 VENDING MACHINE	1,000	0	0%	1,000	100%
5000471 COMMISSIONS	800	0	0%	800	100%
5000531 GIFTS AND DONATIONS	200	503	251%	-303	-151%
5000545 CREDIT CARD REBATES	70	0	0%	70	100%
5000562 TRANSFER FROM GENERAL FUND	1,398,987	1,398,987.00	100%	0	0%
5000808 OTHER STATE AID	79,628	10,060	13%	69,568	87%
5000952 ARRA DEBT REIMBURSEMENT	496	279	56%	217	44%
<b>Total Revenue (operating):</b>	<b>2,331,166</b>	<b>1,432,879.76</b>	<b>61%</b>	<b>898,286.24</b>	<b>39%</b>

Projects & Grants					
5000165 DIGITAL LITERACY GRANT	4,000	4,000	100%	0	0%
5000590 CAPITAL FUNDS FOR FLOORING	237,888	237,888	100%	0	0%
5000808 STATE CONSTRUCTION AID - 2021	39,372	35,435	90%	3,937	10%
<b>5000808 STATE CONSTRUCTION AID - 2022</b>	<b>378,023</b>	<b>0</b>	<b>0%</b>	<b>378,023</b>	<b>100% Increased from \$266,142</b>
Library Development Fund	12,058	12,058	100%	0	0%
KLEE GRANT (Friends)	75,000	50,000	67%	25,000	33%
<b>Projects &amp; Grants Revenue</b>	<b>746,341</b>	<b>339,381</b>	<b>45%</b>	<b>406,960</b>	<b>55%</b>

<b>Big 2022 Purchases/projects</b>				
Project	Date	Quote/estimate	Actual	Note
Painting	March	\$3,000		
Flooring	May	\$237,888		
Vinyl clings		\$21,388		
Public Lounge	February	\$1,000		
Supplemental HVAC for Public Lounge	May	\$4,467.85	\$4,467.85	
Projector and screen for Decker Room		\$8,278	\$8,278	Funded by the Library Development Fund and the Friends
Other AC upgrades for Decker Room				
Library market : supplemental design work		\$3,600	\$3,600	Funded by the Library Development Fund
Website/calendar		\$31,550		
Door counters		\$5,400.75		
Wireless/mobile printing		\$725/year		Needs to be added to 4CLS contract
Security camera upgrade	May	\$59,154.47 (\$39,372 from 2021 construction aid)	\$59,154	
Replacement light pole for staff lot	May	\$2,103.26	\$2,103.26	
Replace front doors		\$100,000		
Door to reading garden				
Downstairs bathrooms				
Security office				
Sink in Kresge Room				
Outside trash cans				
Youth Services upgrades				
Office chairs for staff				
			<b>Total</b>	<b>\$77,603.58</b>

## Director's Report

Josias Bartram

May 12, 2022

### Frequently Referenced People and Terms

- Here's the link to the [Frequently Referenced People and Terms doc](#).

### Broome County Assigned Counsel Program

- Our MOU with the Assigned Counsel Program is on the agenda for the May legislative session. It starts 6/1.
- DPW has already started patching and painting the space. We will be moving our stuff out on 5/16 with help from the DPW janitorial crew. We're also getting a dumpster, so it will be a good opportunity for some spring cleaning!

### Policies

- The draft Social Media Policy is attached. It clearly establishes an appeal process, which is the most important part from a legal standpoint.
- The Bulletin Board Policy is the next priority. It is very similar from a legal standpoint, so we should be able to use the Social Media Policy as the basis.

### Design projects

- We've used roughly half of our Library Market retainer for brand collateral, including stationary, business cards, logos optimized for social media, stickers and bookmarks, and name tags. These have all been approved and are currently being finalized.
- The website/calendar project was (FINALLY!) approved by the Legislature at their April session and launches on Friday. I expect that it will be a lengthy and involved process, but I will keep you posted.

### Open Meeting Law

- Unless the state of emergency is extended, we will need to hold our June meeting in person.
- I'm attaching an FAQ about the recent modifications to the Open Meeting Law. You have the authority to approve a list of "extraordinary circumstances" under which a trustee could attend a meeting remotely. Any trustee attending under one of these circumstances would be allowed to vote but wouldn't count towards a quorum. In other words, going forward we will need a quorum present in person in order to hold a meeting.

### Pride month and Juneteenth

- We are planning both in-person displays and social media posts in recognition of Pride Month (June) and Juneteenth. While we are anticipating and preparing for the possibility of some backlash, particularly on social media, we don't want to let that threat drown out the celebratory and affirming message. That said, I will make sure to notify the County Executive's office in advance.

### Quotes/contracts

- **Four County EnvisonWare contract** – This is the renewal of one of our regular Four County contracts. It covers the reservation/authentication and print management processes for the public computers. It's different than the contract that we have directly with EnvisonWare for our self-checkout and kiosk and library document station. This renewal includes the addition of mobile printing, which will allow patrons

to print directly from their phones, laptops, and home computers, and which was originally approved at our May 2021 meeting.

### **Finances/Budget**

- The April financials are attached.
  - We are spending money at a slightly faster pace this year, primarily because of all of the projects we've been doing. The \$30k from the Assigned Counsel Program should help to offset some of this.
  - We're closer to the budget on payroll than usual, but still in good shape.
- Our Construction Aid has been increased from \$279,807 to \$378,023 with no additional work from me, so that's very good news. Four County ended up with additional money to distribute, and our match was high enough that we were able to absorb the difference. Obviously, this is also a concrete benefit of pursuing a good relationship with Four County.
- The 2023 budget process opens on May 25th. The top priority is adding positions/hours to Admin.

### **Grants**

- I plan on applying for two additional grants this year.
  - The first will be a small Community Foundation grant which will supplement our Kresge application and be used to purchase foreign language books for Youth Services.
  - The second will be a follow up to the Tioga Downs Foundation and will focus on continuing to improve our accessibility.

### **Building/Facilities**

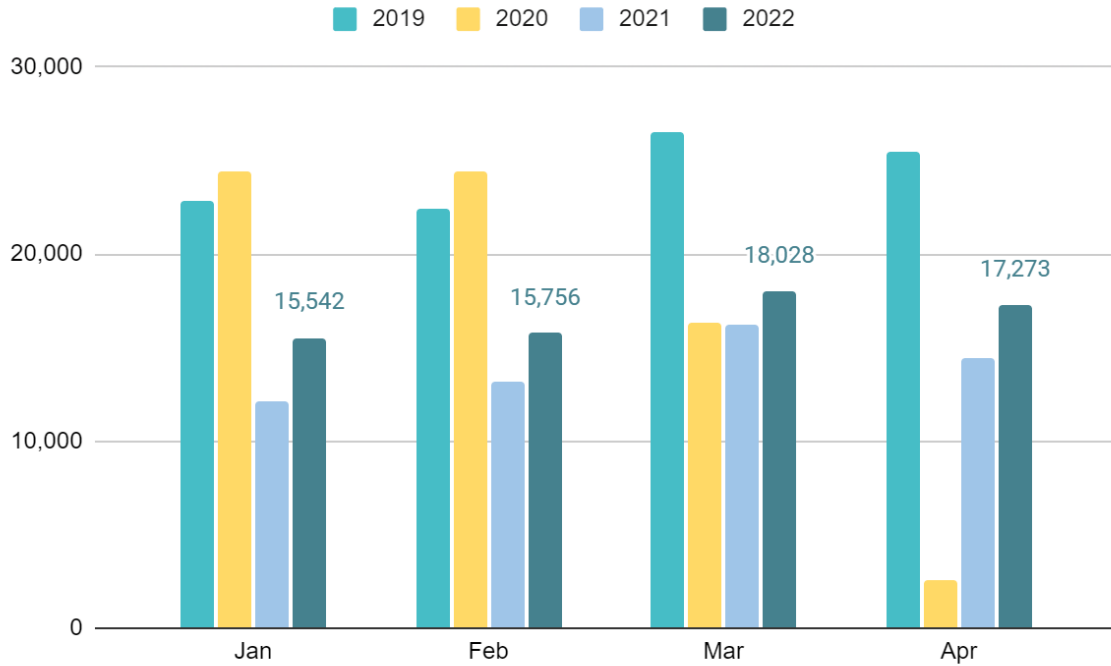
- The flooring and security camera projects are moving forward, but slowly, thanks to the supply chain issues. I applied for and received an extension for the Construction Aid funds that are going towards the security cameras since the deadline is June 30<sup>th</sup>.
- The issues with the front doors have continued. I am waiting for plans from Engineering so that can get a building permit and bids to replace them.
- The public bathrooms, and particularly the upstairs men's room, have been a nightmare this month. They are clogged every couple of days. In addition to the fixtures wearing out, some of this is from patrons flushing syringes and other drug paraphernalia. While it won't solve the issue entirely, I'm going to see if we can install needle collection containers in the upstairs bathrooms. We already have them downstairs, and I think that they do cut down on clogs somewhat.

# Data Analytics Monthly Report (May 2022)

Submitted by Laura Haynes

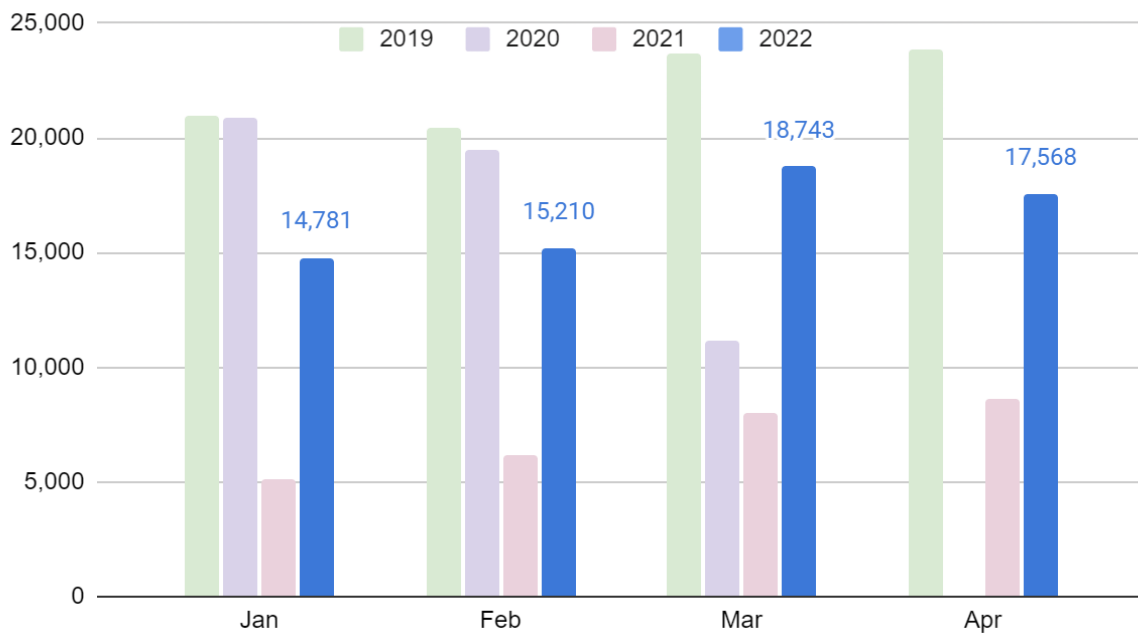
## Total Monthly Circulation for January, February, March, and April:

The total monthly circulation rose to 18,028 in March, and came down to 17,273 in April. However as you can see, we have better numbers than in 2021:



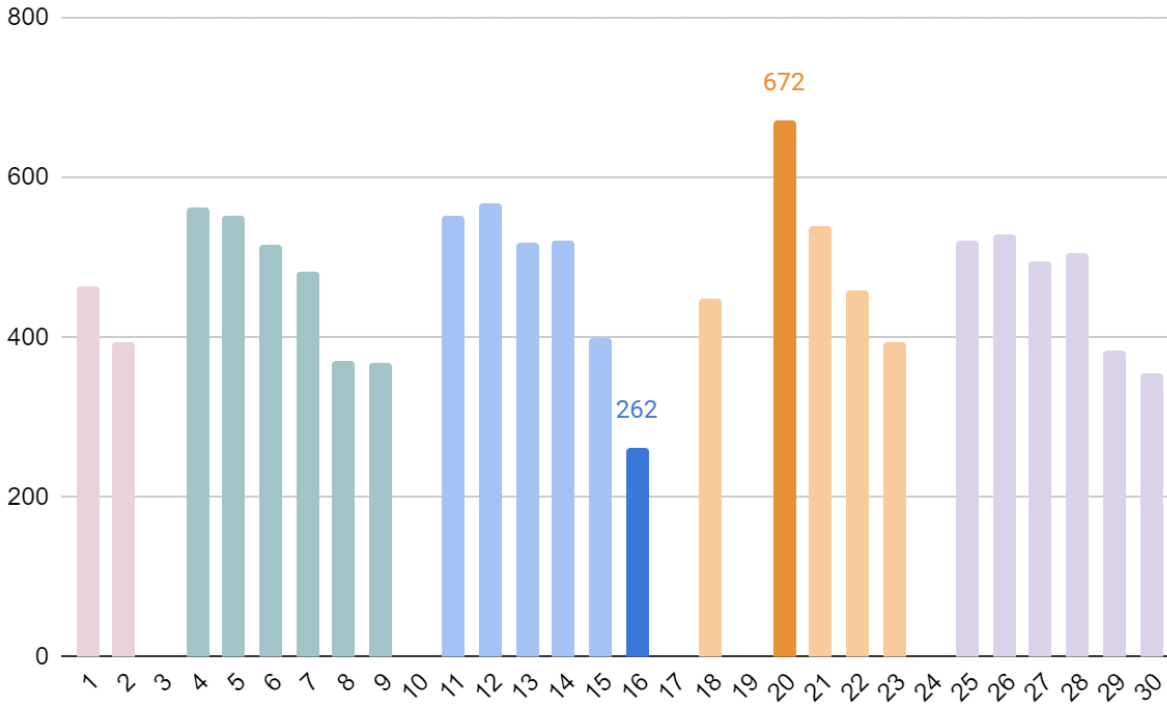
## Total Door Count for January, February, March, and April:

For Door Count, we also did much better over the past four months than we did in 2021. Please note that we were closed in April 2020.



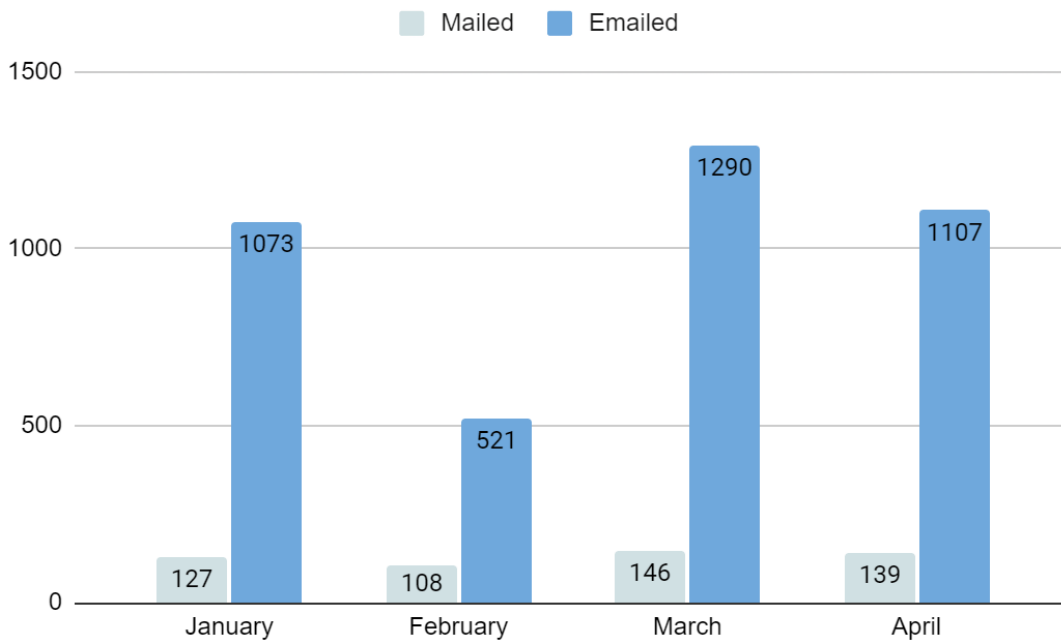
### Daily Door Count Totals (by date):

The door count for April averaged 585 per day. As you can see, we had a low of 262 on April 16, and a high of 672 the day after a severe snowstorm when many folks were still without power.



### Overdue and Lost Item Notices Sent Out in April:

The data varies greatly in terms of emailed overdue and lost item notices. The numbers for mailed overdue and lost item notices stayed steady.



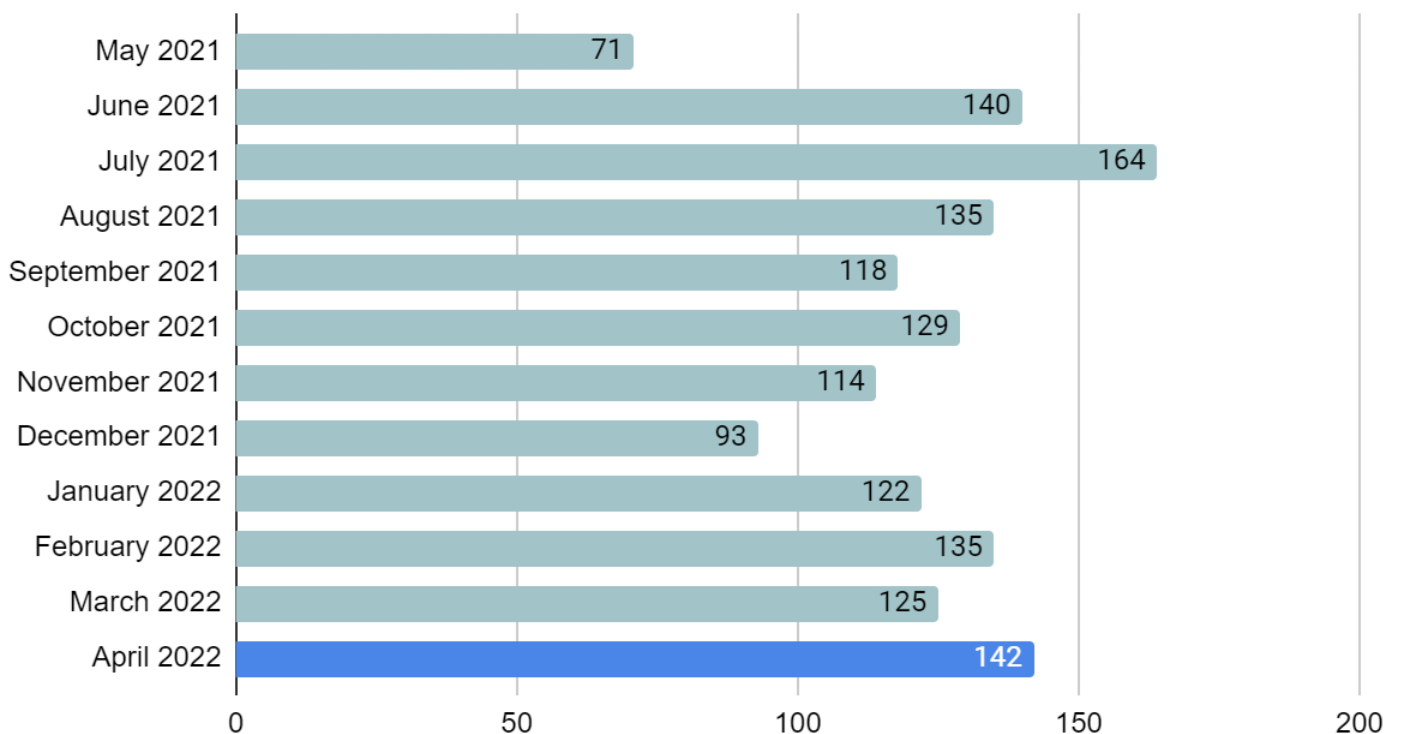
## New Patron Registration over 12 months (Library Cards, Hoopla, and Overdrive):

Library card registration is up slightly from last month at 142 registrations. Hoopla has fallen significantly this month to 8 registrations. Overdrive is slightly better than last month's numbers at 31 registrations.



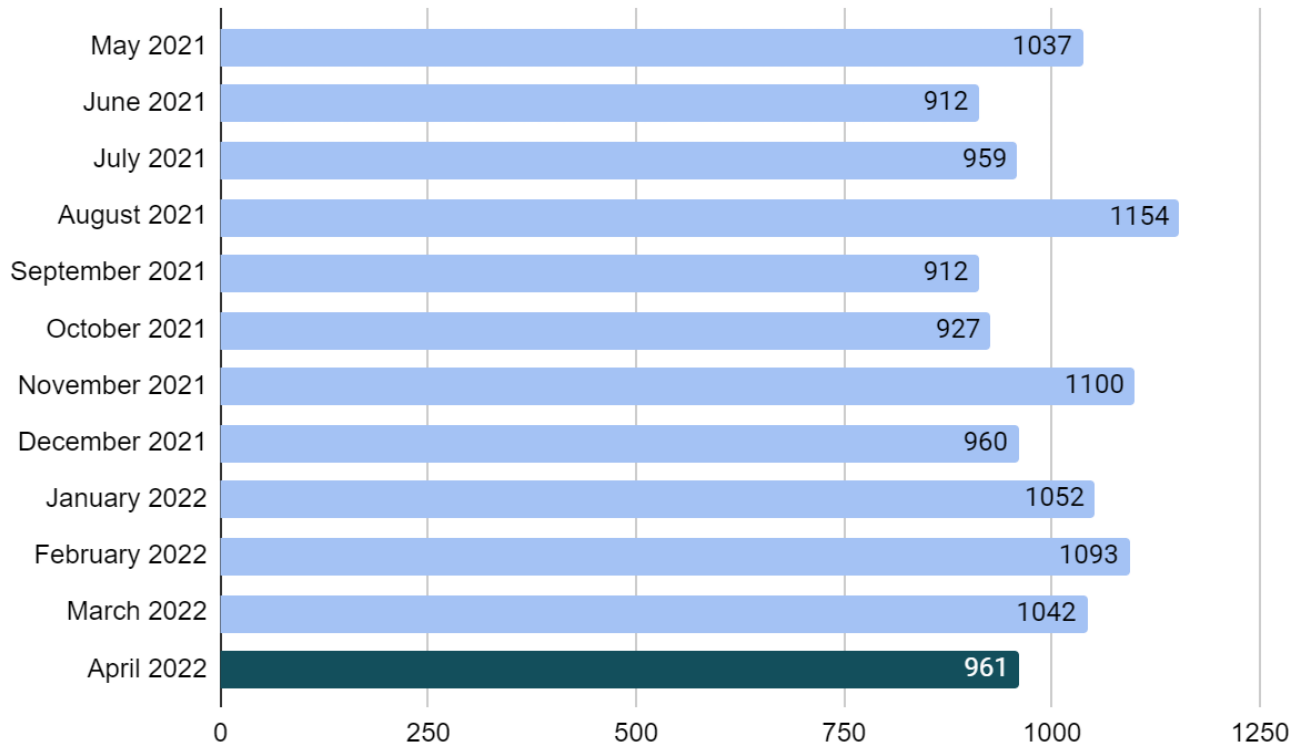
Here is an additional graph looking specifically at New Library Card Registrations:

## New Library Card Registrations- Last 12 months



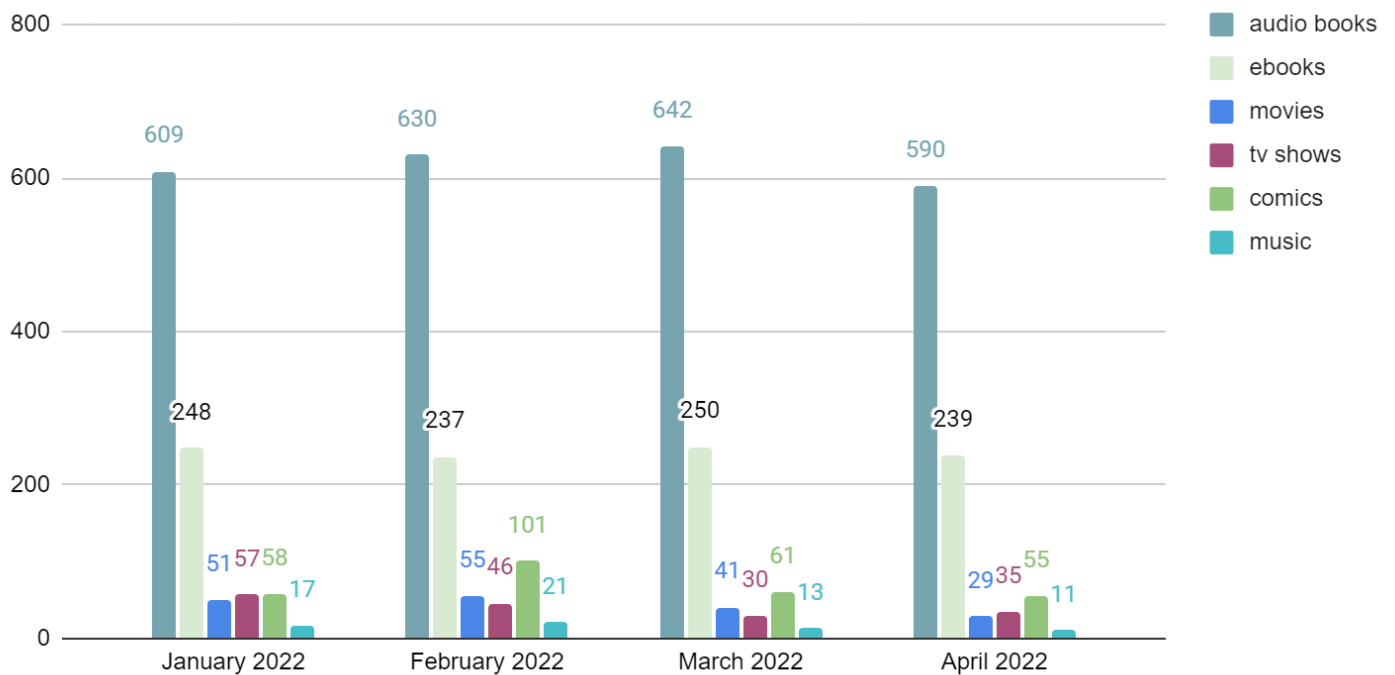
### Hoopla Circulation over the last 12 months:

Hoopla circulation is down slightly but it seems like we tend to fluctuate between 900-1100 checkouts.



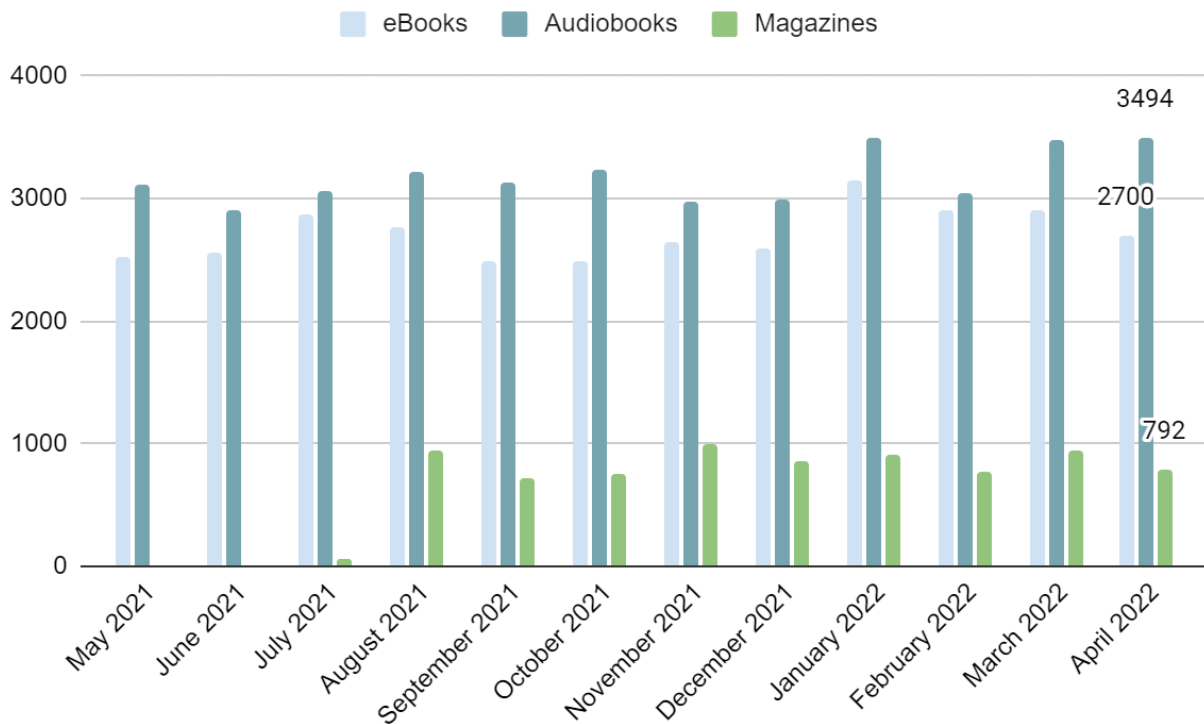
### Hoopla Circulation by Category:

The numbers for different media are generally holding steady, but as shown previously there was a slight decrease across the board for April 2022.



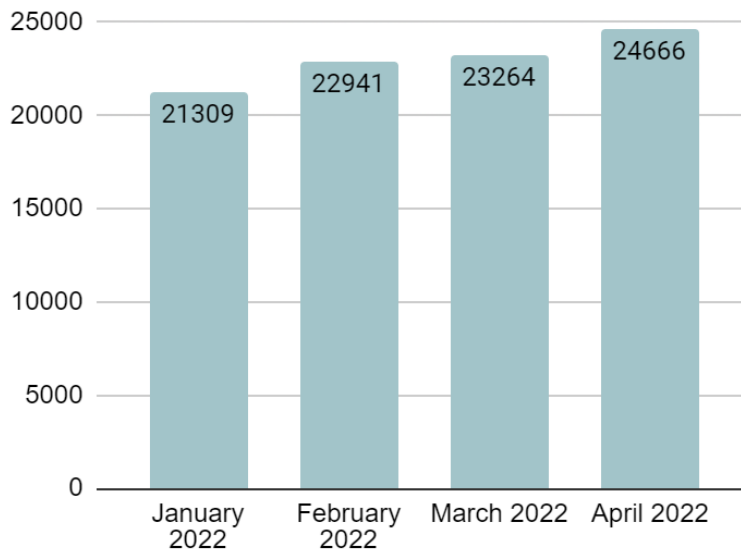
### Overdrive Circulation for eBooks, Audiobooks, and Magazines over the last 12 months:

Circulation for audiobooks has generally stayed around 3500 over the past **four** months, besides a slight dip in February. There is a slight downward trend in the past four months with eBooks, but over the past 12 months these have hovered around 2500-3000. Magazine circulation has been steady with slight fluctuation, varying from 750-950 checkouts.



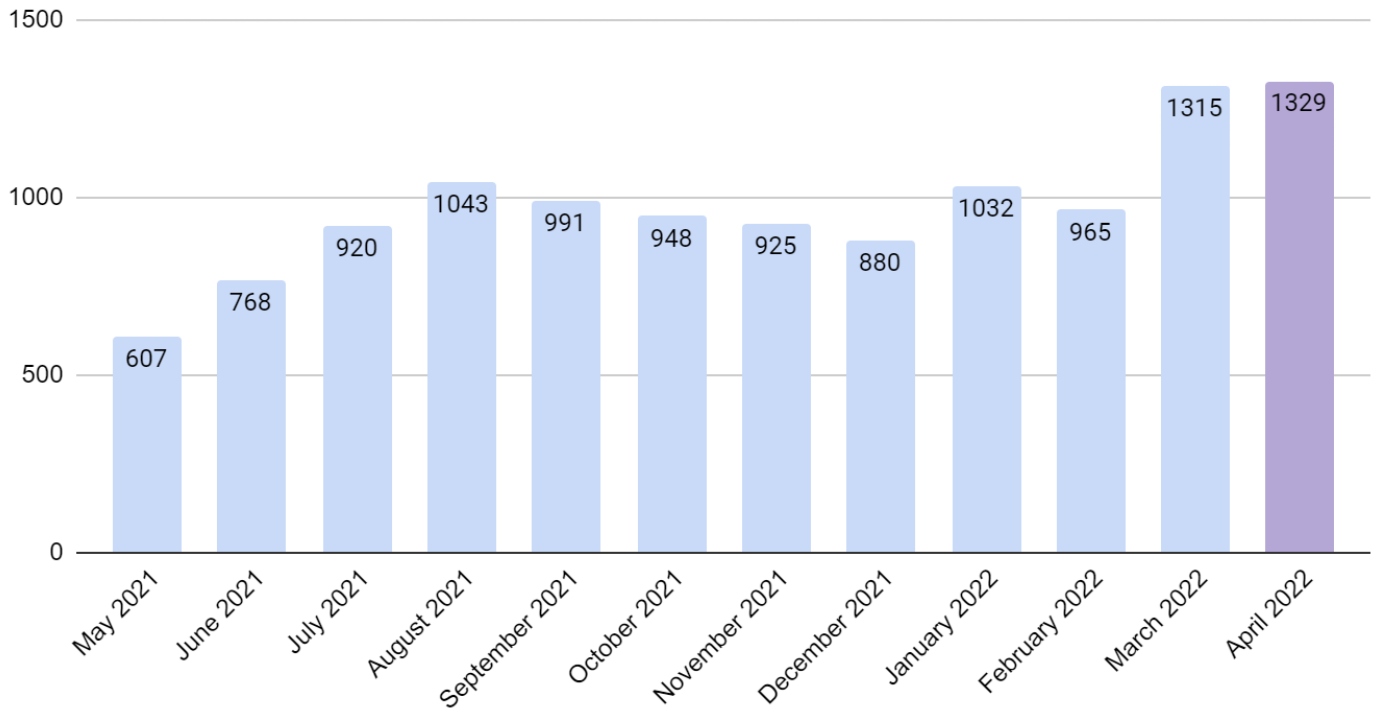
### Number of Wireless sessions:

Previous reports showed the number of wireless sessions in hours, I prefer to use the total number of wireless sessions for this graph. As you can see the number of wireless sessions is on a growing trend.



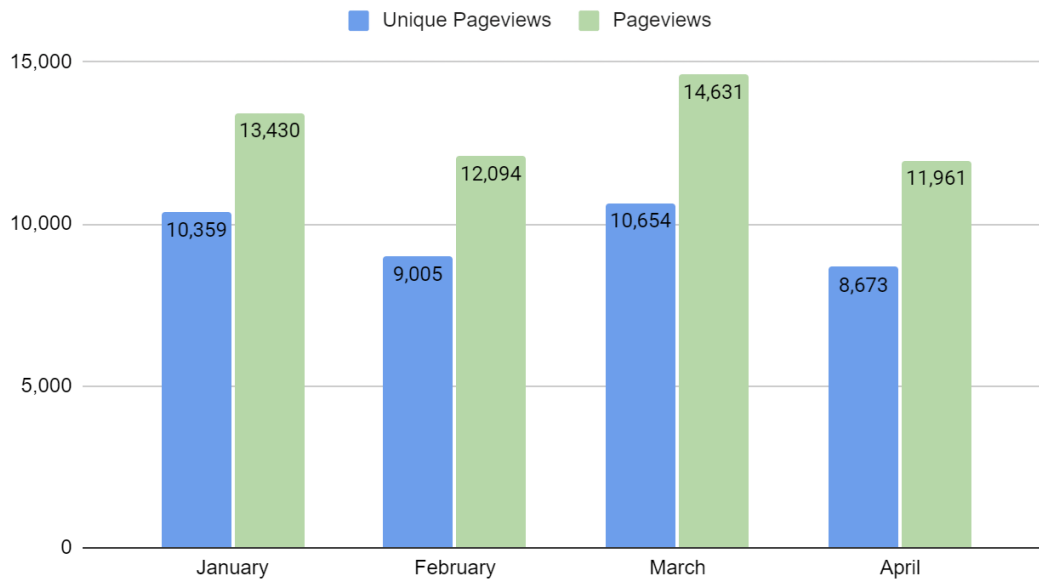
### Public Computer Sessions over the Last 12 months:

Public computer sessions have increased significantly from February to March, and held steady in April.



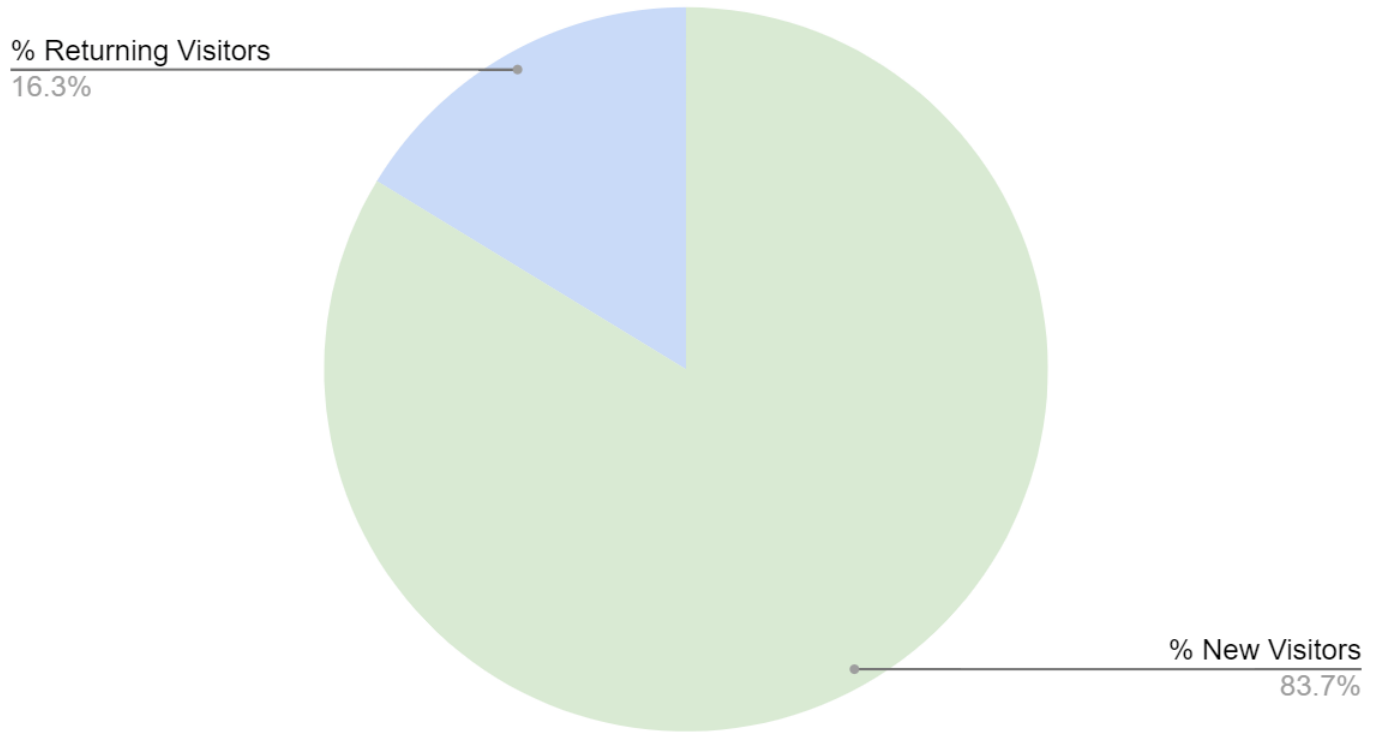
### WEBSITE:

This graph shows the number of pageviews versus unique pageviews for the past four months. There has been a slight dip between March and April. Consistently, unique pageviews make up the majority of our pageviews:



This graph shows website visitors by percentage. New visitors make up the majority of the visitors to our webpage:

## Visitors by Percentage



### **Bounce rate for April 2022:**

The bounce rate, meaning the percentage of users who leave the site without visiting a second page, was at 61.52%.

### **Average session duration:**

The average session duration for April was 2 minutes and 12 seconds.

## **Circulation: Submitted by Kathleen Shores**

### **April –**

Part-time Custodian, Tyler Hurlburt's last day was April 1<sup>st</sup>.

The custodial position previously held by Kenneth Homer remained vacant. Josias Bartram, Tim Andrus (Custodian), and Kathleen Shores interviewed Stanley Balboa on April 6<sup>th</sup>. Stanley was offered the position and he accepted. His first day is May 2<sup>nd</sup>.

Hanna Hertzler started training on the 4<sup>th</sup> of April. Hanna was quick to learn how to navigate WorkFlows. Hanna also began learning how to repair books later in the month.

A luncheon was generously provided by the Friends of the Broome County Public Library on April 5<sup>th</sup> to celebrate National Library Week and library staff.

Kathleen Shores assisted Kelsey Matoushek by spending two hours with new part-time Youth Services clerk, Sienna Dransfield, on her first day. Kathleen gave Sienna a tour of the building, introduced her to library staff, and had Sienna shadow her on the Circulation Desk.

The library was listed as a warm space on April 20<sup>th</sup> when thousands of County residents were without power after a winter storm. Patrons came to charge electronics, perform work on their laptops, fill water bottles, and escape the cold. It was our busiest day of the month with 672 visitors.

Full-time Circulation staff members, Nursel Bagsever and Emma Wagaman, provided 71 hours of desk coverage and/or additional help to Youth Services during the month of April.

Part-time Circulation staff member, Christian Wert, provided 21 hours of desk coverage in Local History during the month of April.

## **April 2022 Youth Services Board Report**

### Notable things to report in Youth Services:

- A part-time clerk, Sienna Dransfield started on April 18 and is doing very well. Sienna is currently an MLS student and is eager to learn as much about libraries as she can.
- Kathleen Shores is regularly providing coverage for the Youth Services Department, which is very much appreciated. She provided at least 71 hours of coverage in April, allowing us to work on weeding and other projects that should have been completed years ago. Thank you to Kathleen, Nursel Bagsever, and Emma Wagaman for making this happen.

- Local artist, Amanda Brechko, held a raffle to benefit children's programming at the nine libraries in Broome County. \$355.00 was raised and will be used to purchase children's books that libraries can use as giveaways.
- Starting on April 5, 150 Spring themed Grab-N-Go bags were handed out to children, and 65 Grab-N-Go bags were handed out to teens. The teen Grab-N-Go bags had all the supplies needed for a windchimes craft. Thank you to Binghamton University's Circle K organization for packing the bags and thank you to the Friends of the Library for generously supporting this program.
- Michelle is again offering story time for adults on the first Monday of every month.
- Kelsey, Josias, and Kathy Groover met with Irina Makosiy, Katerynia Kadylak, Zina Makosiy, and Olga Putano to discuss Bilingual Ukrainian Story Time. The Community Educators presented their program plans, which are phenomenal.
- Attendance for in person programs in April:
  - o April 1 Spring STEAM Story Time-10
  - o April 2 LEGO Club-41
  - o April 4 Story Time for Adults-7
  - o April 8 National Library Week Story Time-0
  - o April 9 Playdough Flower Construction STEM Activity-21
  - o April 12 Bilingual Story Time-8
  - o April 13 Board Game Day-11
  - o April 14 Crafty Kids-25
  - o April 15 "Where's Waldo?" Scavenger Hunt-8
  - o April 16 LEGO Club-19
  - o April 21 Teen Craft & Chat-0
  - o April 22 Collaboration with Adult Services on an Earth Day program-18
  - o April 22 Bilingual Story Time-13
  - o April 23 Plastic Egg Rockets STEM Activity-31
  - o April 30 LEGO Club-21
  - o Average attendance for April Lapsit Story Time-14
- Summer Reading Program preparation continues.
- Kelsey attended the Head Start Policy Council meeting on April 27.

- The Youth Services Department collaborated with the Discovery Center for First Friday on May 6. Library LEGO Club creations were placed on display, and Youth Services staff tabled at the event. 35 people visited the library table and 11 people registered for a library card.

Upcoming in Youth Services:

- Future Youth Services programs include:
  - o Students from an advanced Spanish course at Binghamton University will be offering a bilingual story time on May 7
  - o LEGO Club on May 12
  - o Tri Cities Opera's "Stone Soup" program on May 14
  - o Teen Craft & Chat on May 19
  - o STEAM Event on May 21
  - o A science fair for homeschoolers on May 23
  - o STEAM Event on May 27
  - o LEGO Club on May 28
  - o Grab-N-Go bags for children and teens for the Memorial Day long weekend
  - o Summer Reading Program starts on June 27
- Kelsey will attend the next Head Start Policy Council meeting on May 18 and the next School Librarians of the Southern Tier East meeting on June 6.
- Kelsey will table at the Kilmer Days Children's Fair on May 22.

Respectfully submitted by

Kelsey Matoushek

Librarian II

Youth Services

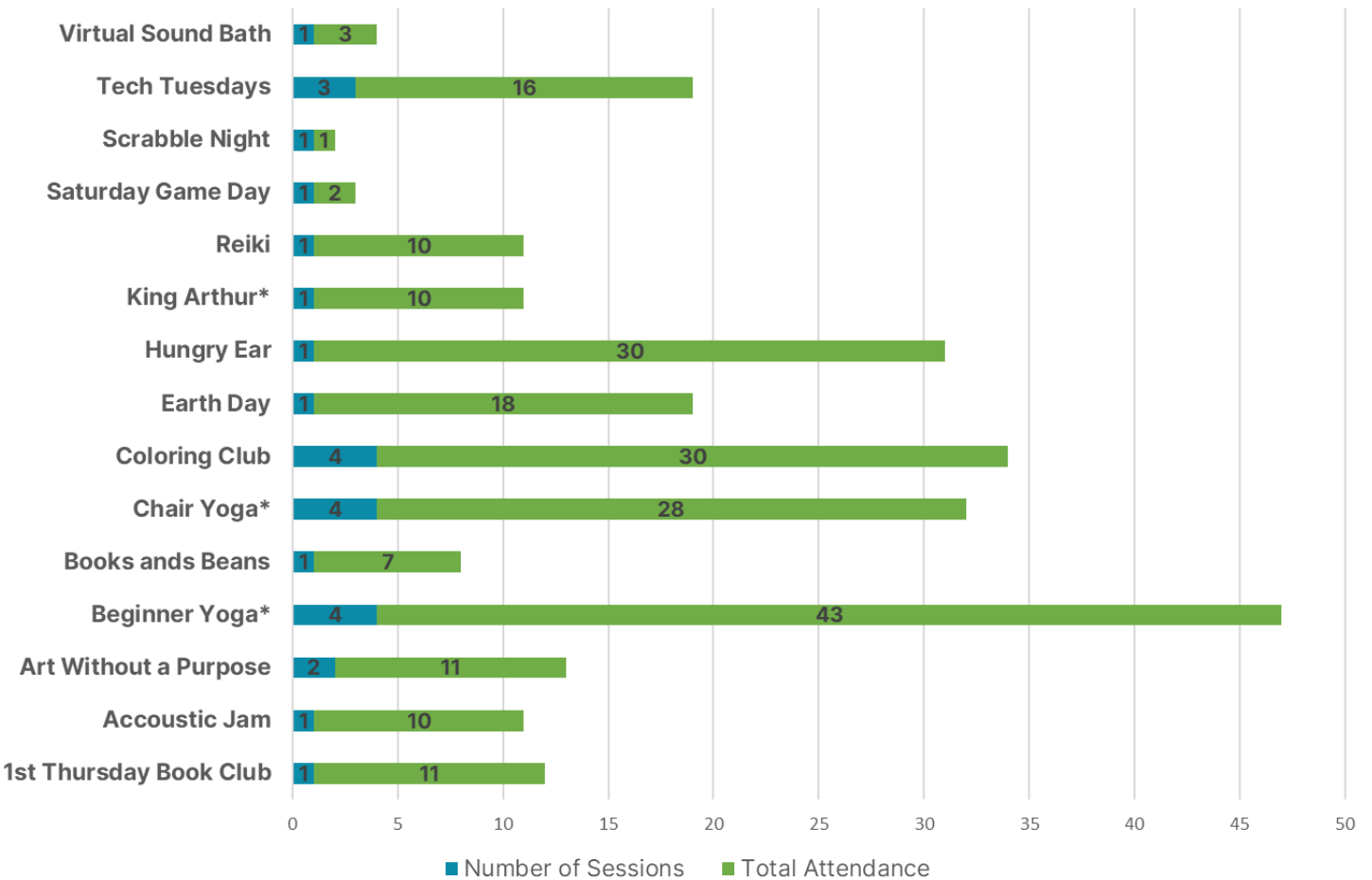
## Information Services Report Submitted by Sherry Kowalski

### April Programs/Events :

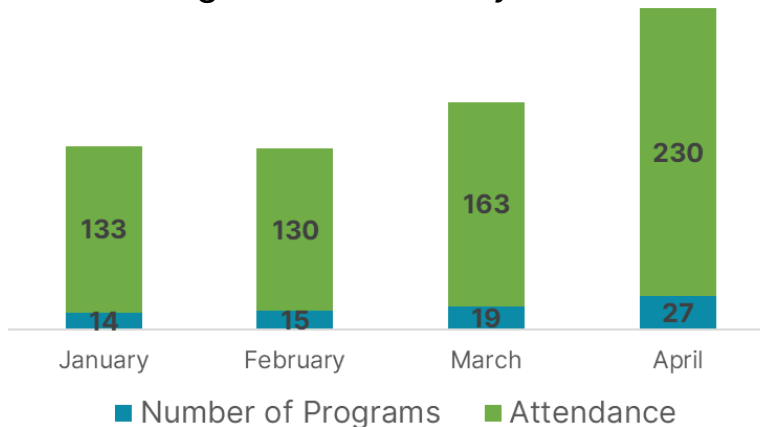
The number of programs we offered in April increased 42%, attendance was up 41%. Three programs were canceled due to the snow storm and power outages. The knitting group meeting, Tech-Tuesday, and virtual sound were canceled.

### Programs/Events Held in April

\* Funded by The Friends of Broome County Public Library



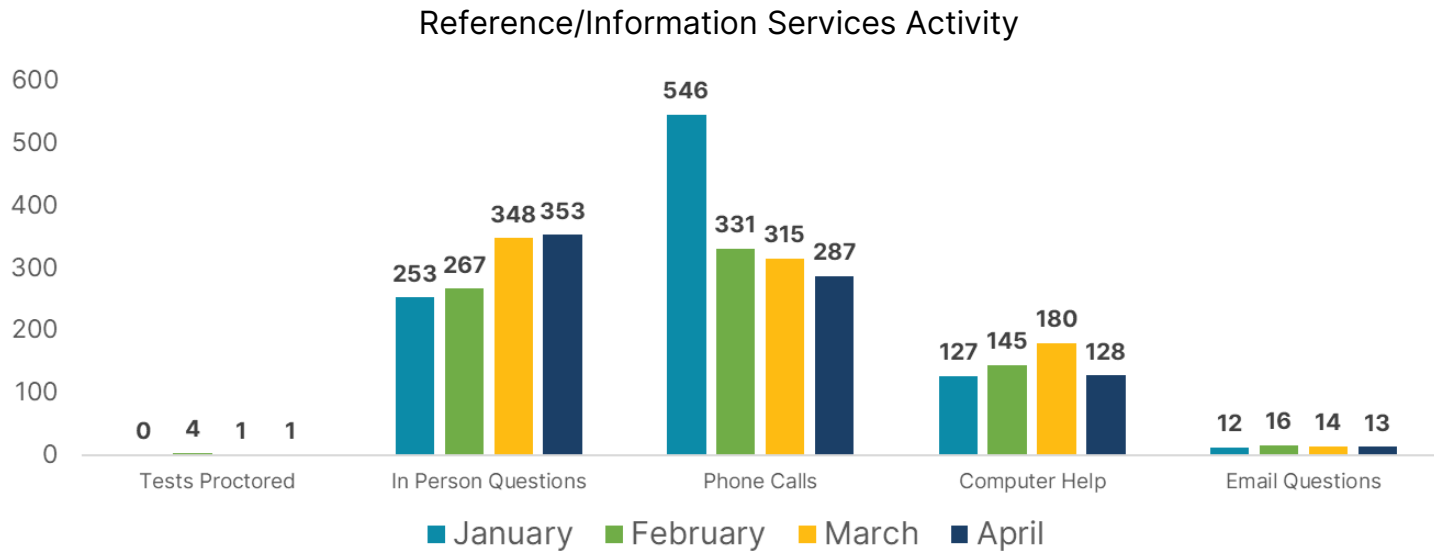
### Program Statistics by Month



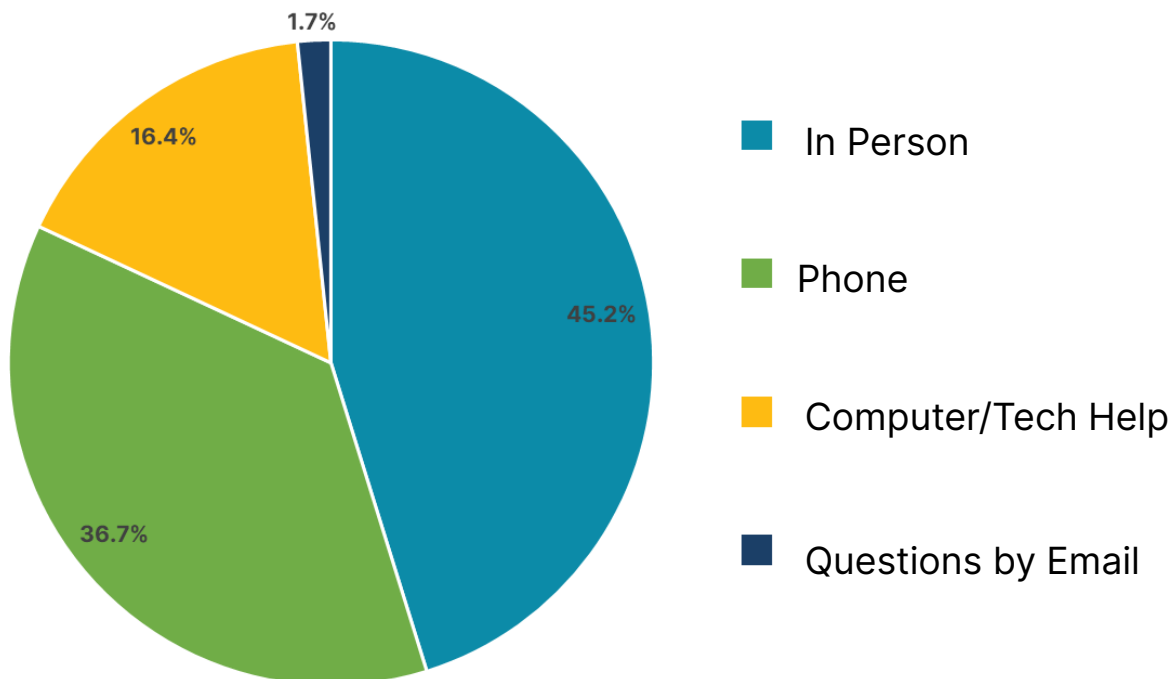
## Information Services Report Continued:

### Reference:

There has been a decrease of 16.7% in total reference questions since January. The number of questions by phone decreased by 47.4% in that same period and in-person questions increased by 39.5%.



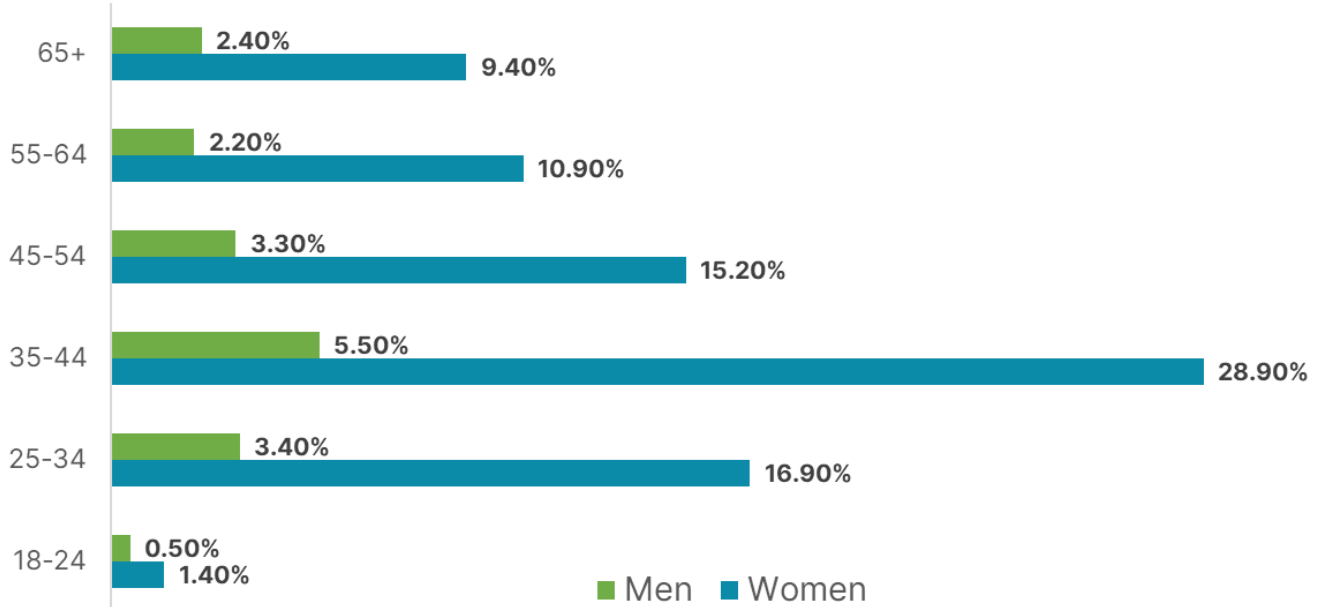
### Percentage of Reference Questions by Type



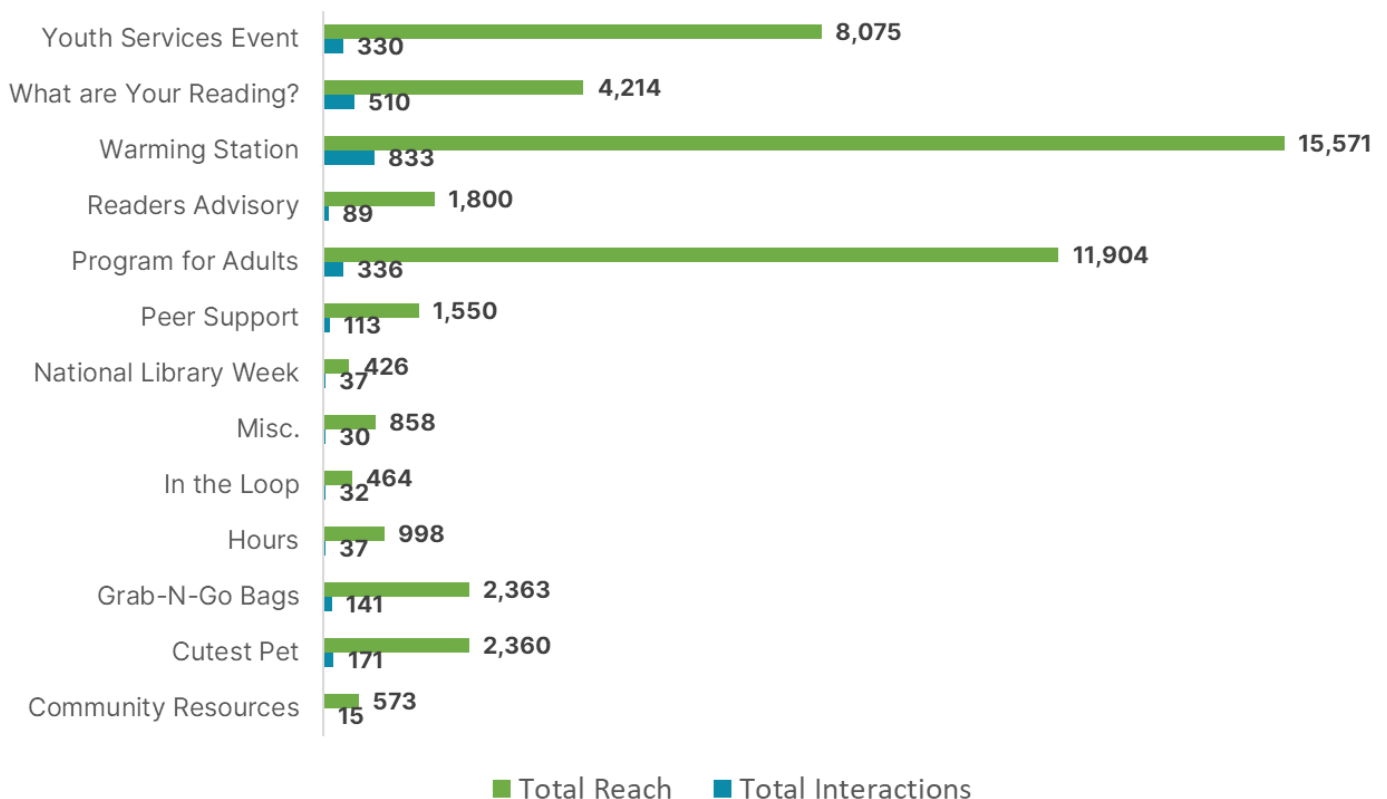
## Facebook Analytics Submitted by Sherry Kowalski

The Library's Facebook followers increased by 35. The post with the highest reach and most interactions was the post about the Library serving as a warming center during the widespread power outage. That post accounted for 2.1% of the total posts in April but accounted for 30.4% of the total reach and 31.2% of the total interactions.

Facebook Page Likes by Age and Gender as of May 5, 2022

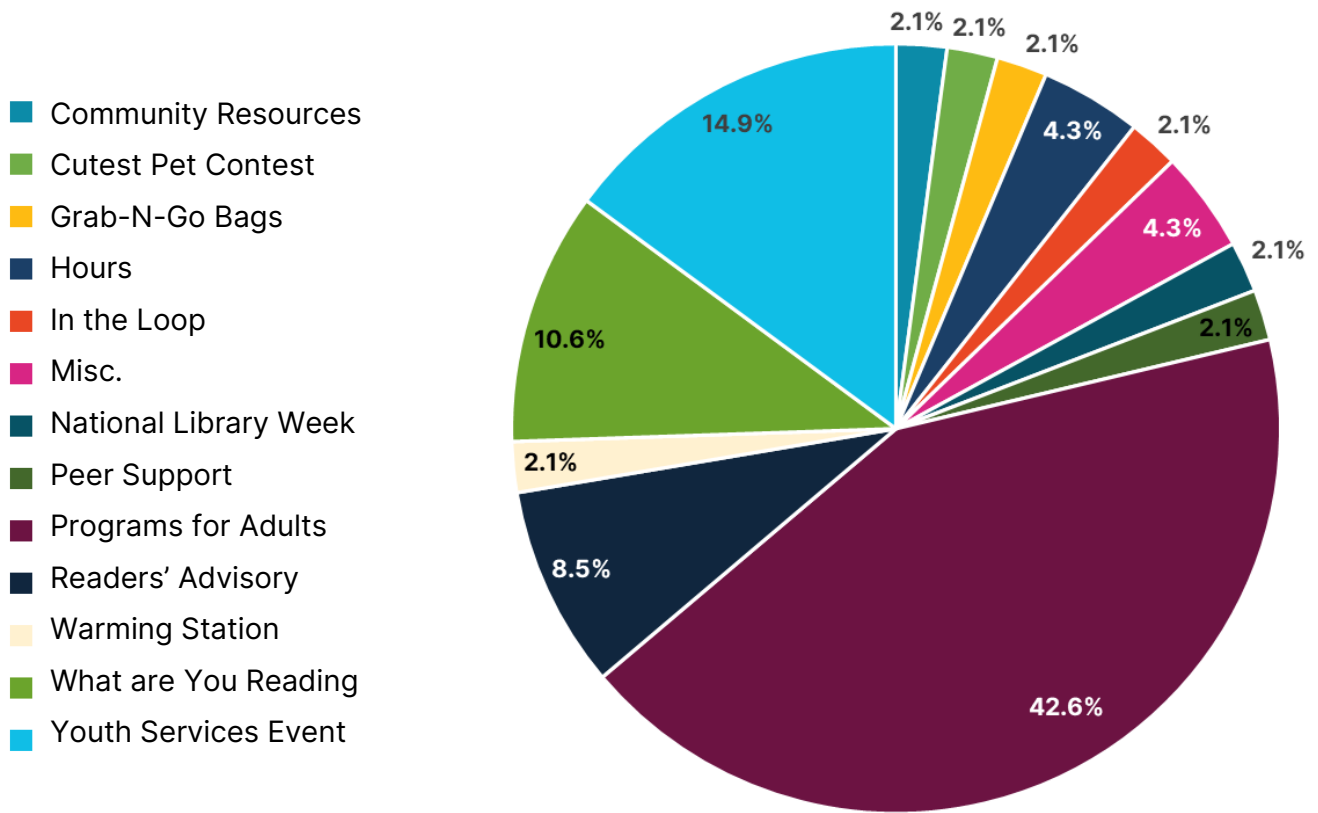


April Total Post Reach and Total Interactions by Category

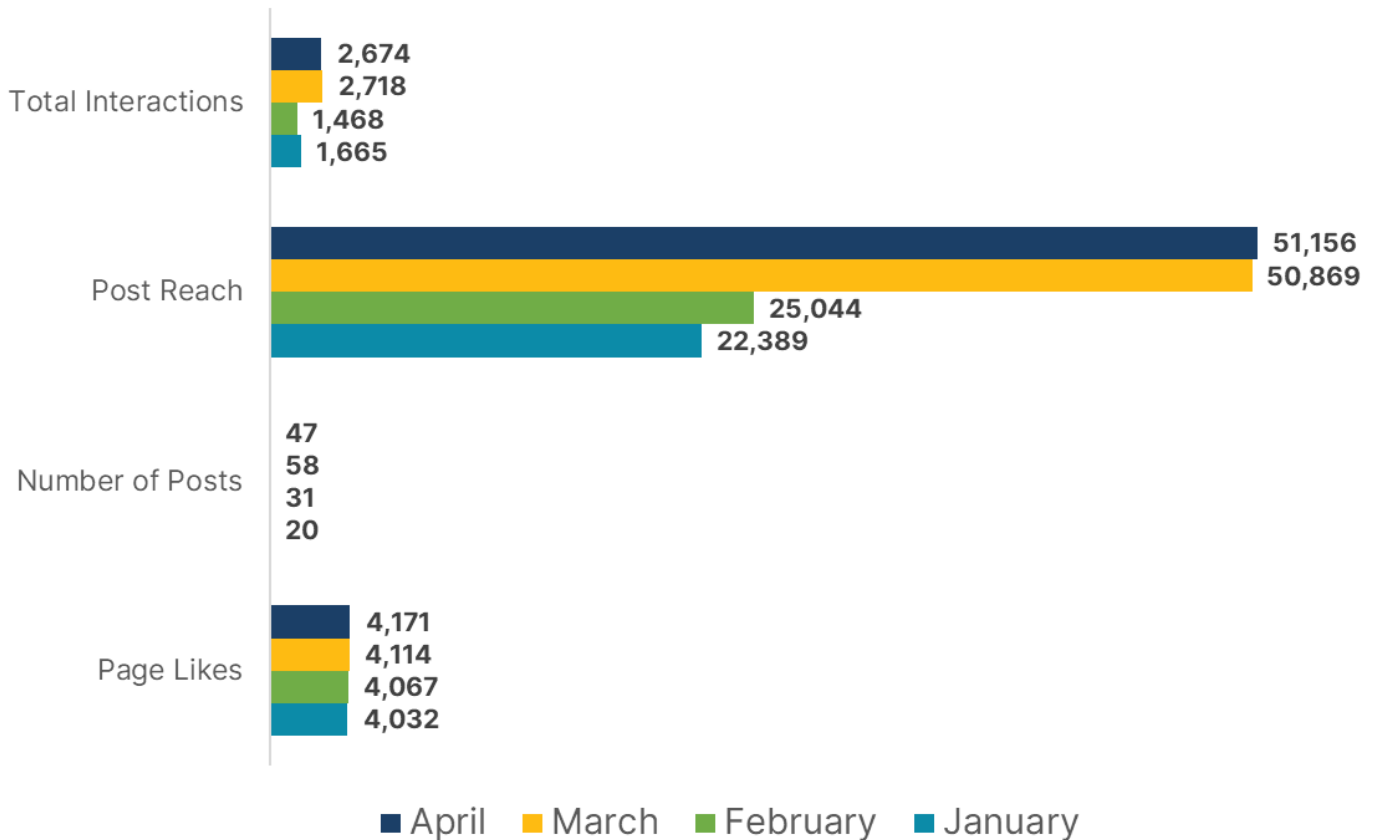


## Facebook Analytics Continued:

Percentage of Posts by Category-April



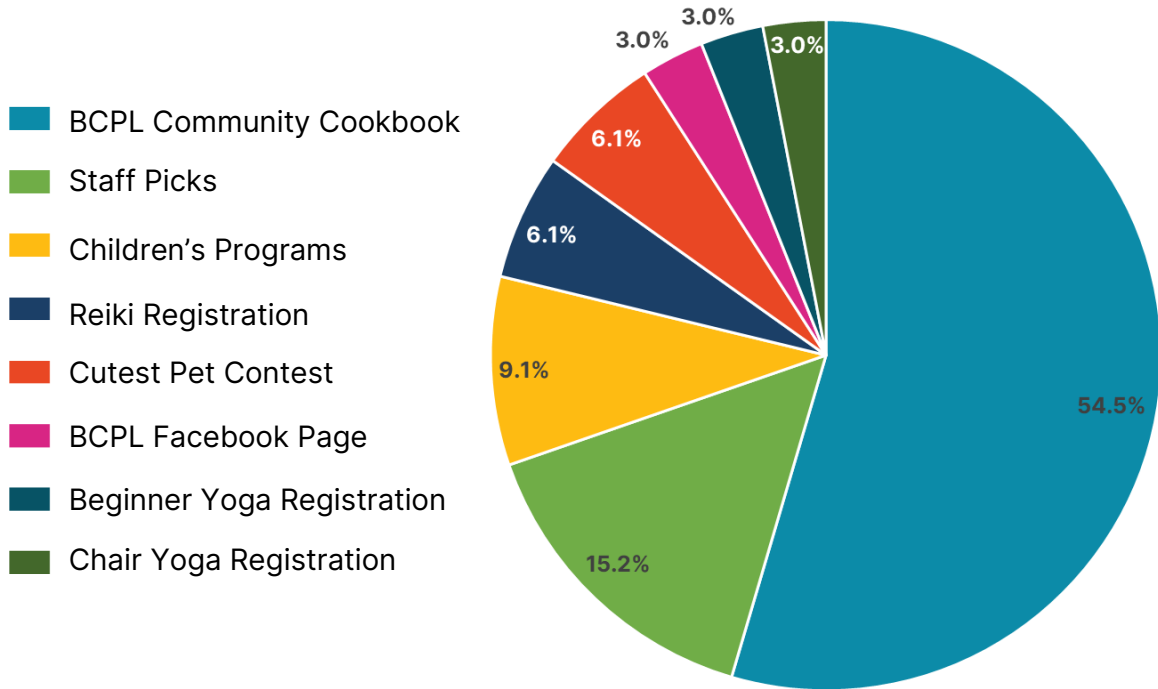
Facebook Analysis by Month



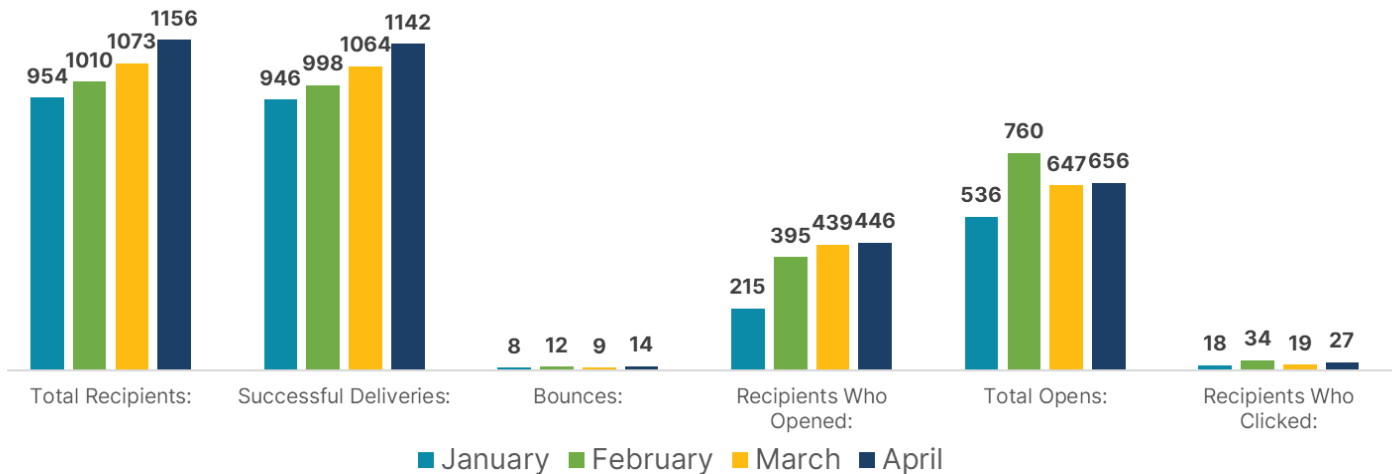
## Mailchimp Analytics May Issue of "In the Loop" Submitted by Sherry Kowalski

The May issue of "In the Loop" was sent out on April 29, 2022. The newsletter was sent to 1156 people, an increase of 83. The open rate for the May issue was 39.1%. An additional 210 people opened the newsletter from the link that was posted to our social media pages.

### May "In the Loop" Link Clicks



### "In the Loop" Data Analysis by Month



## Goals

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## 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 Parties:** Members of the BCPL organization who are responsible for an action

\*\*\*\*\***YELLOW INDICATES** the Target Date was due during this 6 month time frame or had not been completed at the the time of the last assessment. **ORANGE INDICATES** the Target Date is in the next 6 month review period. **GRAY INDICATES** completion in previous reports \*\*\*\*\*

## 2021 Action Plan: Building Sustainable post-COVID operations:

Objectives	Actions	Target Date	Responsible Parties
1. Build sustainable post-COVID library operations	1a. Allow limited use of meeting rooms for partner organizations and county departments	2/1/2021 - 5/31/2021 <b>COMPLETE</b>	Sherry Kowalski (Head of Information Services)
	1b. Facilitate the vaccination of library staff	3/16/2021 - 5/1/2021 <b>COMPLETE</b>	Josias Bartram (Library Director), BCPL Department Heads
	1c. End the quarantine of returned materials	3/29/2021 <b>COMPLETE</b>	Kathleen Shores (Head of Circulation)
	1d. Extend daily computer limit to 1 hour	3/29/2021 <b>COMPLETE</b>	Sherry Kowalski
	1e. Reopen on Saturdays for 5 hours	4/17/2021 <b>COMPLETE</b>	Josias Bartram, Department Heads

	1f. Begin hosting Friends' book sales with limited occupancy	4/17/2021 <b>COMPLETE</b>	Josias Bartram, Jennifer Keysor (Librarian for Systems and Facilities)
	1g. End periodic cleaning closures	6/1/2021 <b>COMPLETE</b>	Jennifer Keysor, Kathleen Shores
	1h. Reopen the 2nd floor	6/1/2021 <b>COMPLETE</b>	Jennifer Keysor, Monica Buckley (Local History)
	1i. Reopen Local History department	6/1/2021 <b>COMPLETE</b>	Monica Buckley, Roger Luther (Broome County Historian)
	1j. Staff all service desks at pre-COVID levels	6/1/2021 <b>COMPLETE</b>	Department Heads
	1k. Begin allowing limited community use of meeting rooms	6/1/2021 <b>COMPLETE</b>	Sherry Kowalski, Jennifer Keysor
	1l. Reopen for full Saturdays	6/5/2021 <b>COMPLETE</b>	Josias Bartram, Department Heads
	1m. Reopen on weeknights	6/28/2021 <b>COMPLETE</b>	Josias Bartram, Department Heads
	1n. Begin offering outdoor programs	6/28/2021 <b>COMPLETE</b>	Sherry Kowalski, Kelsey Matoushek (Head of Youth Services)
	<del>1o. Reopen Public Lounge</del>	<del>August 2021</del> <b>Removed 11/21 - tied into "Addressing Mental</b>	Jennifer Keysor

		Health and Homelessness at the Broome County Public Library” project - Klee Fdtn.	
	1p. Return to pre-COVID computer limit	Fall 2021 <b>COMPLETE</b>	Sherry Kowalski
	1q. Remove plexiglass barriers and COVID signage	2022–This will be completed when appropriate.	Kathleen Shores, Laura Haynes

## 2021-2023 Goals, Objectives, and Action Plan

### Goal 1. Strengthen the Library and Build Organizational Resilience

Objectives	Actions	Target Date	Responsible Parties
1. Expand and diversify funding	1a. Create a funding plan that is feasible and sustainable with stakeholders	<del>October 31, 2021</del> October 31, 2022	Josias Bartram, Dale Ketcham (Consultant), Finance Committee
	1b. Update funding plan in response to budget meetings and community needs	Annually, October 31st <b>Complete for 2021, 2022</b> working on 2023 budget	Josias Bartram, Dale Ketcham, Finance Committee
	1c. Identify opportunities for grant funding	June 2021 and ongoing <b>COMPLETE</b>	Josias Bartram, Dale Ketcham
	1d. Work with Friends of the Library to create donor appeals and other direct fundraising	Summer 2021 and ongoing <b>Complete for 2022</b>	Josias Bartram, Friends of the Broome County Public Library

	1e. Develop a strategy for fully utilizing the BCPL trust fund	<del>August 31, 2024</del> August 31, 2022	BCPL Board of Trustees, Josias Bartram, Finance Committee
	1f. Spend the Community Foundation's Broome County Public Library Development Fund on 2021 priorities outlined in this plan	<del>November 30, 2024</del> November 30, 2022 <b>COMPLETE</b>	Josias Bartram, Board of Trustees, Laura Haynes
	1g. Produce a professional Annual Report that represents the Library to stakeholders and potential funders	April 8, 2021 and annually by March 1st  2022 : delay due to staffing changes.	Laura Haynes, Josias Bartram
2. Rebuild BCPL staff by prioritizing the creation of positions to support the growth and development of the library	2a. Restore one Information Services FTE as a Library Assistant position specializing in emerging technology and digital literacy	2022 <b>COMPLETE</b>	Josias Bartram, Sherry Kowalski
	2b. Fill empty positions with qualified candidates	June 1, 2021 <b>COMPLETE</b>	Josias Bartram, Kathleen Shores, Kelsey Matoushek
	2c. Ensure all PT staff are working full allotment of hours	June 1, 2021 <b>COMPLETE</b>	Josias Bartram, Kathleen Shores, Kelsey Matoushek
	2d. Make the Principal Account Clerk position full time	2023: *evolving : addition of admin staff priority.	Josias Bartram, Board of Trustees
	2e. Complete a thorough analysis of long-term staffing needs	<del>December 31, 2024</del> December 31, 2022	Board of Trustees, Josias Bartram, Department Heads
	2f. Develop professional development and/or training plans for all staff members based on self-assessment and the scope of new services	June 1, 2022: Will be delayed but is still a goal	Josias Bartram, Department Heads

3. Expand access to the library by eliminating or reducing burdensome fines and fees	3a. Eliminate overdue fees on JUV materials	January 2021 <b>COMPLETE</b>	Board of Trustees, Josias Bartram, Kathleen Shores
	3b. Reduce fee for non-resident library cards	January 2021 <b>COMPLETE</b>	Board of Trustees, Josias Bartram, Kathleen Shores
	3c. Budget for the elimination of all overdue fees	June 2021 <b>COMPLETE</b>	Josias Bartram, Finance Committee
	3d. Obtain funding to support the elimination of all overdue fees	July - December 2021 <b>COMPLETE</b>	Josias Bartram, Finance Committee, Dale Ketcham
	3e. Eliminate all overdue fees	January 2022 <b>COMPLETE</b>	Josias Bartram, Kathleen Shores
	3f. Work with funding partners to publicize the elimination of overdue fees	2022-2023 <b>COMPLETE, but could still use some publicity</b>	Josias Bartram, JoAnne Hanrahan (Board President)
4. Clarify and rebuild BCPL's role as central library in the Four County Library System	4a. Conduct an informal survey on the role of the central library in both peer and aspirational library systems	April 2021 <b>COMPLETE</b>	Josias Bartram, Steve Bachman
	4b. Drawing on the data collected from other systems, conduct a survey of the libraries in the Four County System to assess the desired role(s) of BCPL as an active central library	June 2021 <b>COMPLETE</b>	Josias Bartram, Steve Bachman
	4c. Work with the Four County Library System Steering Committee to address the role of the central library in the 2022-2026 Plan of Service	April - July 2021 <b>COMPLETE</b>	Josias Bartram, Steve Bachman
	4d. Budget for an expanded role as the central library	June 2022 <b>*happening through grants - included in 2023 budget</b>	Josias Bartram, Finance Committee

	4e. Work with the Four County Library System to publicize BCPL's role as the central library	2022 and ongoing <b>Common Goal with 4CLS</b>	Josias Bartram, Steve Bachman
5. Coordinate strategic planning with Broome County, the City of Binghamton, the Four County Library System, and the Friends of the Broome County Public Library	5a. Meet with City and County Planning Departments	Summer 2021 <b>COMPLETE</b>	Dale Ketcham, Josias Bartram
	5b. Actively participate in developing the Four County Library System's 2022-2026 Plan of Service	April - July 2021 <b>COMPLETE</b>	Josias Bartram, Dale Ketcham, Steve Bachman
	5c. Include representatives of BCPL Friends in all planning activities	2021 and ongoing <b>COMPLETE</b>	Planning Committee, Josias Bartram, JoAnne Hanrahan
6. Develop and implement a comprehensive plan addressing diversity, equity, and inclusion	6a. Create a Diversity, Equity & Inclusion (DEI) Plan based on survey data and researched best-practices in addressing the diverse needs of the library community	Summer 2021 Winter 2021 <b>In Progress</b>	Board of Trustees, Josias Bartram, <b>Diversity, Equity &amp; Inclusion Committee</b>
	6b. Recruit a committee to review and revise the DEI Plan	September 2021 <b>COMPLETE</b>	Board of Trustees, Josias Bartram
	6c. Identify staff and board members to implement action steps of the DEI Plan	September 2021 Summer 2022	Board of Trustees, Josias Bartram, Department Heads, <b>Diversity, Equity &amp; Inclusion Committee</b>
	6d. Allocate appropriate funds from budget to advance DEI goals including materials acquisitions and facilities upgrades & begin implementation	January 2022 and ongoing <b>In Progress</b>	Board of Trustees, Josias Bartram, Sherry Kowalski, Laura Haynes
	6e. Routinely review progress towards meeting DEI goals and make adjustments to timelines, budgets, and	January 2022 and ongoing <b>In Progress</b>	Board of Trustees, Josias Bartram, <b>Diversity, Equity &amp; Inclusion Committee</b>

	responsible parties		
7. Continue to hone community needs assessment	7a. Refine survey questions using the data collected from the 2020 survey	<del>January</del> April 2022 and ongoing Focus of Planning Committee next 6 mos.	Planning Committee, Josias Bartram, Laura Haynes
	7b. Develop targeted questions for different stakeholders	<del>January</del> April 2022 and ongoing Focus of Planning Committee next 6 mos.	Planning Committee, Josias Bartram
	7c. Improve demographic dataset and account for complex family structures	<del>January</del> April 2022 and ongoing Focus of Planning Committee next 6 mos.	Planning Committee, Josias Bartram
	7d. Administer survey annually	Annually in February Focus of Planning Committee next 6 mos.	Josias Bartram
	7e. Assess Library hours	February 2022 Ongoing based on staff and eventual new people counters	Josias Bartram
	7f. Work with the community and staff to update BCPL's mission, vision, and philosophy	June 1, 2022	Planning Committee, Josias Bartram, Board of Trustees, Department Heads
8. Revisit and update strategic plan biannually	8a. Planning committee meets to assess progress	October and April 2021-2023 <b>COMPLETE</b>	Planning Committee, Josias Bartram
	8b. Planning committee reports progress to Board of Trustees	November and May 2021-2023	Planning Committee, Josias Bartram
	8c. Progress is reported to the public annually	December 2021-2023 Focus of Planning Committee next 6 mos.	Planning Committee, Josias Bartram

## 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 Parties
<p>1. Ensure the Broome County Public Library is providing meaningful programming to support early literacy opportunities</p> <p><b>Kelsey has been hard at work over the past 6 months on these. Josias reports that Youth Services is on schedule or ahead for all targets. *Planning committee interested in having Kelsey come and share or having someone do it on her behalf if she is unavailable.</b></p>	1a. Develop measurable goals and standards for each program	Annually in January	Kelsey Matoushek
	1b. Conduct annual assessments of each program and evaluate against program goals and standards	Annually in December	Kelsey Matoushek, Michelle Ford (Youth Services Librarian)
	1c. Identify opportunities and strategies for improvements, including trainings for staff & opportunities for partners to achieve community impacts	Annually in January	Kelsey Matoushek, Josias Bartram
	1d. Develop a pilot for bilingual storytimes	2023	Kelsey Matoushek, Michelle Ford
	1e. Form a parental advisory group	2023	Kelsey Matoushek
	1f. Develop programs that support parental/care-giver involvement in early literacy	2023	Kelsey Matoushek, Michelle Ford, Sherry Kowalski
<p>2. Increase available technology for early literacy with a focus on STEAM (science, technology, engineering, arts, math)</p>	2a. Investigate available technology; find experts within the community to guide research	2021-2022 <b>IN PROGRESS</b>	Kelsey Matoushek
	2b. Develop a plan for implementing new technology including funding stream and assessment	2022 <b>IN PROGRESS</b>	Josias Bartram, Kelsey Matoushek
	2c. Implement plan and evaluate success	2023	Josias Bartram, Kelsey Matoushek

3. Establish a vehicle for ongoing communication between the Broome County Public Library and the local community of educators and caregivers	3a. Build relationships with educators and school administrators to support early literacy	December 31, 2021 <b>COMPLETE</b>	Kelsey Matoushek, Dale Ketcham
	3b. Develop an Educator Advisory Group that includes caregivers, classroom teachers and administrators that will work with staff to evaluate and design programs	December 31, 2022	Kelsey Matoushek, Dale Ketcham
	3c. Build relationships with the homeschoolers community	December 31, 2021 <b>COMPLETE</b>	Kelsey Matoushek, Michelle Ford
	3d. Pilot program to automatically issue library cards with pre-K and Kindergarten registration	2023	Kelsey Matoushek, Dale Ketcham

### 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 Parties
1. Increase awareness of the Library and the resources BCPL offers the community	1a. Develop a communications plan	December 31, 2021 <b>IN PROGRESS: connects with new website.</b>	Josias Bartram, Marketing Committee, Kathleen Shores, Sherry Kowalski, Laura Haynes
	1b. Update Library branding and logo with guidance of marketing experts	December 31, 2021 <b>COMPLETE</b>	Josias Bartram, Marketing Committee, Sherry Kowalski, Laura Haynes
2. Visibly engage with the community outside of the library walls	2a. Plan outdoor programming for Reading Garden	July 2021 and ongoing <b>IN PROGRESS</b>	Sherry Kowalski, Kelsey Matoushek
	2b. Increase outreach at local community events	December 31, 2022	Josias Bartram, Sherry Kowalski, Kelsey Matoushek

	2c. Work with local businesses & organizations to engage county residents in the immediate vicinity of the Library	December 31, 2023	Josias Bartram, BCPL Board of Trustees
3. Bring diverse community services into the Library and give patrons access where appropriate	3a. Promote community resources at the library	June 2022 and ongoing <b>IN PROGRESS</b>	Sherry Kowalski, Kathleen Shores
	3b. Collaborate with community programs to connect patrons to resources at the Library; specifically addressing needs of patrons from historically disadvantaged communities	June 2022 and ongoing <b>IN PROGRESS</b>	Josias Bartram, Sherry Kowalski, <b>Diversity, Equity &amp; Inclusion Committee</b>
	3c. Pursue grants and alternative funding to develop a point of service model that allows the BCPL to host/house satellite spaces for these programs	Fall 2021 and ongoing <b>IN PROGRESS</b>	Dale Ketcham, Josias Bartram
4. Work with the Broome County Historian and the Broome County Historical Society to modernize and promote the Local History and Genealogy Center	4a. Pursue a planning grant to facilitate the development of the Local History Department	2022 2023	Josias Bartram, Dale Ketcham, Roger Luther
	4b. Develop a plan to address the lack of adequate archival storage and shelving	2023 Historical Society Addressing	Josias Bartram, Roger Luther
	4c. Develop a plan to address the backlog of unprocessed archival collections	2023 Historical Society Addressing	Josias Bartram, Roger Luther
	4d. Prioritize the digitization of historical materials for online access	2023 Historical Society Addressing	Josias Bartram, Roger Luther, Monica Buckley
	4e. Clarify and formalize the relationship between the Library, the Historical Society, and the County Historian	2023 <b>THIS IS THE TOP PRIORITY IN THIS SECTION</b>	Josias Bartram, Roger Luther

	4f. Plan for the gradual obsolescence of microfilm	2021 and ongoing <b>IN PROGRESS</b>	Josias Bartram, Roger Luther, Monica Buckley
	4g. Grow the user base for the Local History Center through active promotion, digital collections, and outreach to diverse communities	2023	Josias Bartram, Roger Luther, Monica Buckley

#### 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 Parties
1. Develop mission-driven programming for children, teens, and adults that is responsive to community needs and interests	1a. Develop measurable objectives for each program	Annually in January <b>IN PROGRESS</b>	Sherry Kowalski, Kelsey Matoushek
	1b. Conduct annual assessments of each program and evaluate against program goals	Annually in December <b>IN PROGRESS</b>	Sherry Kowalski, Kelsey Matoushek
	1c. Identify opportunities and strategies for improvements, including trainings for staff & opportunities for partners to achieve community impacts	Annually in January <b>IN PROGRESS</b>	Josias Bartram, Sherry Kowalski, Kelsey Matoushek
2. Address digital literacy for all ages	2a. Work with Literacy Volunteers to develop a digital literacy program with measurable objectives	February 2021 and ongoing <b>IN PROGRESS</b>	Josias Bartram, Sherry Kowalski
	2b. Assess what services are already available in Broome County so as not to duplicate services	February 2022 and ongoing <b>IN PROGRESS</b>	Josias Bartram, Sherry Kowalski

	2c. Continue to survey the community and understand technological deficits	Annually in February  Will be addressed in Community Needs Assessment	Josias Bartram, Sherry Kowalski, Laura Haynes
	2d. Works towards creation of a Library Assistant position that specializes in digital literacy assistance and training	2022- COMPLETE!	Josias Bartram, Sherry Kowalski, Board of Trustees
	2e. Develop innovative STEAM programming for children and teens	2022 and ongoing	Kelsey Matoushek
3. Build circulating collections of tools, equipment, technology, and other non-traditional items that address clear community needs	3a. Assess unmet community needs for tools, equipment, and technology	2022  Will be addressed in Community Needs Assessment	Josias Bartram, Sherry Kowalski, Laura Haynes
	3b. Conduct a survey of formal and informal collections that are already being offered within Broome County and share the results with the community as a resource list	2022	Josias Bartram, Sherry Kowalski, Laura Haynes
	3c. Develop collections policies and procedures modeled after peer and aspirational libraries with successful programs	2022 2023	Josias Bartram, Sherry Kowalski, Laura Haynes, Kathleen Shores
	3d. Coordinate with the other libraries in the Four County Library System	2022 2023	Josias Bartram, Sherry Kowalski, Laura Haynes
	3e. Implement a pilot program based on findings	2023	Josias Bartram, Sherry Kowalski, Laura Haynes, Kathleen Shores

**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 Parties
1. Build a more robust collection of e-books and e-audiobooks	1a. Conduct an assessment of what e-books and e-audiobooks patrons are interested in	2022	Laura Haynes, Sherry Kowalski
	1b. Assess the e-book and e-audiobook needs of ESL students, the disabled community, and other specialized populations	2022 <b>IN PROGRESS WITH DEI</b>	Laura Haynes, Sherry Kowalski
	1c. Assess available options for e-book and e-audiobook services	2022	Laura Haynes, Sherry Kowalski
	1d. Advocate for increased e-book and e-audiobook spending in the Four County Library System as the central library	2021-2022 <b>COMPLETE</b>	Josias Bartram
	1e. Provide increased support and training for patron e-book and e-audiobook use	2022 and ongoing <b>COMPLETE</b>	Sherry Kowalski
2. Engage subcultures such as fandoms and gamers that are already active in the community  <b>Laura is taking initiative on this! :)</b>	2a. Develop outreach program to engage interest groups	2022	Kelsey Matoushek, Sherry Kowalski
	2b. Coordinate with other libraries in the Four County Library System	2022	Josias Bartram, Kelsey Matoushek, Sherry Kowalski
	2c. Partner with existing businesses and organizations such as comic book stores to cross promote programs	2022	Josias Bartram, Kelsey Matoushek, Sherry Kowalski
3. Strengthen the sense of community between staff, patrons, and stakeholders around a shared love of reading, viewing, and	3a. Create a dialogue between staff and patrons on social media and in person through recommendations and reviews of books, movies, and other materials from the library's collection	2021 and ongoing <b>IN PLACE</b>	Sherry Kowalski

listening for pleasure	3b. Develop a framework to support patron led book clubs	2022	Sherry Kowalski
	3c. Promote existing clubs and interest groups	2022 and ongoing <b>COMPLETE</b>	Sherry Kowalski, Kathleen Shores
4. Expand the library's offerings in the arts	4a. Develop art exhibit program	2022 <b>COMPLETE</b>	Sherry Kowalski, Josias Bartram, Laura Haynes
	4b. Partner with the local arts community to provide dynamic programming and opportunities for patrons	2022 <b>COMPLETE/ Ongoing</b>	Sherry Kowalski, Josias Bartram

## 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 Parties
1. Revitalize the library space, both physical and virtual, to create a more welcoming environment	1a. Refresh the Library by repainting, reflooring, and rearranging the space to accommodate current and future needs	Spring 2021, and ongoing <b>COMPLETE</b>	Jeffrey Boisvert (Trustee), Josias Bartram, Laura Haynes, Sherry Kowalski
	1b. Create a visually and spatially distinct teen space through the use of distinctive paint, carpet, and furnishings	Spring 2021, and ongoing <b>COMPLETE</b>	Jeffrey Boisvert, Josias Bartram, Laura Haynes, Kelsey Matoushek
	1c. Renovate and refresh the Youth Services department	2022	Jeffrey Boisvert, Josias Bartram, Laura Haynes, Kelsey Matoushek
	1d. Gather and synthesize staff feedback on long-term design plan	Summer 2021, and ongoing <b>IN PROGRESS</b>	Jeffrey Boisvert, Josias Bartram, Laura Haynes, Sherry Kowalski
	1e. Improve signage and patron wayfinding experience	Summer 2021, and ongoing <b>IN PROGRESS</b>	Jeffrey Boisvert, Josias Bartram, Laura Haynes, Sherry Kowalski
	1f. Overhaul the current Library website to be more user friendly and intuitive	January 2022 <b>IN PROGRESS</b>	Josias Bartram, Laura Haynes, Sherry Kowalski
	<del>1g. Complete an existing conditions analysis for the Reading Garden from which to create a garden improvement plan, including budget and possible funding sources</del>	<del>Summer 2021</del>	<del>JoAnne Hanrahan, Kate Miller-Corcoran (Treasurer of the Board), Josias Bartram, Jennifer Keyser</del>
	1h. Implement wireless/mobile printing	June 2021 <b>IN PROGRESS</b>	Josias Bartram, Laura Haynes

	1i. Conduct a thorough review of meeting room policies and procedures and revise where needed	Summer 2024 Summer 2022	Jeffrey Boisvert, Josias Bartram, Laura Haynes, Sherry Kowalski
2. Work with the community to enhance, destigmatize, and promote the immediate neighborhood	2a. Collaborate with the City of Binghamton and Broome County on cosmetic improvements to the blocks surrounding the library	2022 and ongoing Stadium District Plan	JoAnne Hanrahan, Josias Bartram, Dale Ketcham
	2b. Engage businesses and community organizations in the immediate vicinity of the library to showcase the neighborhood	2021 and ongoing IN PROGRESS	Dale Ketcham, Josias Bartram, JoAnne Hanrahan
	2c. Review of BCPL responsibility for addressing issues of homelessness, poverty, etc, mentioned in survey	2022 COMPLETE	Dale Ketcham, Josias Bartram, Diversity, Equity & Inclusion Committee
3. Create a space that is welcoming to and inclusive of everyone in the Broome County community	3a. Address the inclusiveness of the Library space as part of the DEI plan	2024 2022	Josias Bartram, Board of Trustees, Laura Haynes, Diversity, Equity & Inclusion Committee
	3b. Institute annual customer service training	November 2021 and annually Will begin in 2023; there are other staff trainings that are higher priority.	Josias Bartram, Department Heads
	3c. Assess the efficacy of current hours through inclusion in future surveys and the installation of networked people counters	February 2022 Will be addressed in Community Needs Assessment	Josias Bartram, Planning Committee, Laura Haynes