PICKERINGTON PUBLIC LIBRARY

PICKERINGTON PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING
AGENDA FOR September 16, 2024 at Pickerington Main Library

1. Call to Order

    a. Roll Call

    b. Excused Absences

2. Secretary's Report

    a. Consent Agenda

        1. August 19, 2024 Regular Board Meeting minutes

        2. Staffing Changes

            a. Alaysia Winters started on August 22, 2024 as a part-time Youth Services Assistant at an hourly rate of $14.81

            b. Rafael Ortiz started on September 9, 2024 as Public Services Director at an annual salary of $77,000 and 48 hours of PTO

            c. Sarah Mayzum started on September 16, 2024 as Adult Services Librarian at $22.05.

3. Public Participation

4. Friends of the Library Report

5. Finance Committee

    a. Fiscal Officer's Report

6. Other Committee Reports

    a. Facilities Committee – Facilities Master Plan

    b. Fundraising Committee -Update

7. Director's Report

8. Community Engagement Manager's Report

9. Old Business

    a. Strategic Plan Goals Update

10. New Business

    a. Resolution to approve a purge of inactive customers (3 years or more) with any fees: 2935, total fees: $4,512.05
    b. Resolution to approve changing library hours of operation as follows with an effective date of October 1, 2024
        - Sunday -   12 pm to 5 pm
        - Monday through Thursday -   9 am to 8 pm
        - Friday -   9 am to 6 pm
        - Saturday -   9 am to 5 pm

11. For the good of the order

12. Adjournment

Next Board Meeting:

    Regular Board Meeting

        7:00 pm October 21, 2024 at the main library

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
August 19,2024

The Board of Trustees of the Pickerington Public Library met in regular session on August 19, 2024 at 7:00 p.m in the Sycamore Plaza Library Branch of the Pickerington Public Library at 7861 Refugee Road, Pickerington, OH 43147. Members present: Cristie Hammond, Mike Jones, Mary Herron, Alissa Henry, Beth Muncy, Ashley Hughes, and Todd Stanley. Staff members present: Tony Howard, Library Director, Chuck Ressley, Fiscal Officer, Colleen Bauman, Executive Manager - Community Engagement, and Dorinda Ellinger-Human Resource Generalist.

Call to Order

Meeting called to order by Cristie Hammond.

Roll Call

Excused Absence: Theresa Wessel, President of the Friends of the Pickerington Public Library.
Unexcused Absence(s): none

Secretary's Report

Consent Agenda

08-01-24 Motion to approve the Consent Agenda

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING
June 17, 2024

The Board of Trustees of the Pickerington Public Library met in regular session on June 17, 2024 at 7:00 p.m. in the Pickerington Public Library at 201 Opportunity Way, Pickerington, OH 43147. Members present: Cristie Hammond, Mike Jones, Mary Herron, Beth Muncy, and Ashley Hughes Student Trustee Representatives present: Vacant, Staff members present: Tony Howard, Library Director, Chuck Ressley, Fiscal Officer, Colleen Bauman, Executive Manager - Community Engagement Dorinda Ellinger-Human Resource Generalist.

Call to Order

Meeting called to order by Cristie Hammond.

Roll Call

Excused Absence(s): Todd Stanley, Alissa Henry and Theresa Wessel

Unexcused Absence(s):

Consent Agenda

1. Staff Changes
   a. Samantha McCathran started on June 6, 2024 as a part-time Customer Service Assistant at an hourly rate of $13.00.

06-01-24 Motion to approve the Consent Agenda

Mary Herron made a motion to approve the Consent Agenda items. Ashley Hughes seconded.

Roll Call: Mike Jones- yes, Mary Herron-yes, Cristie Hammond-yes, Ashley Hughes-yes, Beth Muncy-yes. Motion passed with no changes.

Public Participation

No public present

Friends of the Library Report

Finance Committee

Fiscal Officer's Report

Chuck Ressley shared with the Board what the Finance Committee discussed. Chuck Ressley asked if there were any questions from the financial reports. There were none.

Other Committee Reports

Finance Committee didn't meet -setting up another date

Director's Report

To: Cristie Hammond; Michael Jones; Mary Herron; Alissa Henry; Ashley Hughes; Beth Muncy; Todd Stanley; Mikayla Wagner
From: Tony Howard
Date: June 17, 2024

Quarterly Strategic Focus

Enriching our World

Significant Issues

- Internal
  - End of School Year challenges
    - Damage to Men's Public Restroom

    - High rate of security incidents resulting in multi-day evictions and involving Police Support
    - Concern of nowhere quiet at Main library to concentrate
    - Solutions:
      - As a result, any minor evicted for more than one (1) day will not be allowed to return until a member of the management team speaks to their parent or guardian.
      - Special Duty for the first month of school.

- **Board Action:** Awareness only at this time.

- External
  - PLF Update
    - After the last efforts to come to an agreement on the distribution of the PLF, the Directors notified the County Auditor that we were unable to come to an agreement.

    - We were notified that the County Budget Commission will use the data from the May 18, 2024 memo issued by the County Auditor, Outlining the documentation submitted and the following information

Chart of Percentages Based on Six Variables & Rounded-Up for Wagnalls, Dividing the Remainder Among the Other Two Libraries for 2025 in Accordance with the Most Recent Proration by Consensus

Developing Percentages tor 2025	Pickerington	Fairfield County	Wagnalls Memorial
Sum of Six Variables	1,528,469	1,945,476	255,063
Percentage of the Total Six Variables, taken together	0.409886326	0.521714112	0.068399562
Round up to the nearest percent for the smallest percentage; prorate on current percentages for the remainder among the other two libraries	32.68	60.32	7.00
2025	*32.68*	*60.32*	*7.00*
2024,mostrecentconsensus	*32.50*	*60.00*	7.50

- The Library's may attend the Budget Commission Hearing, but will not be invited to share any further information with the Budget Commission.

  - The Commission wishes the three Libraries understand that they must use data to make their decision and cannot use opinion to make their decision.

- 2026 and going forward, the data collection tool <u>will</u> be used to determine the distribution.

  - The data will be updated on an annual basis.

- The Budget Commission does not plan to seek a consensus agreement from the three libraries until the matter of the service area dispute can be resolved.

- **Board Action –** Understand that the County Budget Commission has taken the PLF Distribution decision out to the library's control. Additionally, the distribution data will be updated each year.

- Legislation

  HB 622 Update

  - HB 622 would require all public libraries to incorporate a policy for children under the age of 18 to have parental consent to obtain or view any material that is deemed "harmful to juveniles" under ORC 2907.01. It would require all libraries to conceal from viewing certain materials by placing them behind blinder racks, wrapping the material, covering the material, or locating it so that it is not open to the view of juveniles.
  - If any resident of the state believes that a library is not in compliance, they could file a complaint with the State Library Board, who will then oversee investigating the library. Based on the investigation, if a library is found to not be complying, a report would be issued to the county treasurer with directions to withhold distributions from the county public library fund until they are complying.
  - The bill was formally introduced a couple of weeks ago and has been assigned to the House Government Oversight Committee. At this time, HB 622 has no co-sponsors.

  - **Board Action -**
    - If media contacts you about this bill, please refer them to the Director.

- Be prepared to contact our local legislators if this moves forward

Points of Information

- Joan Underwood's Memorial Tree
    - Yardmaster planted a red maple in honor of Joan Underwood.
        - Joan's family provided input on the type of tree planted.

- Parking lot project is completed.
    - The parking lot has been completely restriped.
    - The new dumpster fence is up and the dumpster has been relocated.

- Storage Shed
  - o We will be purchasing a small storage shed to place on the pad where the old dumpster was located.
  - o This will provide us with additional on-site storage.

- Exterior Painting
  - o The Building was painted and is complete.
  - o We have quotes for painting the light poles and they will be the next phase in the project

- Path on side of Library
  - We discovered toward the end of the school year that there was a lot of mud on the new carpet, especially in seating areas and main walkways.
    - We learned that the students were bringing the mud in from the path along the school's amphitheater.
  - We are currently investigating options to add a path from the School property to our sidewalk next to the bike rack.
  - We have investigated options to close off the path, but nothing the school will agree to at this time.
  - It costs a little over $2000 to have the carpets cleaned at Pickerington Main Library.

- Tents
  - The tents were cleaned and put up for the summer

- Bathroom Refurbish in 2025

o The Public Restrooms are outdated and have issues with tile cracking. We are starting to seek quotes for remodeling the public restrooms.

Staff Member Highlight

- Rhonda Berning has been with the Library for a little over one year. In January, Rhonda was promoted from Customer Service Specialist to Teen Services Specialist. Since taking over her new role, Rhonda worked hard to lead the way in supporting library Leadership's goal of regaining control of the library during the afterschool hours. While this was an uphill battle at times, Rhonda stood out when enforcing the rules. Rhonda and the leadership team will be using the summer months to find more ways to build relationships with our teen customers. Finally, Rhonda is eager to help her colleagues and support the library in achieving it's mission and vision. Upon arriving to work one day, Rhonda noticed staff cleaning the tents. She immediately stepped in to help get the work done so the tents could be put up. For these reasons, Rhonda is being highlighted before the Board of Trustees.

PTO Dates

Tony –June 20, 2024

July 5, 2024

July 8, 2024

Executive Manager - Community Engagement's Report

Executive Manager-Community Engagement
Board Report
June 17, 2024

CE Office:

Mobile app refresh workbook is almost finished. We are working with Communico with an end of summer request timeline.

Department transitional documents ready by mid-July.
Dalton – Pickerington Magazine book reviews
Dalton & Rebekah H – Wands/Wizards & Wizard Faire

CE staff summer PTO:

Colleen: June 20, 21/July 5, 10,12,17,19,23,26, July 29-Aug 9 with last day being August 30
Emily: June 24-28/July 22-26

Mailchimp-e-newsletter:

The click rate is the proportion of total recipients that have clicked/tapped a hyperlink in the email message. A good click-through rate is between 2-5% for our industry.

2024	Recipients	Open	Open Rate %	Total Clicks	Click Rate
January	949	459	38.1%	39	2.8%
February	954	464	37.0%	85	6.0%
March	961	497	37.9%	97	5.8%
April	961	361	38.2%	108	6.3%
May	960	317	33.0%	98	16.1%

Overdrive / Libby

2024	ALL AUDIOBOOKS	ALL EBOOKS	MOVIES (Video / Streaming Video)	MAGAZINE	MUSIC	UNIQUE USERS
January	**5124**	**5836**	**0**	**906**	**0**	**1904**
PPL	5110	5573		906		1872
PLSD	14	263				32
February	**4809**	**5135**	**0**	**922**	**0**	**1851**
PPL	4804	4841		922		1813
PLSD	5	294				38
March	**5094**	**5628**	**0**	**1024**	**0**	**1892**
PPL	5090	5372		1024		1856
PLSD	4	256				36
April	**4912**	**5055**	**0**	**588**	**0**	**1839**
PPL	4908	4782		588		1805
PLSD	4	273				34
May	**4851**	**5119**	**0**	**740**	**0**	**1860**
PPL	4839	4887		740		1819
PLSD	12	232				41

May							
	Main Lockers	499	52	508	609	521	725
	Main Drive-up	0	0	1415	439	370	208
	Main	43118	8326	30816	30864	30108	27084
	Sycamore Lockers	1326	126	1759	1517	1376	1084

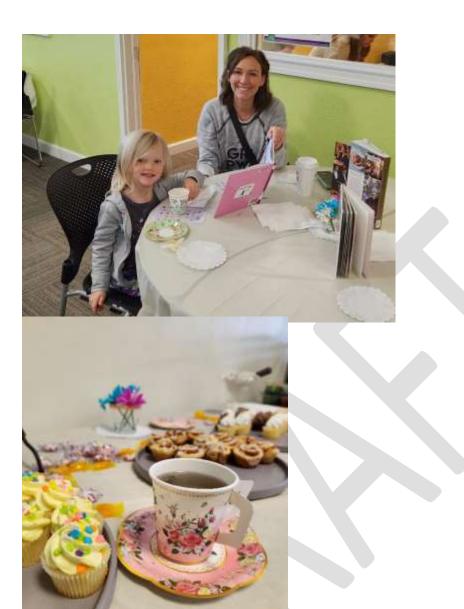|						
Sycamore	3212	845	3502	3899	5299	5170
LOTG	0	0	0	0	598	49

May events:
Pickerington Main
Adults – 6 classes with total of 74 participants
Teens – 7 classes with total of 52 participants
Children – 14 classes with total of 405 participants

Sycamore Plaza
Adults – 1 class with total of 9 participants
Teens – 3 classes with total of 21 participants
Children – 5 classes with total of 107 participants

Event Name	Event Date	Location	Target Group	Adult Total	Child Total	Teen Total	Attendee Total
Craft at Abbington	5/2/2024	Abbington	Adults	9	0	0	9
Second Cup Book Club	5/8/2024	Sorso	Adults	1	0	0	1

Pom Pom Bald Eagle Outreach Craft	5/8/2024	Pickfair Square	Adults	3	0	0	3
First Drafts Book Club	5/9/2024	Combustion	Adults	6	1	0	7
Preschool Storytimes at Pickerington Elementary	5/14/2024	Pickerington Elementary School	Child	15	58	0	73
Preschool Storytimes at Sycamore Creek Elementary	5/16/2024	Sycamore Creek Elementary	Child	10	43	0	53

Old Business

New Business

06-02-24 Resolution to approve the changes to the Credit Card Policy

Mike Jones made a motion to approve. Beth Muncy seconded.

Roll Call: Ashley Hughes-yes, Cristie Hammond-yes, Mike Jones-yes, Beth Muncy-yes, Mary Herron-yes. Resolution passed

06-03-24 Motion to go into Executive Session – To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code and to discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Cristie Hammond made a motion to go into Executive Session – To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code and to discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Mary Herron seconded.

Roll call: Motion passed.

Entered into Executive Session at 7:39 p.m.

06-04-24 Motion to come out of Executive Session – To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code and to discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Cristie Hammond made a motion to come out of Executive Session – To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code and to discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Mary Herron seconded.

Roll call: Motion passed.

Came out of Executive Session at 8:35 p.m.

06-05-24 Motion to change Executive Manager-Community Engagement position to Public Service Director position

Mike Jones made a motion to approve. Ashley Hughes seconded.

Roll call: Beth Muncy-yes, Ashley Hughes-yes, Cristie Hammond-yes, Mike Jones-yes, Mary Herron-yes. Motion passed.

06-06-24 Motion to change Community Engagement Assistant position to Marketing Leader

Mike Jones made a motion to approve. Mary Herron seconded.

Roll call: Cristie Hammond-yes, Mary Herron-yes, Beth Muncy-yes, Mike Jones-yes, Ashley Hughes-yes. Motion passed.

06-07-24 Resolution to approve Emily Perkins as Marketing Leader at a rate of $24.00 per hour

Mike Jones made a motion to approve. Mary Herron seconded.

Roll call: Mike Jones-yes, Cristie Hammond-yes, Beth Muncy-yes, Ashley Hughes-yes, Mary Herron-yes. Resolution passed.

06-08-24 Resolution to approve new salary range 11 for the new Public Services Director position

Pickerington Public Library

2024 Salary Ranges

New employees are hired at the minimum rate assigned to their position. However, department managers may recommend higher starting rates based on work experience, advanced education, or special education or training.

Employees who are already paid at the top of their salary range will not be eligible for salary increases until the salary ranges are adjusted.

Range	Min	Mid	Max
1	11.14	13.10	15.07
2	12.52	14.73	16.94
3	13.69	16.11	18.52
4	14.81	17.43	20.04
5	16.73	19.68	22.63
6	18.47	21.74	25.00
7	19.55	22.99	26.44
8	21.21	24.95	28.69
9 (Exempt – Salary)	43,622	50,901	58,536

10 (Exempt - Salary)	50,946	58,588	70,306
11 (Exempt – Salary)	62,400	75,192	87,985

Range 1
Customer Service Associate

Range 2
Customer Service Assistant

Range 3
Custodian

Range 4
Youth Services Assistant
Reference Assistant
Homework Help & Reading Initiatives Coordinator
Technical Services Staff II
Outreach Specialist

Range 5
Marketing Assistant

Range 6
Deputy Fiscal Officer
Customer Service Leader
Youth Services Leader

Range 7
Cataloging Supervisor
Facilities Manager
Reference Librarian
Teen Services Librarian
Youth Services Librarian

Range 8
IT Specialist
HR Generalist

Range 9
Marketing Manager
Customer Services Manager (Non-MLIS)

Range 10
Branch Manager
Customer Services Manager (MLIS)
Information & Research Services Manager
Youth Services Manager

Range 11
 Public Services Director

Mike Jones made a motion to approve the Consent Agenda items. Todd Stanley seconded.

Roll Call: Mike Jones-yes, Alissa Henry-yes, Mary Herron-yes, Cristie Hammond-yes, Todd Stanley-yes, Ashley Hughes-yes, Beth Muncy-yes. Motion passed with no changes.

Public Participation- Amber Wellman and Dennis Wellman

Friends of the Library Report

Finance Committee

Fiscal Officer's Report

Chuck Ressley shared June and July financials and asked if there were any questions from the financial reports. There were none.

Other Committee Reports

Strategic Goals committee discussed strategic updates for 2025

Fundraising Committee meeting scheduled meeting September 16,2024 at 6:00pm

Director's Report
PICKERINGTON PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING
AGENDA FOR August 19, 2024 at Pickerington Main Library
1. Call to Order
        a. Roll Call
        b. Excused Absences
2. Secretary's Report
        a. Consent Agenda
                1. June 17, 2024 Regular Board Meeting minutes
                2. Staffing Changes
                        a. April Isreal started on July 1, 2024 as a part-time
                        Customer Services Assistant at an hourly rate of
                        $13.00
                        b. Cali Weber started on July 29, 2024 as a part-time
                        Customer Services Assistant at an hourly rate of
                        $13.77
                        c. Ro Sassen Promoted on July 28, 2024 to full-time
                        Outreach Specialist at an hourly rate of $15.50
                3. Resolution to recognize the Changes to the Administrative
                        Procedures for the Paid Time Off Policy
                4. Donations

a. One of our vendors (Jim Hopper from Gumdrop/Central Programs Inc) donated a set of 2024 NBA titles valued at $720

b. Dwayne R. Spence Funeral Homes and Crematory donated 4 adult books and 1 children's book all focused on the subject of grief. The total value of the items is $68.87

c. Letter from Ohio Library Council recognizing the Board's Commitment to staff by paying all membership dues

3. Public Participation
4. Friends of the Library Report
5. Finance Committee
    a. Fiscal Officer's Report
6. Other Committee Reports
    a. Strategic Goals Committee –
        i. Strategy Updates
7. Director's Report
8. Community Engagement Manager's Report
9. Old Business
10. New Business
    a. Resolution to approve the updated Anti-Harassment and Discrimination Policy as presented
    b. Resolution to approve the updated Customer Code of Conduct Policy
    c. Resolution to approve the updated Proctoring Services Policy, to include changing the name of the Policy to Non-Traditional Library Services Policy
11. For the good of the order
12. Adjournment

Next Board Meeting:
Regular Board Meeting
7:00 pm September 16, 2024 at the main library

Executive Manager - Community Engagement's Report

Executive Manager-Community Engagement
Board Report
August 19, 2024

CE Office:
Mobile App update is in beta testing at Communico – should come to us in September.

Marketing: See handouts!

July Program Stats

PPLM	# of classes/programs	# of participants
Adults	8	149
Teens	2	50
Kids	29	1706

SPL	# of classes/programs	# of participants
Adults	0	0
Teens	1	2
Kids	9	276

Offsite/Outreach	# of classes/programs	# of participants	
Adults	3	16	
Teens	0	0	
Kids		0	0

CERTIFICATE
OF ACHIEVEMENT

THIS CERTIFICATE IS GIVEN TO

CYRIL GOJER

In recognition of your 5 years of dedication and commitment

For Inspiring Learning, Connecting Community, Enriching Our World
and Fostering a Love of Reading

15

Tony Howard
Library Director

Cristie Hammond
Library Board of
Trustee President

From left:
Frank Moriconi, Cyril Gojer, Rhonda Adams, Debbie Madison, Grace Walker, Tony Howard, Lorna Reine, Trudi Coakley, Laura Hanby, Colleen Bauman, Regina Fetherolf

Rhonda receiving her Above and Beyond award for being Violet the Cow. "Representing the Pickerington Public Library by stepping into the hooves of Violet the Cow, crafting unforgettable moments in Pickerington and beyond! You are udderly awesome!

Rhonda is holding the ribbon that Violet was awarded for participating in the Lifeline of Ohio mascot dash.

Cari brought her furry friend on a leash to visit!
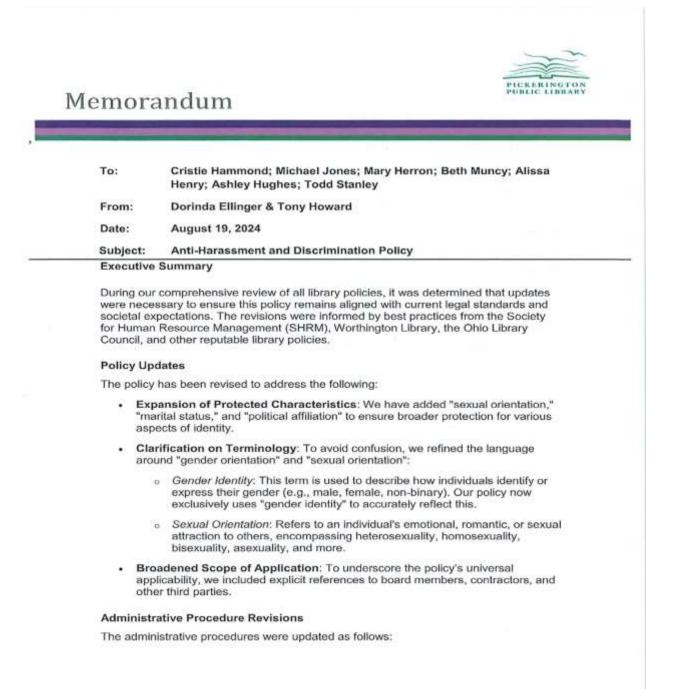
Chef Chuck ready to feed to team!

Fun, food and games!

<u>Old Business</u>

<u>New Business</u>

08-02-24 Resolution to approve the updated Anti-Harassment and Discrimination Policy with changes to include language reflecting the Board in both Policy and Administrative Procedure.

Memorandum

PICKERINGTON
PUBLIC LIBRARY

To:	Cristie Hammond; Michael Jones; Mary Herron; Beth Muncy; Alissa Henry; Ashley Hughes; Todd Stanley
From:	Dorinda Ellinger & Tony Howard
Date:	August 19, 2024
Subject:	Anti-Harassment and Discrimination Policy

Executive Summary

During our comprehensive review of all library policies, it was determined that updates were necessary to ensure this policy remains aligned with current legal standards and societal expectations. The revisions were informed by best practices from the Society for Human Resource Management (SHRM), Worthington Library, the Ohio Library Council, and other reputable library policies.

Policy Updates

The policy has been revised to address the following:

- **Expansion of Protected Characteristics**: We have added "sexual orientation," "marital status," and "political affiliation" to ensure broader protection for various aspects of identity.

- **Clarification on Terminology**: To avoid confusion, we refined the language around "gender orientation" and "sexual orientation":

  - *Gender Identity*: This term is used to describe how individuals identify or express their gender (e.g., male, female, non-binary). Our policy now exclusively uses "gender identity" to accurately reflect this.

  - *Sexual Orientation*: Refers to an individual's emotional, romantic, or sexual attraction to others, encompassing heterosexuality, homosexuality, bisexuality, asexuality, and more.

- **Broadened Scope of Application**: To underscore the policy's universal applicability, we included explicit references to board members, contractors, and other third parties.

Administrative Procedure Revisions

The administrative procedures were updated as follows:

- **Alignment with Policy**: Language was adjusted to ensure consistency with the updated policy and to broaden the scope of its application.
- **Detailed Definition of Harassment**: The definition of harassment has been expanded to include written and graphic materials, as well as phone messages and social media communications.
- **Enhanced Investigation Procedures**: Clarifications have been made regarding the process of investigating complaints to ensure thoroughness and transparency.
- **Commitment to Prevention and Education**: We have outlined our proactive approach, which includes regular training and awareness programs to prevent harassment and discrimination.

Background

The Harassment Policy was last updated July 20, 2020 due to changes in the Law.

Recommendation

To approve the changes and additions to the Anti-Harassment and Discrimination Policy.

Action Requested

Resolution to approve the updated Anti-Harassment and Discrimination Policy as presented

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Pickerington Public Library
Anti-Harassment and Discrimination Policy

Board ~~Policy:~~ Policy: 🗑️   Date Reviewed: ~~7/20/20~~8/19/2024

Date Approved:

~~7/20/20~~8/19/2024

Effective Date:

8/26/2024~~7/20/20~~

Replacing Policy Effective:

~~7/20/2020~~1/12/15

The Pickerington Public Library (the Library) is committed to maintaining a work environment that is free of harassment and discrimination based on race, color, ancestry, religion, national origin, citizenship, ~~gender,~~ pregnancy, gender, gender identity, ~~gender~~ sexual orientation, age, veteran or military status, disability, genetic information, marital status, political affiliation, or any other characteristic protected by federal, state, or local law. This policy applies to all individuals associated with the library, including employees, ~~including~~ non-supervisory personnel, supervisors, managers, and executives. It also applies to non-employees such as board

members, visitors, customers, volunteers, and vendors, and contractors who have business contact with employees.

Administrative Procedure: Procedure: 🔲   **Date Reviewed:** 8/19/2024 7/20/20   **Date Approved:**

8/19/2024 7/20/20   **Effective Date:**

8/26/2024 7/20/20   **Replacing Procedure Effective:**

7/20/2020 New

The objective of this library policy is to create a positive work environment that is free from hostile, offensive, intimidating, harassing, or discriminatory conduct that unreasonably interferes with an employee's work due to any of the types of harassment described within this policy. This policy is meant to prevent unwelcome conduct, so all forms of unlawful harassment are prohibited. This procedure applies to all individuals associated with the Library library, including employees, non-supervisory personnel, supervisors, managers, and executives. It also applies to board members, visitors, customers, volunteers, vendors, and contractors who have business contact with employees, ensuring that the same standards of behavior are expected from all. Often people use the word "harassment" to describe conduct far beyond what is covered by this policy, such as personality conflict, general disagreement, etc. However, "harassment" is not intended to describe all workplace conflicts or disagreements. An employee who is uncertain whether a situation involves harassment should speak to a supervisor, the Director, or a Human Resources representative . The supervisor who learns of a situation must inform the Director and Human Resources upon receipt of the knowledge.

A.   Harassment

Harassment consists of unwelcome conduct, whether verbal, nonverbal, written, pictorial, physical, or visual, that is based on any characteristic protected by law, when that conduct affects tangible job benefits, interferes unreasonably with an individual's work performance, or creates an intimidating, hostile, or offensive working environment. This conduct includes slurs, epithets, or other degrading or offensive remarks or jokes and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's phone (including voice messages), text messages, social networking sites or other means. The library will not tolerate harassment or discrimination. The library will promptly investigate claims of harassment and discrimination and will take prompt and appropriate action against anyone who harasses or discriminates against another in violation of this policy.

B.   Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature, including unwelcome sexual advances, requests for sexual favors, and verbal, nonverbal, written, pictorial, visual, or physical conduct of a sexual nature where: (1) submission to that conduct is made an express or implied term or condition of employment; (2) submission to or rejection of that conduct is used as the basis for employment decisions; or (3) that conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile or offense work environment. This definition includes many forms of offensive conduct. It also includes harassment of a person by another person of the same gender. Examples of prohibited conduct include, but are not limited to:

    1.   Offering employment benefits, such as favorable assignments, reviews, promotion, or the like, in exchange for sexual favors;

    2.   Denying or threatening to deny employment benefits for rejecting sexual advances;

3.   Unwanted sexual advances, propositions, flirtations, or repeated unwanted requests for or efforts to make social contact;

4.   Verbal conduct of a sexual or gender-based nature, such as using sexually degrading, vulgar, or discriminatory words to describe an individual; making sexually suggestive comments about an individual's body; discussing sexual activity; or making derogatory, sexual, gender-related or discriminatory comments, slurs, taunts, jokes, or epithets;

5.   Non-verbal conduct of a sexual or gender-based nature, such as whistling, unwelcome staring, or leering; displaying sexually suggestive, gender-based, or discriminatorily-based objects, pictures, videos, posters, or cartoons; making sexual, derogatory, obscene, or discriminatory gestures; or giving, sending, or circulating sexual, derogatory, obscene, or discriminatory letters, e-mail messages, social media messages or postings, voicemail messages, gifts, notes, or invitations;

6.   Unwelcome physical conduct of a sexual or gender-based nature, such as touching, patting, pinching, brushing the body, or impeding, by blocking, an individual's movements;

C.   Reporting Harassment

a.   If an employee is the subject of, or becomes aware of, harassment or discrimination, the employee must immediately communicate this information – without fear of retaliation – to one or more of the following individuals: ~~the~~The Library Director, the employee's supervisor, or a representative of Human Resources. ~~If, for any reason, an employee prefers not to discuss the issue with any of these individuals, the employee is encouraged to report the issue to the Personnel Committee of the Board of Trustees.~~If an employee prefers not to discuss the issue with any of these individuals, they should report it to the Personnel Committee of the Board of Trustees.

a.

b.   The library strongly encourages employees to come forward promptly. Timely reporting is vital to the library's ability to investigate complaints of harassment or discrimination. Prompt reporting also discourages the spread of harmful rumors. Complaints and investigations will be kept as confidential as possible. The library takes prompt and necessary steps to investigate and, where appropriate, correct any form of harassment or discrimination. All employees are expected to cooperate in any investigations of wrongdoing. Failure of any employee to cooperate in an investigation is grounds for disciplinary action against that employee, up to and including termination. Members of the public who engage in harassing or discriminatory behavior may be denied access to library buildings and classes and events per the library's code of conduct policy.

c.   No reprisal, retaliation, or other adverse action will be taken against any employee who in good faith reports harassment or discrimination or assists in the investigation of any such matter. Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated.

d.

a.   The library will promptly, thoroughly, and fairly investigate every issue that is brought to its attention in this area. The library will not tolerate any retaliatory conduct or false accusations of harassment or discrimination, and any such acts will result in disciplinary action, up to and including termination. Retaliation against any person who reports, makes a complaint, or participates in an investigation is strictly prohibited. Any person who engages in retaliatory activity may be subject to disciplinary action up to and including discharge. Investigations will be conducted in a timely manner, typically within 30--days of the report,

and may involve an independent party to ensure objectivity. All findings will be documented, and appropriate corrective actions will be taken based on the outcome.

D.   Prevention and Education
The ~~Library~~library is committed to not only addressing harassment and discrimination but also preventing it through regular training, awareness programs, and communication. All employees, including management and supervisory staff, are required to participate in these initiatives to foster a respectful and inclusive work environment.

Todd Stanley made a motion to approve. Beth Muncy seconded.

Roll Call: Ashley Hughes-yes, Todd Stanley-yes, Cristie Hammond-yes, Alissa Henry-yes, Mike Jones-yes, Beth Muncy-yes, Mary Herron-yes. Resolution passed.

08-03-24 Resolution to approve the updated Customer Code of Conduct Policy

Memorandum

To:	Cristie Hammond; Michael Jones; Mary Herron; Alissa Henry; Beth Muncy; Todd Stanley; Ashley Hughes
From:	Tony Howard
Date:	August 19, 2024
Subject:	Changes to the Customer Code of Conduct Policy

Executive Summary

Since this policy changed earlier this year, there has been some confusion among staff regarding outside food in the library. With the start of the 2024-2025 school year, we felt it important to clarify this question in the policy. Most of the changes have been made to the Administrative Procedures.

Changes to the Policy

We changed the entire document to be gender neutral. (from staff feedback)

Administrative Procedures

We added a statement clarifying outside food approval.
With Colleen's retirement, we changed Executive Manager of Community Engagement to Designee or a member of the Executive Leadership Team
We made the entire document Gender neutral (from staff feedback)

Background

This policy was last updated in March of 2023.

Action Requested

Resolution to approve the changes to the Customer Code of Conduct Policy

Pickerington Public Library
Customer Code of Conduct

Board ~~Policy:~~ **Policy:** DATE REVIEWED: ~~03~~08/~~18~~19/2024

APPROVED: ~~03~~08/~~18~~19/2024

DATE: ~~03~~08/~~25~~26/2024

EFFECTIVE: 03/18/2024~~09/19/2022~~

DATE

EFFECTIVE

REPLACING POLICY

In order to provide a comfortable environment for use of the Pickerington Public Library (PPL) and on the ~~Library's~~library's websites, the rules for customer behavior are listed below. The term customer addresses anyone on or utilizing Library property. Any individual who repeatedly violates the ~~Library~~library rules and regulations shall be denied the privilege of access to the Library by the Board of Trustees. Specific violations with lengths of eviction are outlined in Appendix A. Any individual whose privileges have been denied may have the decision reviewed by the board.

The board authorizes the Library Director to bring to the attention of law enforcement authorities the identity of and circumstances involving those individuals who violate these rules. ~~Individuals who have been evicted may be required to discuss the violation with a manager, or a member of the Library's Executive Leadership Team before being readmitted.~~Evicted individuals may be required to discuss the violation with a manager or a member of the Library's Executive Leadership Team before being readmitted. Juveniles may be required to bring a parent or guardian for such a conference.

Any individual evicted from the ~~Library~~library has the right to ~~appeal~~appeal against that eviction by following the steps outlined in the Eviction Procedure.

The Library's Executive Leadership Team (ELT) has the responsibility for maintaining order in the ~~Library~~library and enforcing the established rules. The ELT will maintain a Code of Conduct and ensure that the Customer Code of Conduct is posted prominently and communicated to Library customers in electronic and print formats. Library employees are authorized to bring to an individual's attention any act or omission which violates these rules and detracts from the decorum of the ~~Library~~library. Such an individual will be asked to change ~~the~~their problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave the ~~Library~~library property in accordance ~~to~~with Appendix A of the Customer Code of Conduct. Failure to leave, if asked, will result in the police being summoned. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of ~~his\her~~their own accord.

Any misconduct that hinders the use of Library materials or services, that disturbs the use of the ~~Library~~library by other customers or Library ~~staff, or~~staff or endangers the safety of the customer in question or other customers or Library staff, is prohibited. The rules of conduct include but are not limited to:

1. Appropriate attire, including a fastened/closed shirt must be worn.

2. Children under the age of twelve must be accompanied by an adult. Responsibility for all children (under the age of 18) using the ~~Library~~library rests with the parent/guardian or assigned chaperone, *not* with the ~~Library~~library personnel.

3. Customers must abide by the Library's Computer & Internet Usage Policy.

4. Customers shall promptly leave the building at closing time or in an emergency.

5. Personal items are the sole responsibility of the owner. They should not be left unattended.

6. Behavior that interferes with Library services and activities is prohibited.
   This includes, but is not limited to:
   - Unreasonable noise (including radios and ringing/musical tones played by cell phones) or loud talking which interferes with the rights of others
   - Physical or verbal abuse of Library customers or staff
   - Profanity or other abusive language toward other Library customers or toward employees
   - Harassing others, either verbally or through actions. Deliberate repeated behavior that is intimidating, hostile, offensive, or adversely impacts staff work performance
   - Fighting on Library property
   - Roughhousing or running in the building
   - Misuse of Library furnishings, restroom facilities, materials, or equipment
   - Unauthorized removal or attempted removal of materials (liable to prosecution —see Ohio Revised Code 2935.041)
   - Animals in the building, except service animals or those used in programs authorized by Library staff
   - Any illegal activity
   - Gambling, panhandling, soliciting money, any activity for personal profit
   - Trespassing, such as entering or remaining on premises after closing, or failing to leave property for violating the code of conduct
   - Engaging in or soliciting a sexual act
   - Consuming food or beverages while using Library technology
   - Excluding programming, consuming food outside of designated areas of the ~~Library~~library (The Director shall determine designated areas)
   - Offensive odors including but not limited to body odor
   - Bathing, shaving, or washing clothes on Library premises
   - Smoking, chewing tobacco, or using electronic cigarettes
   - Other acts disruptive to customers or staff

The ~~Library~~library does not permit weapons of any kind, either concealed or in plain view, in its facilities pursuant Ohio Revised Code, Section 2923, unless the owner of the weapon is a law enforcement officer.

The Library recognizes that Ohio Law gives all individuals the right to own, possess, transport, carry, and keep a knife for purposes of personal protection and other legitimate uses (e.g., hunting and sporting activities), and establishes that such right shall not be subject to any license, permission, restriction, delay or process other than those which are imposed by the U.S. Constitution, the Ohio

Constitution or applicable state or federal law. Therefore, while knives are allowed on library property, the library reserves the right to prohibit the brandishing of knives, using a knife to threaten or intimidate others, or using knives in any unsafe manner that could ~~reasonably result~~result in personal injury or property damage.

Filming and photography are allowed as described below only to the extent that they do not interfere with the mission of PPL or delivery of library services. Public library facilities and grounds are defined as limited public forums subject to reasonable time, place, and manner restrictions. Sidewalks around our libraries are traditional public forums, defined as places held in trust of the public to use for free speech and other activities protected by the First Amendment.
PPL is within its rights to limit filming and photography on library properties or inside facilities when such restrictions serve library purposes. Foremost of these is ensuring the right of PPL customers to acquire knowledge and information freely and confidentially without scrutiny, intimidation, or distraction by others.
PPL may film, photograph, or record library-sponsored programs or events at its discretion.

The ~~Library~~library reserves the right to inform law enforcement if any customer appears to be under the influence of any controlled substance.

The ~~Library~~library reserves the right to limit the number of individuals who may gather together where ingress and egress are blocked.

The above rules are based on powers granted to a public Library Board of Trustees under the Ohio Revised Code, Section 3375.40(H). They will be posted prominently in the ~~Library~~library building.

With everyone's cooperation with the above policy, the ~~Library~~library will continue to be a pleasant environment for our customers and visitors.

The Board of Trustees of the Pickerington Public Library reserves the right to change this policy without notice.

Administrative Procedure: DATE APPROVED   0~~3~~08/~~18~~19/2024
                                                                    EFFECTIVE DATE: 0~~3~~08/~~25~~26/2024
                    REPLACING PROCEDURE EFFECTIVE: 0~~9~~03/1~~9~~8/~~2022~~2024

Customers and visitors who fail to abide by the ~~Library's~~library's policies are subject to having their Library privileges suspended and/or being evicted from all premises of the Pickerington Public Library. Eviction or suspension of Library privileges will be based upon the following administrative procedural guidelines.

Under normal circumstances, evictions and suspensions should be decided upon and imposed by ~~the Director,~~a member of the Executive Leadership Team ~~Executive Manager of Community Engagement,~~ or department managers.

However, in the absence or unavailability of any of the foregoing and if circumstances require prompt action, all staff are authorized to evict a customer from the premises for the day of a code of conduct violation.

In the event a staff member issues an eviction under the prior sentence, the staff member is required to review the eviction with ~~his or her~~their supervisor or the Director to determine whether the eviction should be extended beyond one day in accordance ~~to~~with Appendix A as outlined in the Customer Code of Conduct policy.

Library staff members are to address behavior by individuals that violates Customer Regulations, Customer Code of Conduct, or related Library policies and procedures in the following manner:

A. Warnings and Evictions:
1. All staff members are required to inform customers immediately when improper conduct is observed or reported. Customers should be given a chance to respond to the allegation before any action is taken against the customer. If, after giving the customer a chance to respond, the staff member still believes that the customer has engaged in improper conduct, the staff member should warn the ~~customer~~customer, so the customer has the opportunity to correct their behavior.

Under certain circumstances, a customer determined to have engaged in improper conduct will not be given the opportunity to correct their behavior and will be asked to leave immediately. These situations include conduct which poses a threat to the safety of the staff and other customers and/or involves criminal activity. Furthermore, if the situation is a repeat offense or disruptive to the overall operations of the library, staff may forego providing an ~~opportunity to~~opportunity for customers to correct their behavior. See Appendix A of the Customer Code of Conduct.

2. A customer who has been warned of improper behavior may also be asked to leave immediately after a warning and asked not to return until the improper conduct is corrected.

3. Customers being accused of conduct that would normally result in eviction of a day or less will be verbally informed of the allegations against them and be given an opportunity to respond verbally.

4. Customers being accused of conduct that would normally result in eviction for more than a day will be given written notice of the allegations against them and the opportunity to respond in writing to the allegation.

5. If the customer being accused is a minor, ~~his/her~~ their parents/guardians should be informed of the allegation and be given the opportunity to respond, if possible.

6. ~~Department Managers and PIC (Person in Charge)~~Any staff member ha~~ve~~s the authority to inform a minor child not to return to the ~~Library~~library until the child's parent or guardian contacts a manager or member of the Executive Leadership Team.~~, the Director or Executive Manager of Community Engagement~~. Any minor child evicted for seven (7) or more days must have their parent or guardian contact a Library Manager or member of the Executive Leadership Team~~, the Director or Executive Manager of Community Engagement~~ before returning to the library.

7. Managers may issue evictions for up to 30- days. The Director or ~~Executive Manager of Community Engagemen~~designee~~t~~ is required to approve evictions for greater than 30- days.

8. The department manager or ~~his/her~~ designee may mail the eviction notice to the adult evictee, or if a minor child to their parent or guardian.

9. Customers being accused of conduct that poses a risk to the safety of other customers or staff may not be permitted on the premises while an initial determination of their case is made. In such cases, the ~~Library~~library will act as quickly as possible in ruling on the customer's case.

10. ~~Customer's~~Customer is accused of other conduct not posing a safety risk may be asked to leave the premises for the remainder of the day but will be allowed back on the premises while an initial determination of their case is made.

11. For allegations that could result in evictions longer than one day, the Director or ~~Executive Manager of Community Engagement~~designee will mail the customer a written notice of the decision within one business day of making the ~~decision, if~~decision if the customer's address is known. If the customer's address is unknown the Director or ~~Executive Manager of Community Engagement~~designee will call to notify the customer of the decision, if the customer's phone number is known. The failure to mail or notify by phone the decision within one day will not make the eviction invalid.

12. Staff members should attempt to identify the customer being warned and evicted by name. ~~If additional information can be obtained, such as address, telephone number, and borrower card number, staff members should record this as well.~~If more information can be obtained, such as address, telephone number, and borrower card number, staff members should record this too. At the discretion of the Director or ~~Executive Manager of Community Engagement,~~designee, if a customer being evicted fails to provide their name, they can be informed not to return to the ~~Library~~library until they are willing to provide that information.

13. The customer's information as well as details about the warning and eviction, including date, time, and location of the situation, will be recorded ~~on~~in the incident report.

B. Rights of Redress:

Any customer evicted from Library premises has the right to appeal that eviction. The customer is not permitted on the ~~Library~~library premises during any ~~appeal, unless~~appeal unless the original term of the eviction has expired. If the individual disagrees with the eviction, the following procedure for redress will be utilized:

1. The customer should contact the Director or ~~Executive Manager of Community Engagement~~designee within 48- hours of receiving ~~his/her~~the eviction to initiate an appeal. The customer may do so via telephone, mail, or email. The customer should explain the reasons for the appeal and include any additional information ~~that he/she~~they ~~wants~~ wish to have considered during review.

2. Upon receiving notice from the customer ~~that he/she would like to~~ requesting an appeal of the eviction, the Director or ~~Executive Manager of Community Engagement~~designee shall consider the appeal and whatever additional information is submitted and advise the customer of ~~his/her~~the decision regarding ~~on~~ the eviction terms within seven business days or a reasonable amount of time dependent on the situation and the amount of research needed. Notice of the decision may be made via telephone, mail, or email.

3. Upon receipt of the decision by the Director or ~~Executive Manager of Community Engagement~~designee, the customer has the right to further ~~appeal~~appeal against the eviction to ~~Board~~the Board of Trustees. The customer should notify the Director within 48- hours of receiving ~~his/her~~ notice of the decision regarding ~~his/her~~their eviction to initiate a board appeal. The customer may do so via telephone, mail, or email. The customer's appeal will be added as an agenda item on the next scheduled Board of Trustees Meetings. The Customer has the right to attend the meeting to personally explain the reasons for the appeal and to include any additional information ~~that he/she~~they ~~wants~~want considered during review.

4. The Board's decision will be considered as final. The ~~Library's~~library's failure to meet any of the deadlines set forth above shall not invalidate an eviction.

5. The Director or ~~Executive Manager of Community Engagement~~designee will update the incident report involving the Customer's eviction being appealed by adding a supplement stating the appeal decision.

C.   Safety:

~~It is the expectation of Library administration that all staff manage customer code of conduct violations in a safe manner.~~Library administration expects all staff to manage customer code of conduct violations safely.

The seriousness of the action and repeated misbehavior of a customer may indicate that a longer eviction than that which is indicated in Appendix A of the Customer Code of Conduct is appropriate. ~~The Director or~~Any member of the -Executive ~~Manager of Community Engagement~~Leadership Team ~~are~~is authorized to recommend an extended

eviction to the Board for consideration. The Board will make the final decision on any eviction outside of the approved policy.

D.   Consumption of Food and Beverages:

In order to maintain a clean and conducive environment for study, research, and the preservation of library resources, Pickerington Public Library only allows the consumption of food within specified areas of the library's facilities.

1.   **Designated Eating Areas:** Food consumption is only permitted in designated areas of the library. These areas are specifically allocated for eating purposes and are equipped with appropriate facilities for the disposal of waste. Users are required to consume food only within these designated areas. Any food not provided by the library must receive prior approval from the Library Director or their designee before being brought into and consumed in any designated area.

i. Main Library
1. Meeting Room A
2. Meeting Room C
3. Youth Services Barn
ii. Sycamore Plaza Library
1. Meeting Room

2.   **Restricted Areas:** ~~Food consumption is strictly prohibited in all other areas of the library, including but not limited to study spaces, conference rooms, computer area, and aisles containing library materials.~~Restricted Areas: Food consumption is prohibited in all other areas of the library, including study spaces, conference rooms, computer area, and aisles containing library materials. This restriction applies to all forms of food, including snacks, and meals.

3.   **Cleanliness and Hygiene:** Users consuming food in designated areas are responsible for maintaining cleanliness and hygiene standards. This includes disposing of food waste properly in designated bins, wiping down surfaces after use, and ensuring that no food debris is left behind.

4.   **Exceptions:** Exceptions to this policy may be granted for library-sponsored events or activities with prior approval from library administration. Such exceptions will be subject to specific guidelines and restrictions outlined by the administration at the time of approval. The ~~Library~~library allows consumption of beverages anywhere on library property except when using library technology. All beverages brought into the library must be in a closed container.

E.   Filming and Photography:

The library allows members of the community and media to film and take pictures while on library property. However, it is prohibited to film or photograph anyone without their prior consent.

1.   Enforcement of the policy
a. Library staff members are authorized to enforce this policy and may request individuals to cease filming or photography immediately. Failure to comply with this policy may result in expulsion from the premises or suspension of library privileges.

Appendix A
Customer Code of Conduct

	Infraction Type	First Violation	Second Violation	Third Violation
1	Inappropriate dress, to include but not limited to no shirt and no shoes.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.
2	Presenting offensive and pervasive ~~odor~~odors or ~~odors, which~~odors which constitute a nuisance to other customers or staff.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.
3	Consuming food outside of designated areas or while using library technology	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
4	Filming or photographing customers or staff without their prior consent	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
5	Distributing or posting unauthorized printed materials.	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
6	Bringing pets into the library, with the exception of service animals	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
7	Sleeping	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
8	Being under the influence of alcohol or drugs to the extent that one is unable to exercise	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction

	care for one's own safety or the safety of others.			
9	Abuse or improper use of library facility and equipment, to include but not be limited to public computer usage, bathing, shaving, or washing clothes	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
1 0	Smoking, using chewing tobacco, or smoking e-cigarettes on library property	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
1 1	Creating any unreasonable noise, including loud talking, singing, running, boisterous activity and the playing of audio or video equipment which disturbs other customers or staff.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
1 2	Use of offensive, obscene, or abusive language	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
1 3	Gambling, panhandling, soliciting money or engaging in activity for personal profit on library premises.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
1 4	Engaging in any act which clearly disrupts or prevents the normal or intended use of the public library by any other customers or staff.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction

1 5	Intentionally destroying, vandalizing, or damaging Library Property to include defacing material.	4-month eviction. Eviction period may be extended longer until financial restitution is paid for the damage	1-year eviction. Eviction period may be extended longer until financial restitution is paid for the damage	1-year eviction. Eviction period may be extended longer until financial restitution is paid for the damage
1 6	Intentionally destroying, vandalizing, or damaging Customer Property while on library premises.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
1 7	Trespassing, violating an eviction, or entering upon library property when banned.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
1 8	Theft or attempted theft of personal property or library property.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
1 9	Brandishing a knife or other cutting instrument, using a knife or other cutting instrument to threaten or intimidate others, or using a knife or other cutting instrument in any unsafe manner that could ~~reasonably result~~result in personal injury or property damage.	Asked to leave premises immediately. Eviction period to be determined after review by Director/~~Executive Manager of Community Engagement~~Designee	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~
2 0	Inducing panic or placing false 911 calls to police or fire agencies on premises.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~

2 1	Harassment of staff or customers to include but not limited ~~to:~~to threatening language; expressing racial or ethnic epithets to another person; stalking behavior, such as following a person on premises without permission, staring or watching persons to the point that it is ~~unreasonable~~unreasonable, or the party claims the behavior makes them feel uncomfortable. To also include acts of harassing behavior committed via the telephone, email, or written communications directed toward customers or staff while on library premises.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~
2 2	Possession, selling, or distributing illegal drugs or alcoholic beverages on library premises.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~	Asked to leave premises immediately. Eviction period to be determined after review by Director/Designee~~Executive Manager of Community Engagement~~
2 3	Engaging in or soliciting any sexual act. Indecent exposure.	1-year minimum eviction with approval by Director/Designee~~Executive Manager of~~	1-year minimum eviction with approval by Director/Designee~~Executive Manager of~~	1-year minimum eviction with approval by Director/Designee~~Executive Manager of~~

		Community Engagement	Community Engagement	Community Engagement
2 4	Engaging in fighting, challenging ~~persons~~people to fight, physically ~~abusing~~abusing, or assaulting anyone on the library premises.	1-year minimum eviction with approval by Director/Designee~~Executive Manager of Community Engagement~~	1-year minimum eviction with approval by Director/Designee~~Executive Manager of Community Engagement~~	1-year minimum eviction with approval by Director/Designee~~Executive Manager of Community Engagement~~

Mike Jones made a motion to approve. Mary Herron seconded.

Roll Call: Todd Stanley-yes, Mike Jones-yes, Cristie Hammond-yes, Alissa Henry-yes, Ashley Hughes-yes, Mary Herron-yes, Beth Muncy-yes. Resolution passed.

08-04-24 Resolution to approve the updated Proctoring Services Policy, to include changing the name of the Policy to Fee Based Library Services Policy

PICKERINGTON
PUBLIC LIBRARY

Pickerington Public Library

Fee Based Library Services Policy

		DATE
Board Policy: REVIEWED:	**8/19/2024**	**DATE**
APPROVED:	**8/19/2024**	
EFFECTIVE DATE: 8/26/2024		**REPLACING POLICY**
EFFECTIVE:	**4/16/2018**	

Pickerington Public Library (PPL) is committed to providing dynamic customer services to benefit the community. This policy is intended to address services requiring fees. As part of this commitment, PPL offers nontraditional library services, such as proctoring, 3D printing and laminating, for the convenience of the community.

All non-Traditional library services provided by the library will follow Federal, State, and local laws.

Service Guidelines and Limitations
The Library Director will establish guidelines for the use of these nontraditional services with fees, including any limitations or restrictions. This could include eligibility requirements, usage limits, or costs associated with these services.

Accessibility and Inclusivity
The Library is commitment to ensuring that these services are accessible to all community members, including those with disabilities, in accordance with the Americans with Disabilities Act (ADA).

Privacy and Confidentiality
If the services involve handling personal or sensitive information (such as proctoring), it might be helpful to mention the library's commitment to protecting user privacy and following applicable laws.

Legal Responsibility
Customers utilizing nontraditional library services offered by Pickerington Public Library are expected to use these services in a lawful and responsible manner. It is the customer's responsibility to ensure that their activities comply with all applicable federal, state, and local laws, particularly in relation to intellectual property rights. The Library's staff will not knowingly violate or infringe on any intellectual property rights. The library reserves the right to deny access to these services if misuse or illegal activity is suspected.

Liability Disclaimer

Pickerington Public Library is not liable for any damages, losses, or legal issues arising from the misuse of the nontraditional services provided, including but not limited to 3D printing and other sensitive technologies. Patrons are solely responsible for ensuring that their use of these services complies with all applicable laws and regulations. The library disclaims any responsibility for the consequences of actions taken by patrons while using these services.

Fees:

The Board acknowledges that the costs of nontraditional services are sometimes covered by the Library's general tax revenue. Therefore, it is the responsibility of the Library Director and Fiscal Officer to assess the necessity of fees for these services and

to determine the appropriate fee amounts. Any fees charged by PPL are designed to cover the cost of staff time and/or supplies.

A. Proctoring

The Pickerington Public Library will administer exams from institutions including colleges and universities, distance learning centers, and licensing agencies.

   a. **Request Confirmation:** Exam proctoring requests will be considered official only after the student has received confirmation of the date and time from a library staff member.

   b. Required Documentation: Test takers must coordinate any paperwork necessary to complete exams, such as exams and testing instructions. Test takers are also responsible for verifying that the paperwork has been received by Library staff.

   c. Test taker Responsibilities:

      - Pay the $15.00 (Tax included) fee for each paper exam and each login session for online exams at the time of the scheduled exam.

      - Provide the proper identification and documentation at the time of the scheduled exam.

      - Supply a USPS pre-paid shipping label for any paper exams that must be returned to the testing institution by postal mail. Library staff will not send exams without sufficient postage.

      - Ensure the transfer of the exam from the testing institution to the Library and verify its receipt. The Library will not notify the test-taker upon the exam's arrival.

      - Schedule the exam session at least two (2) business days in advance of the testing date.

- Allow sufficient time to complete the examination before the deadline set by the testing institution. It is the responsibility of the test-taker to schedule the timing of the exam.
- Exams will be proctored only during regular Library hours. Proctoring services are not available on Sundays.

- Arrive on time for the scheduled exam. After two missed appointments, including failures to cancel the appointment, the library reserves the right to deny future proctoring requests.

d. Exam Submission: Testing institutions must send exam materials prior to the examination date, either by postal mail or by email. Testing institutions can send materials to the following postal addresses:

- **For the Pickerington Main location:**

    Pickerington Public Library
    c/o Adult Services Department
    201 Opportunity Way
    Pickerington, OH 43147

- **For the Sycamore Plaza location:**

    Pickerington Public Library
    c/o Reference Department
    7861 Refugee Road
    Pickerington, OH 43147

Testing institutions can also send materials to the following email address:

pplrefstaff@pickeringtonlibrary.org

e. Proctoring Environment: Exams will be administered in Meeting Room C of the Pickerington Main Library, and in the Sycamore Plaza Library Meeting Room. Exams will be supervised by the available staff member at the time of the exam. The library cannot guarantee that a specific staff member will be available for proctoring. If a testing institution has stringent requirements regarding proctor identification and professional qualifications, the library may not be able to accommodate the test taker.

f. Proctoring Standards: The proctor will verify the test takers identity, ensures adherence to the time limit,   monitor the use of authorized resources, and ensure the completed test is returned according to the testing institutions instructions.

g. Service Denial: The library reserves the right to decline proctoring services based on scheduling, staffing, testing institution requirements, or other factors.

h. Document Retention: Exam documents and information will be retained for no more than two weeks after the exam, unless otherwise specified by the testing institution.

i. Contact Information: For questions regarding proctoring services, contact:

- Pickerington Main Library Adult Services Department: 614-837-4104, ext. 233

- Sycamore Plaza Library Branch Reference Department: 614-837-4383

B. Laminating

The Pickerington Public Library offers laminating services at the Main Library location, handled by the Technical Services Department.

a. **Cost:**
   - $1 per foot
   - $0.50 for an 8 ½ x 11 sheet

b. **Processing Time:** A minimum of 48 hours is required to complete the lamination process due to staffing and capacity constraints.

c. **Size and Thickness Limitations:**
   - Maximum lamination size: approximately 22 inches by 28 inches (poster board size)
   - Maximum thickness: approximately 12pt cardstock (thick poster board)

d. **Exclusions:** Items with glitter will not be laminated due to sealing issues.

e. **Confidentiality:** The library adheres to all Federal, State, and local privacy laws. Information on items left for lamination will be kept confidential.

C. 3D Printing

The Pickerington Public Library provides 3D printing services at all library locations.

a. **Fees:** The library charges $0.10 per gram of filament used (calculated by software), with a minimum charge of $1.00. Payment is required before the print is made.

b. **Service Intent:** The library offers 3D printing for educational, entertainment, and prototyping purposes, not for commercial production.

c. **Service Limitations:** The library will not reprint objects that fail due to design errors unless modifications are made by the library. Refunds or replacements will not be provided for dissatisfaction with print color, quality, size, or other controllable factors.

d. **Design Review:** Customers are encouraged to thoroughly review their designs before submission. The library reserves the right to refuse any print request.

e. **Prohibited Uses:** The library's 3D printers may only be used for lawful purposes. Printing requests for the following will be refused:
     i. Items prohibited by local, state, or federal law
     ii. Items that are unsafe, harmful, or pose an immediate threat to others
     iii. Obscene or inappropriate items for the library environment
     iv. Items that infringe on intellectual property rights

f. **Liability:** The library is not responsible for damages, breaks, or any issues caused by 3D printed items after they leave library property.

g. **Confidentiality:** While the library will maintain the confidentiality of customer print histories, prints themselves may be visible to the public during production. The library cannot guarantee privacy during this process.

h. **General Guidelines:**
     i. Only designated, trained library staff will operate the 3D printers.
     ii. Only library-provided filament will be used. Customers may not supply their own materials.
     iii. The 3D printing material used is PLA, a bioplastic that may melt if exposed to high temperatures.

i. **Printing Process:**
     i. Customers may submit print requests through the library's website. Library staff will assist as needed.

ii.   Files will be printed as submitted, without modifications. If changes are necessary, staff will notify the customer and recommend adjustments.

iii.   Once printing is complete (within approximately 1-2 weeks), customers will be notified about pickup details.

Mike Jones made a motion to approve. Alissa Henry seconded.

Roll call: Beth Muncy-yes, Ashley Hughes-yes, Todd Stanley-yes, Cristie Hammond-yes, Alissa Henry-yes, Mike Jones-yes, Mary Herron-yes. Resolution passed

08-05-24 Resolution to appoint Tony Howard as Deputy Fiscal Officer

Cristie Hammond made a motion to approve. Mike Jones seconded.

Roll call: Cristie Hammond-yes, Mary Herron-yes, Beth Muncy-yes, Todd Stanley-yes, Alissa Henry-yes, Mike Jones-yes, Ashley Hughes-yes. Resolution passed.

08-06-24 Resolution to appoint Tony Howard as the Library's Credit Card Compliance Officer

Cristy Hammond made a motion to approve. Todd Stanley seconded.

Roll call: Alissa Henry-yes, Mike Jones-yes, Cristie Hammond-yes, Beth Muncy-yes, Ashley Hughes-yes, Mary Herron-yes, Todd Stanley-yes. Resolution passed

08-07-24 Motion to go into Executive Session –

i.   To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code

ii.   To discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Cristie made a motion to go into Executive Session –

i. To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4) and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code

ii. To discuss Compensation of Public Employees (ORC 121.22 (G)(1)) and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Beth Muncy seconded.

Roll call: Ashley Hughes-yes, Todd Stanley-yes, Cristie Hammond-yes, Alissa Henry-yes, Mike Jones-yes, Beth Muncy-yes, Mary Herron-yes

Motion passed.

Entered into Executive Session at 8:15 p.m.

08-08-24 Motion to come out of Executive Session –

      i.   To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4)
             and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code
     ii.   To discuss Compensation of Public Employees (ORC 121.22 (G)(1))
             and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Cristie Hammond made a motion to come out of Executive Session –

      i.   To discuss Collective Bargaining Strategy per ORC 121.22 (G)(4)
             and Rule 3358:17-1-04.2 (A)(4) of the Administrative Code
     ii.   To discuss Compensation of Public Employees (ORC 121.22 (G)(1))
             and Rule 3358:17-1-04.2 (A)(1) of the Administrative Code

Mary Herron seconded.

Roll call: Motion passed.

Came out of Executive Session at 8:53 p.m.

08-9-24 Motion to allow Fiscal Officer to pay 1.5 (time and one-half) for employees working the parade

Memorandum

To: **Pickerington Public Library Board of Trustees**

From: **Tony Howard**

Date: **August 15, 2024**

Subject: **Response to Labor Day Parade Petition**

According to library records, the Library has required staff to march in parades since 2002. Those parades included Labor Day Parade, Violet Festival Parade, and 4th of July Parade. In 2015, when I became Director, we cut involvement down to just the Labor Day Parade. It was a bit too much for our staffing levels.

Why does the Pickerington Public Library march in this parade?

Besides this parade being one of the largest non-sports related community events supported by the City of Pickerington, this is direct outreach to our community! This is where we can see and speak with the parade spectators to say thank you for supporting the Library, come visit, good to see you again! This is where they see us making the effort to come out of the buildings to see them!

- **Increased Visibility**: This parade is a public event that draws a lot of attention by community members that use and do not use the library. By participating, especially with a big presence, the library can significantly increase our visibility among local residents, making more people aware of or services.

- **Community Engagement**: A strong parade presence demonstrates that our library is invested in the community beyond our walls. This can foster goodwill and strengthen relationships with local residents, who may be more likely to support businesses that are actively involved in community activities.

- **Brand Recognition**: A well-designed float, our vehicles and our literature we hand out, all with our distinctive branding can make a lasting impression on parade-goers. This can help reinforce brand recognition and create positive associations with the library.

- **Networking Opportunities**: Parades often involve other local businesses, community leaders, and organizations. Participating in the event can provide opportunities to network and build relationships with these stakeholders.

- **Positive Publicity**: A big presence in a parade can generate media coverage or social media buzz, which can further amplify the library's reach and attract new customers.

- **Customer Loyalty**: When an organization is seen as an active and supportive member of the community, it can enhance customer loyalty. People tend to support businesses that contribute to the local culture and events.

Questions we must consider if we don't walk or have a respectable presence?
- Our community leaders stop seeing us as relevant
- Partnerships dry up
- Lack of support of future levy asks

What if we cancel and the pplus decides to walk
- How would that look on us?

Addressing issues in the bargaining unit petition

We do let people know this parade is a mandatory event. While it is a mandatory event, all staff are paid additional hours on top of their holiday pay. Furthermore, if a staff member has something come up, they may request not to march in the parade. Each year, we have two or three staff with a family or personal conflict. I do ask them to show proof that they are traveling. As for PTO, it is not necessary because these are extra work hours. Otherwise staff are expected to work. This has caused some confusion among two staff and I followed up with them on this matter after approving their request not to participate. Managers know to send all requests not to march to my office for approval. No one reported almost passing out during the parade last year.

The staff member wearing our mascot said she struggled due to the heat. As a result, we purchased a trailer to make a float so she can ride. We have two vehicles that are both air conditioned and any staff, volunteer, or family member, including the mascot can get in at any time during the parade. We also provide water for anyone marching. The coolers are kept in the van where it is easy to for anyone marching.

The Negotiation team for the bargaining unit said in negotiations that they don't like the parade. They also put a proposal in the contract to not require staff to participate in the parade. I understand staff do not like the parade. In fact, I have hated parades since my Army days. I have made it clear that this is one of the largest non-sports related events in the community. In fact, a strong presence in a parade can serve as an effective marketing strategy, especially in our community where word-of-mouth and local reputation are particularly influential. My personal opinion is that not supporting the parade is equal to not supporting the community.

Legal Counsel Input

I had a conference call with Jonathan this weekend and he is of the opinion that this is a scare tactic. He said staff could file an unfair labor practice or just not show up for the parade.

He did recommend that because this is a continued practice that we have been doing for over 20 years, that we continue with the mandatory practice. Giving in on this gives the bargaining unity more leverage in negotiations. He also mentioned that if we keep the practice, we need to be clear regarding our approach of not paying the holiday pay if a staff member "calls off". This is policy and we have done this before.

Finally, he feels that offering a solution like increased pay incentive would be a great olive branch and possibly help with negotiations.

The questions I asked in my email
- Do I back down after years of mandatory participation and say this is a voluntary event?
- Do we move forward?

An additional thought
During Negotiations, the Bargaining Unit also asked for all staff to be paid double time for hours worked on a Board approved holiday closure.

Here is what that cost breakdown looks like for all staff except the ELT team (Chuck, Tony, and Colleen) for working Labor Day. The below figures are on top of what the staff are being paid for the day off.

- Cost for each employee at Regular pay = $1871.25
- Paid at 1.5 times their rate= $2,806.89 (additional $935)
- Paid at 2 times their rate = $3,742.51 (additional 1871.25)

My fear is that changing this to a voluntary event will result in us not having enough staff to march with a respectable representation. If we don't have enough people to participate in the parade, our absence will be noticed.

Cristie Hammond made a motion to approve. Mike Jones seconded.

Roll Call: Mike Jones-yes, Alissa Henry-yes, Mary Herron-yes, Cristie Hammond-yes, Todd Stanley-yes, Ashley Hughes-yes, Beth Muncy-yes. Motion passed.

<u>For the good of the order</u>

<u>Adjournment</u>

Cristie adjourned the meeting at 8:55 p.m.

<u>Next Board Meeting</u>

Regular Board Meeting
September 16, 2024 @ 7:00 p.m. at Main Library

_____

Cristie Hammond
President

_____

Mary Herron
Secretary

Welcoming Experience

Objective 1: ***PROVIDE*** *a safe and enjoyable learning environment for everyone at the library.*
- Visitor Satisfaction: As measured by at least 75% of visitors rating their experience as "safe" and "enjoyable" in post-visit surveys. Conduct regular surveys to gather feedback from customers about their perception of the library: Is it seen as a learning environment? Is the library top of mind when considering educational resources? Based on metrics, are there repeat visitors, or is there a way to track unique visits versus repeats?
- Return users, sharing with family/friends, tagging on social media.

Objective 2: ***PROMOTE*** *professional, reliable, and accountable conduct among customers and staff.*
- Positive Reinforcement: Track instances where staff are recognized for exhibiting professional/appropriate conduct. Objective 3: ***SUPPORT*** *a collaborative working and learning environment through innovative and effective space planning.*

Objective 3: ***SUPPORT*** *a collaborative working and learning environment through innovative and effective space planning.*
- Space Utilization Rate: As measured by maintaining an average utilization rate of 25% for collaborative spaces.
  - Accessibility: Ensure collaborative spaces (HHC) are easily accessible to all customers to promote inclusivity. Track which spaces are used by certain groups to see if other spaces require rework to be more accessible to customers.
  - Noise Management: Utilize noise monitoring equipment to assess whether space planning accounts for acoustic considerations to balance collaboration and concentration.

Objective 4: ***CREATE*** *an inclusive culture focused on equality and fairness, which celebrates the unique aspects of all stakeholders.*
- Demographic Data: Collect demographic information about stakeholders to ensure diversity and track changes over time.
- Demographics of complete set of stakeholders aligns with the entire service area population.

Health and Wellbeing

Objective 1: **IMPROVE** *employee morale in order to increase retention rates and improve productivity.*
- Employee Satisfaction Surveys: As measured by a minimum 50% increase in overall satisfaction scores in employee surveys.
- Survey staff about their well-being.

Objective 2: **INVEST** *in staff learning and development to foster professional growth, leadership, and lifelong learning.*

- As measured by the total monetary investment (budget, travel, time paid) compared to libraries of similar size and budget. Investment per person comparison

Objective 3: cut from plan

Objective 4: **CREATE** *an inclusive culture focused on equality and fairness, which celebrates the diverse aspects of staff and stakeholders.*

- As measured by surveys of staff regarding the effectiveness of the Library's EDI Committee in developing the staff on this topic.

Youth Engagement

Early Literacy

Objective 1: ***SUPPORT*** *the community as a respected resource by helping parents, caregivers, and educators teach the children of the community skills needed for kindergarten and beyond.*

- Create parent and educator satisfaction surveys after workshops or youth programming; Benchmark: achieving satisfaction of x% or above.
- Measure how broad our youth reach is within the demographics of the community.

Objective 2: ***ENSURE*** *that staff and physical spaces in the youth areas of the library support social emotional learning.*

- Feedback from the community
- Use and attendance of SEL activities

Objective 3: ***PROVIDE*** *culturally sensitive classes and events.*

- As measured by feedback from the community on their wants and needs.

School Age, Tween and Teen

Objective 1: ***PROVIDE*** *additional support to lower performing schools or lower performing academic areas.*

- As measured by the use of library services by the community around Title 1 and low performing schools.

Objective 2: ***CREATE*** *meaningful partnerships with schools and homeschool groups to ensure all students have equitable access.*

- As measured by ongoing engagement through feedback (Satisfaction survey)

Objective 3: ***DEVELOP*** *dynamic programming to foster a love of reading and life-long learning.*

- Count how many kids are checking out non-school books.
- As measured by annual evaluation of programs offered.

Objective 4: ***SUPPORT*** *the intellectual and emotional growth of school age, tween, and teen customers by helping them ignite their spark.*

- As measured by increased program participation, feedback, and the expansion of emotional well-being resources.
    - Idea 1: Youth Empowerment Workshops
        - Host workshops on self-esteem, leadership, and emotional intelligence.
        - Track attendance and collect feedback, aiming for a 20% increase in participation.
    - Idea 2: Emotional Well-being Resources
        - Develop a dedicated section with books and materials on emotional well-being.
        - Measure the circulation of these resources and strive for a 15% increase.
    - Idea 3: Youth Surveys
        - Regularly survey young library users to assess their emotional and intellectual needs.
        - Target at least an 80% participation rate among this age group.
- As measured by the variety of the programming we offer.

Objective 5: **ENSURE** all services, resources, classes, events, and initiatives foster and support inclusivity and accessibility.

- Anonymous survey/comment cards(Satisfaction survey)

Marketing and Outreach

Marketing

Objective 1: ***INCREASE*** *brand awareness throughout the community by empowering the team to generate high quality leads through effective communication of organization expertise.*

- As measured by interactions w/community through physical and virtual usage.

Objective 3: **IMPLEMENT** *a process to ensure all promotional and marketing approaches are equitable and inclusive.*
- As measured by feedback from the community.

Outreach

Objective 1: **PROVIDE** *access to materials, demonstrating the organization's value by engaging with stakeholders.*
- As measured by circulation data

Objective 2: **INVEST** *time and effort in connecting the community with resources, inspiration, and entertainment for life.*
- As measured by interactions and programming

Technology

Objective 1: **FOCUS** *new and existing technology by weighing value to the customer and responsible financial performance.*
- As measured by usage statistics. (usage normalized by cost)

Objective 2: **PROVIDE** *technologically advanced facilities, to keep the library relevant and allow for equitable access for all.*
   - As measured by demographics and use of technology

Objective 3: **ENSURE** *a safe technological environment through cybersecurity measures while providing access to technology of tomorrow.*
- As measured by security incidents

Summary

The common "as measured by" statements across the objectives, are summarized as a set of consistent methods for evaluating progress and success. The most common areas of measurement are **satisfaction surveys**, **feedback mechanisms**, **utilization rates**, and **data collection**. Below is a summary of the areas of measurement which shows how are strategic goals overlap.

- **Customer and Staff Satisfaction Surveys**:

- Across many objectives (e.g., Welcoming Experience, Health and Wellbeing, Youth Engagement, Marketing), **surveys** are a primary tool to gauge satisfaction. This includes:
- Visitor satisfaction surveys (e.g., for safety, enjoyment, and service experience)
- Employee satisfaction surveys (to measure morale, well-being, and EDI effectiveness)
- Parent, educator, and youth satisfaction after workshops and programs.

- **Feedback and Engagement Metrics**:

  - **Community feedback** and ongoing **engagement** are frequently used to measure success, especially in objectives tied to inclusivity, cultural sensitivity, and professional conduct. Feedback is gathered through:
  - Surveys, comment cards, and social media interactions.
  - Responses to community needs (e.g., culturally sensitive programming, emotional well-being resources).

- **Utilization and Circulation Data**:

  - **Utilization rates** and **circulation data** are commonly used to assess how well resources, spaces, and programs are used. This includes:
  - Space utilization for collaborative spaces.
  - Circulation of materials (e.g., technology, books, and resources for emotional well-being).
  - Program attendance and participation metrics (e.g., youth programs and workshops).

- **Demographic Data and Inclusivity Measures**:

  - Objectives that focus on inclusivity and equity are measured by **tracking demographics** and **ensuring alignment** with community representation. This includes:
  - Gathering demographic data on stakeholders and staff.
  - Ensuring equitable access to services and evaluating outreach impact based on community demographics.

- **Program and Service Evaluation**:

  - Several objectives include evaluating the **effectiveness of programs** through **ongoing assessments**. This is typically measured by:
  - Annual evaluations of programs (e.g., reading and learning programs).
  - Measuring the diversity and variety of offerings.
  - Tracking feedback on new or updated programming.

- **Financial and Technological Performance**:

- Objectives tied to technology and financial responsibility are measured by:
- **Usage statistics**, normalized by cost, to assess the value of technology and services.
- Tracking **cybersecurity incidents** to ensure the safety of technology environments.

Staff "As measured by" ideas; all departments   <mark>Data we already collect/can collect now</mark>

Welcoming Experience

Objective 1: ***PROVIDE*** *a safe and enjoyable learning environment for everyone at the library.*

- ~~<mark>Attendance and Engagement: Track the number of visitors, classes, and events attended, and overall engagement with learning activities</mark> (e.g., HHC, Reading Buddies, Violet's Learning Zone [barn], AWE tablets). Additionally, calculate the percentage of visitors who return to the library for continued learning experiences (retention rate).~~
- ~~<mark>Attendance and Participation: Monitor attendance at events and classes</mark>. An increase can indicate a positive learning environment.~~
  - ~~DEI: Observe attendance during activities. A diverse and inclusive environment is a sign of a welcoming space.~~
- ~~DEI: Consider tracking diversity of visitors and class/event attendees to ensure the learning environment is welcoming to a broad range of individuals and note if participation matches community metrics. If not, consider how best to broaden the audience.~~
- ~~Provide signage near entrance to direct newcomers to the library to the Children's Department, Information Services (Computers, Printers/Copiers, and Conference rooms), Teen materials, Homework Help, etc. Measured by decrease in directional stats.~~
- Visitor Satisfaction: As measured by at least 75% of visitors rating their experience as "safe" and "enjoyable" in post-visit surveys. Conduct regular surveys to gather feedback from customers about their perception of the library: Is it seen as a learning environment? Is the library top of mind when considering educational resources? Based on metrics, are there repeat visitors, or is there a way to track unique visits versus repeats?
- ~~Incident Reports: As measured by a decrease of 30% in the number of reported incidents over the past year.~~
- ~~A decrease/0 police or ambulance presence for x weeks, months, years.~~
- ~~Setting a goal of no more than "X" incidents for the month/year~~
- Return users, sharing with family/friends, tagging on social media.
- ~~Post-event surveys - consider emailing vs physical copies~~
  - ~~Gift card raffle to encourage participation~~

Objective 2: ***PROMOTE*** *professional, reliable, and accountable conduct among customers and staff.*

- ~~As measured by decrease in employee turnover.~~
- ~~As measured by staff attendance occurrence points averaging x/10 or under.~~
  - ~~Rewards for good attendance/no call offs; If you have "X" number of days of arriving on time you are entered into a gift card pool~~
- ~~Staff Training Completion: As measured by 100% of staff members completing mandatory conduct-related training programs.~~

- o Accountability Measures: Tracking instances where staff members hold each other accountable for adhering to professional conduct standards. Examples include acknowledgement of a positive interaction, offering resources to help coworkers grow and adapt professionally, or speaking up if derogatory comments or biased behavior is heard to promote an inclusive and respectful work environment.
- Priority given to scheduling meetings for policy evaluation, rather than those being put on the back burner.
- Customer Feedback: As measured by 30% increase in positive feedback regarding professional and reliable conduct. Track via customer interactions and regular surveys over time.
  - o User Interactions: Engage in conversations with customers to gather feedback about their experiences. Ask about their perception of safety, enjoyment, and their overall satisfaction with the environment.
  - o Regular Surveys: Conduct periodic surveys asking specific questions about safety, enjoyment, and overall learning experience. This can provide quantitative data to measure progress.
  - o Feedback Channels: Encourage customers to provide feedback through suggestion boxes, online forms, or other communication channels. Analyze feedback for trends and patterns. This includes gathering input from staff and volunteers; their insights can provide a more comprehensive perspective.
- Communication outlet (OneDrive or via email/in person meetings/staff swaps) between Main/Sycamore where staff can discuss common experiences, practiced "solutions" when dealing with those common issues (sharing what works; successes)
- Attending department meetings as one/not as location based (ex: ALL customer service staff in one, and so on)
- Incident Reports: As measured by a decrease of 30% in the number of reported incidents over the past year.
- Community Perception: Consider the library's reputation in the community. Positive word of mouth and reviews can indicate this goal is being met.
- Positive Reinforcement: Track instances where staff and customers are recognized for exhibiting professional/appropriate conduct.
- Source EDI committee for recommendations, time at PDD, anonymous forms to send to PDD to talk about any discomfort/suggestions/etc.
- Swapping staff/shadowing (prioritizing this!!! it keeps getting pushed) *volunteers also able to shadow roles to learn more about libraries.
- Qualitative, anonymous staff surveys and/or public surveys to gauge community impressions. These would need to be well publicized (for the public, anyway)-- our suggestion boxes are not used as they stand now.
- Space Utilization Rate: As measured by maintaining an average utilization rate of 25% for collaborative spaces.
  - o Accessibility: Ensure collaborative spaces (HHC) are easily accessible to all customers to promote inclusivity. Track which spaces are used by

certain groups to see if other spaces require rework to be more accessible to customers.
  - o Noise Management: Utilize noise monitoring equipment to assess whether space planning accounts for acoustic considerations to balance collaboration and concentration.
-

Objective 3: *SUPPORT a collaborative working and learning environment through innovative and effective space planning.*
- ~~Make cross-training a priority.~~
  - o ~~Ex: All staff should have basic training in all departments after 6 months on the job. This should include branch training for main staff and main training for branch staff. Allows staff to provide back-up for each other when needed in each department.~~
- ~~Space audits to set baseline for areas that may be sub-optimal. Set plans for ways to reformat or repurpose spaces/resources to get them to the most people possible.~~
  - o ~~Consider seating availability and noise level.~~
  - o ~~Creating a communal room like the quiet study, but for working in groups where talking is necessary.~~
- ~~Planned times throughout the week that encourages collaborative work and learning.~~
- Space Utilization Rate: As measured by maintaining an average utilization rate of 25% for collaborative spaces.
  - o Accessibility: Ensure collaborative spaces (HHC) are easily accessible to all customers to promote inclusivity. Track which spaces are used by certain groups to see if other spaces require rework to be more accessible to customers.
  - o Noise Management: Utilize noise monitoring equipment to assess whether space planning accounts for acoustic considerations to balance collaboration and concentration.
- ~~Technology Integration: As measured by having 85% of collaborative spaces equipped with interactive technology tools.~~
  - o ~~Virtual Collaboration: Assess whether spaces facilitate virtual collaboration and remote learning through well-integrated technology. Measure via utilization of technology and customer feedback surveys.~~

Objective 4: *CREATE an inclusive culture focused on equality and fairness, which celebrates the unique aspects of all stakeholders.*
- ~~Diverse displays presented as measured by number of library items on these displays checked out.~~
- Demographic Data: Collect demographic information about stakeholders to ensure diversity and track changes over time.
- Demographics of complete set of stakeholders aligns with the entire service area population.

- Encourage Diversity in Leadership: As measured by increasing representation of underrepresented groups in leadership positions by 15%.
  - Promotion and Advancement: Track career progression of employees from different backgrounds to ensure equal opportunities for growth.
- Pay Equity: Analyze pay scales to ensure compensation is equitable across different demographic groups.
- Inclusion Training Participation: As measured by 100% of employees participating in diversity and inclusion training sessions.
- Community Engagement: As measured by 25% increase in attendance at community events focused on celebrating diversity.
- Inclusive Language and Content: Measure use of inclusive language in internal and external communication, as well as representation of diverse perspectives in content and programming.

Health and Wellbeing

Objective 1: **IMPROVE** *employee morale in order to increase retention rates and improve productivity.*

- Official, documented check in's with managers compared to yearly evaluations only to encourage communication, asking for help when needed, and setting up individualized staff goals to promote autonomy, creativity, and connection to the work staff produce.
- Measure % of time we are short staffed, organized by how many vacancies are ongoing at any given time (like, x axis time, y axis number of vacancies). Vacancies are taxing on all of us, and make it harder to do off-desk work, or build relationships with the community outside of essential duties being filled. We might be able to establish "normal" by averaging % of vacancies over various 5-year periods? Then compare to current years and look for spikes.
- Provide more time for staff to complete opening duties before the library opens, allowing staff to feel more prepared to greet customers unencumbered by these duties (Ex. Checking in expired holds, pulling holds, deposits, etc.). Another way to do this would be to appoint a staff member dedicated to these duties that are not scheduled to be at the customer service desk the first hour
- Employee Satisfaction Surveys: As measured by a minimum 50% increase in overall satisfaction scores in employee surveys.
- Retention Rate: As measured by a 25% decrease in employee turnover within the next year.
- Productivity Metrics: As measured by a 25% increase in key productivity metrics (e.g., projects completed, tasks accomplished) over the previous quarter.
- Hybrid days to complete off-desk responsibilities.
- Survey staff about their well-being.
- Provide counseling services. Can measure this by how many employees take advantage of it. Ask questions about morale, and measure the responses by categories: happy, sad, in-between, etc.
- Establish a staff book club?
- Giving staff a stake in the library. Ask staff what we like most about work and what we find the most frustrating to work toward remedying those frustrations.

- Consider a more staff friendly PTO system. Making staff wait 120 days to take a day off is a long time.
  - Ex: Asking new staff to make time up during the week so they can leave early for a doctor's appointment is a negative bump to morale. To me it comes off as the library not taking into consideration that staff have other obligations outside of work; like their health.

Objective 2: **INVEST** *in staff learning and development to foster professional growth, leadership, and lifelong learning.*

- Managers and admin being cross-trained to cover shifts to ease burden of covering shifts during times of vacancies, or even being in rotations where possible on a somewhat regular basis to see different sides of the community the way CS staff do.
- Allow staff time off desk for professional growth webinars such as is offered by Southeast Regional Library System. These learning opportunities can be measured by the number of webinars attended by staff per year.
- Team development days; time for departments to meet.
- Set a goal of EDI events/resources to present with system-wide support.
- Staff evaluations being less focused on productivity and scores, and more focused on areas of growth.
- Training Completion: As measured by at least 75% of employees completing a certain number of training courses within a given time frame.
- Leadership Promotions: As measured by promoting 10% of staff members to leadership roles from within the organization over the next two years.
- Lifelong Learning Participation: As measured by 50% of employees participating in external courses, workshops, or conferences related to their field of work.
- Get a baseline of % of staff who are able to participate in trainings—set training hour goals accordingly, with desk time scheduled to accommodate.
- Allow work from home time to complete training opportunities for full and part-time staff. (ex: hours per quarter to use toward development).
- Measure meetings and time spent considering and implementing ideas, to the best of library's ability.
- Create something similar to a CEU system. Staff are required to participate in an agreed number of continuing education hours per year.
- As measured by the total monetary investment (budget, travel, time paid) compared to libraries of similar size and budget. Investment per person comparison

Objective 3: **ENCOURAGE** *efficient and innovative programs, processes, and procedures as well as other performance areas.*

- Process Improvement Initiatives: As measured by implementing 3 new, more efficient processes within the next quarter.
- Innovation Submissions: As measured by receiving 3 innovative ideas or suggestions from employees within a specified time frame.

- Time Saved: As measured by a 15% reduction in the time taken to complete a specific task or project compared to the previous year.
- Label shelving carts. As a new staff member, this would have helped greatly because of the large number of book categories, especially in the Children's Dept. Everything would not have to be labeled. For example, nonfiction, easy readers, juv fiction are alphabetical and would not need to be labeled. Labels could be placed on endcaps of carts to be referred to as needed.
- Training structure: providing time for some preliminary LEAP training (training videos provided by Polaris).
- As measured by…

Objective 4: **CREATE** *an inclusive culture focused on equality and fairness, which celebrates the diverse aspects of staff and stakeholders.*
- Establish and publish easy-to-access/use mediation procedures to help address issues in a way that doesn't hurt feelings, miscommunication or cause undue friction
- Offer counseling, time off, or other official breaks to offer recovery time after anxiety-producing/uncomfortable/traumatic interactions.
- Diversity in Leadership: As measured by increasing representation of underrepresented groups in leadership positions by 15% within a specific time frame.
- Inclusion Training Completion: As measured by at least 100% of staff members completing diversity and inclusion training within the next six months.
- Recognition of Diverse Achievements: As measured by featuring 15% more stories and achievements of staff from diverse backgrounds in internal communications.
- Establish round-table discussions with admin by department regularly to build a reliable line of communication between staff and ELT. Set reliable "office hours" could be a compromise.
- Outline consistent time periods for evaluating policies and how they serve/don't serve our community and staff. Regular meetings with staff from all departments, with attendance rotating so that many perspectives are heard on an issue.
- Suggestion form for staff to anonymous changes they think would support our organizational goals.
- Create an inclusive culture focused on equality and fairness, which celebrates the unique aspects of all stakeholders as measured by:
  - Patrons want to see themselves represented in this space and considered for their unique needs and experiences. We should be focused on equity, not equality.
    - Ex: Handing everyone the same pair of prescription glasses might be promoting equality, but it's only helpful for those who need that prescription to see.
- Connecting with BIPOC organizations and making sure our job postings are being shared with the community.
- As measured by surveys of staff regarding the effectiveness of the Library's EDI Committee in developing the staff on this topic.

Youth Engagement

Early Literacy

Objective 1: ***SUPPORT*** *the community as a respected resource by helping parents, caregivers, and educators teach the children of the community skills needed for kindergarten and beyond.*

- ~~Attendance numbers for ELC~~
- ~~Number of educator cards registered.~~
- ~~Participation and completion percentages of Summer/Winter Reading~~
- ~~Provide at least one EL tip per ELC for parents.~~
- ~~Number of newly registered Kids cards/limited access cards (active cards percentage from LibIQ)~~
- ~~Participation numbers of pre-K students attending outreach (ex: Lorna's Pre-K story times)~~
- ~~Reading buddies- Participation numbers (5+ y/o)~~
- ~~As measured by an increase of preschool children that we serv by 5%~~
- Create parent and educator satisfaction surveys after workshops or youth programming; Benchmark: achieving satisfaction of x% or above.
- ~~Try to reach x number of children per 6-week ELC session.~~
- ~~Offering youth outreach to community organizations; number of collab events/children in attendance.~~
- ~~Developing online newsletter to reach x number of caregivers.~~
- ~~Promote EL kits for checkout; aim for at least 2 CKO per month.~~
- ~~Participants for the 1000 Books before Kindergarten program~~

- Invite parents to kindergarten readiness programs at the library – have many classes or a series of classes with this theme. Measure by how many people attend, what criteria the school uses and how we are using the criteria in our programs/events.
- Offering support packets for children outside of the library, track number of packets distributed.
- Direct caregivers to online/website. Blog posts with links to other EL sites. Track clicks/site visits.
- Measure how broad our youth reach is within the demographics of the community.

Objective 2: **ENSURE** *that staff and physical spaces in the youth areas of the library support social emotional learning.*
- Update early lit stations for social/emotional learning; asses them for quality using researched criteria *similar project completed within the past year*
- Circ stats of materials deemed as "social emotional."
- Provide x number of classes/events that support objective; ex: scavenger hunts.
  - Event idea: Story Walk on library property
- Feedback from the community
  - Partners serving the same age group with the same goals
- Themed displays; quota?
- Put x number of activities in barn SEL activity at least 1x per month and change every month. Use and attendance of SEL activities
- Training/prof. dev for staff; quota/# of hrs.? Certificate of completion.
  - Provide SEL workshop for staff (online, 60 min.) Fundamentals of SEL
- "Learn through play" toy bins being used [in house] (including Lego table, puppets, etc.)
- Number of teen/adult volunteering opportunities for classes and events that support objective.

Objective 3: **PROVIDE** *culturally sensitive classes and events.*
- Represent through at least one book a variety of cultures/races in ELC.
- Number of total events
- Find diverse presenters for culturally and inclusive programming opportunities. Track number of outside presenters (experts)
  - Event idea: Culture Night where we can invite families from other cultures to share with other families.
- Diversity assessment of event/classes attendees
- Consult the calendar to provide culturally and inclusive programming.
- Number of cultures represented in the library.
- Percentage of collection that represent different cultures.

- As measured by feedback from the community on their wants and needs.
- ~~Staff training~~

School Age, Tween and Teen

Objective 1: *PROVIDE additional support to lower performing schools or lower performing academic areas.*

- ~~Number of Kids cards made through PLSD collab; how many of those cards are in active use.~~
- ~~Number of students who use HHC.~~
- ~~Student participation ratio?~~
- ~~School delivery (high schools as measured by # of checkouts at visits)~~
- ~~Outreach focuses to targeted title 1 schools.~~
  - ~~Winter reading~~
  - ~~Title I nights that outreach covers as measured by # of events attended and people reached~~
  - ~~Reading Buddies—target and market to the lowest performing schools~~
- ~~Number of events that support objective.~~
  - ~~Event/class ides ACT, SAT, College Fair, Trade School Fair, Military, Job Fair, FAFSA program how to, school field trips, art showcases, talent shows etc.~~
- ~~Increase outreach staff to support services (as measured by the support for additional staffing such as increase in student enrollment, staff hours/ outreach hrs. ratio)~~
- ~~As measured by increase in the connection with students by 30% annually~~
- As measured by the use of library services by the community around Title 1 and low performing schools.

Objective 2: *CREATE meaningful partnerships with schools and homeschool groups to ensure all students have equitable access.*

- ~~HHC attendance numbers/Summer Reading and Winter reading totals~~
- ~~Total Homeschool programs, statistics of attendance.~~
- ~~Staff hours toward Homeschool centric classes and events/hrs. spent in outreach in PLSD schools.~~
- ~~Create resource guides for how to homeschool. Count how many of the resources have been taken.~~
- As measured by ongoing engagement through feedback (Satisfaction survey)

Objective 3: *DEVELOP dynamic programming to foster a love of reading and life-long learning.*

- Number of School visits not for classwork
- Number of classes and events/ ratio attendance vs returning attendees to measure quality (if they are coming back) including returning Summer/Winter Reading participants.
- Reading programs like summer, winter; Reading Buddies; document an increase participation # of signups.
- Number of/participation numbers of Mentorship programs.
- Survey or comment/ review cards from event and class attendees and ask what students want in the way of programming.
- Multigenerational storytimes; Tales with the Tigers
- Offering more non-school specific reading programs (number of classes/events).
- Measure use of online resources.
- Count how many kids are checking out non-school books.
- As measured by annual evaluation of programs offered.

Objective 4: **SUPPORT** *the intellectual and emotional growth of school age, tween, and teen customers by helping them ignite their spark.*
- As measured by increased program participation, feedback, and the expansion of emotional well-being resources.
    - Idea 1: Youth Empowerment Workshops
        - Host workshops on self-esteem, leadership, and emotional intelligence.
        - Track attendance and collect feedback, aiming for a 20% increase in participation.
    - Idea 2: Emotional Well-being Resources
        - Develop a dedicated section with books and materials on emotional well-being.
        - Measure the circulation of these resources and strive for a 15% increase.
    - Idea 3: Youth Surveys
        - Regularly survey young library users to assess their emotional and intellectual needs.
        - Target at least an 80% participation rate among this age group.
- Assessment of Teen social and emotional needs; see increase in teen event and classes.
- TAB/discord interaction stats
- As measured by the variety of the programming we offer.
- Decrease in staff turnover rates- to allow teens staffing consistency/familiar faces to help build upon relationships.
- Learn about teen clubs in the area and reach out to see about partnering or offering programs together. Measure attendance.
- Number of positive engagements between teens and staff.

- ~~Become "Safe Space" certified.~~

Objective 5: **ENSURE** all services, resources, classes, events, and initiatives foster and support inclusivity and accessibility.
- ==~~Number of contracted programmers that reflect patron cultures.~~==
- ==~~Number of displays/visible support of welcoming spaces for diversity~~==
- ==~~Kulture City sensory bags; staff training and awareness. Measurable by number of staff certified through Kulture City.~~==
- ~~Support different language groups; books for all languages present within our service area.~~
- Anonymous survey/comment cards(Satisfaction survey)
- ~~Number of resources that support different abilities; wayfinding for non-English speakers; dyslexia resources, etc.~~
- ~~Diversity assessment of event/classes attendees~~
- ~~As measured by ongoing trainings and feedback~~

Marketing and Outreach

Marketing

Objective 1: *INCREASE brand awareness throughout the community by empowering the team to generate high quality leads through effective communication of organization expertise.*
- ==~~Number of staff social media submissions.~~==
- ~~20% increase in SM followers~~
- ~~10% growth in website traffic~~
- ~~15% growth in community participation/attendance at events~~
- ~~Branding review by experts/outside consultant~~
- ~~Hrs. toward staff training/professional development.~~
- ~~Number of community trips/total hours with outreach vehicle~~
- ~~Addition of a PPL podcast/engagement numbers~~
- ~~Additional staff for social media; the support collected for this addition (such as time spent by loomly account staff members creating social media content)?~~
- ~~Assessment of diverse demographics reached through social media initiatives~~
- ~~After website revamp; complete a user experience review~~
- ~~Take organizational strategies handout to outreach events/track number handed out.~~

- ~~Increase/ track number of advertisements on a billboards, flyers in the library, local businesses.~~
- ~~Post flyers in businesses around Pickerington where people go. Have a tear off at the bottom of poster. When replacing and adding new posters, count how many tear offs are left. Or use a QR code and track.~~
- ~~As measured by working with the community partners; attain feedback.~~
- ~~An increase in leads~~
- ~~Consistency and engagement~~<u>As measured by interactions w/community through physical and virtual usage.</u>

~~Objective 2: **INSTILL** *our organizational value among our stakeholders.*~~
- ==~~A list of ways we communicate with outside stakeholders~~==
- ~~As measured by engagement and usage statistics.~~
- ~~Change wording to "patrons" from "customers". "Patrons" insinuates a collaborative symbiotic relationship; 'you are here for us, and we are here for you' vs "customer" which insinuates a one-sided service/ business transaction.~~
- ~~Survey to better understand how people use the space/how we can accommodate all needs.~~
- ~~End of year report should reflect organizational strategies and accomplishments, goals, strategic plans, tactical accomplishments.~~
- ~~Ideas for marketing toward our stakeholders:~~
  - ~~Short commercials about our programs and materials~~
  - ~~FREE stuff with a library card!~~
  - ~~School, Assisted Living, Senior Center, etc. newsletter ads~~
  - ~~People who use the Experience Passes – take a picture of them and testimonial to share in library and social media.~~
- ~~Collect testimonials of customers loving the library and post in library, social media~~
- ~~Measure by asking where they heard/saw about us.~~

Objective 3: **IMPLEMENT** *a process to ensure all promotional and marketing approaches are equitable and inclusive.*
- ==~~IDE centric marketing practices, ex: photo descriptions~~==
- ~~Create a Social media committee made up of staff volunteers, preferably with social media experience.~~
- ~~Opportunities for more moderators/ use staff voices.~~
- As measured by feedback from the community.
- ~~~~
- ~~Assess inclusivity of marketing efforts.~~
- ~~How can we reach audiences who are not using social media? Find where people are and place advertising there, like billboards, newspapers, etc.~~

Outreach

Objective 1: ***PROVIDE*** *access to materials, demonstrating the organization's value by engaging with stakeholders.*

- ~~jjjjNumber of locations with PPL materials~~
- ~~Number of visits/Number of cards made.~~
- ~~Library on the go number of events and people in attendance~~
- ~~Call local businesses/event planners and ask if we can set up a pop-up library. Neighborhood associations may like to have this as well. Measure by how many places/businesses we go to and the number of participants.~~
- ~~As measured by an increase in the number of items that are checked out~~
  - ~~As measured by circulation data~~

Objective 2: ***INVEST*** *time and effort in connecting the community with resources, inspiration, and entertainment for life.*

- ~~Number of event booths with information/reference questions tracked.~~
- ~~Outreach statistics organized by type to visualize diversities in audience and services ex: daycares, PPLSD, nursing facilities, community spaces/events; etc.~~
  - ~~Order materials that meet the needs of these groups~~
  - ~~Increase or develop events/classes at these locations (more than pop-ups or crafts). Ex: booking performers such as musicians to play oldies in nursing homes.~~
- ~~As measured by partnership demographics, establish partnerships with at least 3 organizations representing diverse communities and set a target for 20% of the marketing budget to support these initiatives.~~
- ~~Increase the outreach department by 100% to be able to provide services to more people.~~
- ~~As measured by staff time focused on outreach and programming.~~As measured by interactions and programming

~~Objective 3: **RECOGNIZE** that everyone has diverse needs but focus efforts in areas of highest impact.~~

- ~~Number of visits to high impact areas~~
- ~~Assessment of minority support services~~
- ~~As measured by feedback collection, encourage and track feedback from diverse stakeholders to ensure marketing approaches resonate with a wide audience. Aim for a minimum of 300 feedback responses annually.~~
  - ~~Survey to help understand services to meet needs of the community.~~
- ~~Recurring/consistent programming~~

- ~~Determine through stats which 'group' uses the library the most and concentrate either on that group or try and bring in the groups we aren't serving as well.~~

Technology

Objective 1: ***FOCUS*** *new and existing technology by weighing value to the customer and responsible financial performance.*

- ~~Number of facility dude tickets~~
- As measured by usage statistics. <u>(usage normalized by cost)</u>
- ~~Number of uses for accessible technologies, ex: LP keyboard.~~
- ~~Measure customer satisfaction through surveys regarding technology use and needs at the library. Implement at least 5 suggestions per year.~~
- ~~As measured by a decrease in tech related help tickets by 15%~~

Objective 2: ***PROVIDE*** *technologically advanced facilities, to keep the library relevant and allow for equitable access for all.*

- Basic tech checks; lifecycle planning for replacing technologies with "technology of tomorrow". This will allow us to spend less time and money on investing in repair "band-aids" vs replacing.
- Ideas for technological advancements:
  - Offer printing from mobile devices.
  - Collaborate with surrounding libraries to compare technologies and tech services.
  - Provide working laptops for parents to use while they are using the YS department.
  - Makerspace-type kits available for checkouts (podcasting, ghost hunting, sewing, ukuleles)
  - Provide wi-fi that is reliable and strong even in busy use times.
  - 3D printer for community use
  - Update OS from Microsoft 2010 for customers
  - As measured by demographics and use of technology

Objective 3: **ENSURE** *a safe technological environment through cybersecurity measures while providing access to technology of tomorrow.*
- Reduce the number of spam emails that come through employee emails.
- Functional security cameras/upgraded camera system.
- Review of cybersecurity measures taken by the library; compare to other libraries.
- As measured by annual test and evaluation of our firewalls and filters
- Informing the staff with training on safety for the customers on safe internet use.
- As measured by security incidents

Memorandum

To: **Cristie Hammond; Michael Jones; Ashley Hughes; Mary Herron; Alissa Henry; Beth Muncy; Todd Stanley;**

From: **Tony Howard**

Date: **September 16, 2024**

Subject: **Annual Customer Purge**

Executive Summary

Currently, the library has 2,935 cardholders with 3 or more years of inactivity. These cardholders owe a combined $4,512.05 in fines and fees. The number of cardholders being purged increased by 13% however, the total amount of fees being purged decreased by 54%

With current CLC membership costs, we are paying $3052.40 annually to hold these inactive customers.

We would like to do this purge now in order to clean up server space and to maintain a more accurate customer count for CLC annual dues and fees.

Background
Annually, the Library purges customers with 3 or more years of activity with any amount of fees. We conduct these annual purges to free up file storage space on our computer system, and to reduce consortium costs. We've determined 3 years as the purge timeframe due to historical trends and industry standards.

The Library's last customer purge was October 2023 when we purged 2,597 customers with a total of $9,719.19 in fees.

There is a cost of $1.04 associated with each cardholder. This cost is realized as part of the Central Library Consortium (CLC) membership dues. Additionally, other vendors use different data points to determine costs for their product and total cardholders is one of those data points.

Action Requested
Resolution to approve a purge of inactive customers (3 years or more) with any fees: 2935, total fees: $4,512.05

Memorandum

To: Cristie Hammond; Michael Jones; Ashley Hughes; Mary Herron; Alissa Henry; Beth Muncy; Todd Stanley;

From: Tony Howard

Date: September 16, 2024

Subject: Hours of Operation

Executive Summary

Several months ago, I shared staff feedback with the board regarding potential changes to weekend hours. At that time, we conducted a preliminary analysis of the door count data, which indicated there was merit to the request.

Recently, I conducted a more thorough review of the door count data, evaluating potential adjustments to our operating hours for the entire week. Several key factors were considered in this assessment:

- **Program Scheduling:** I reviewed how changes might affect our regular programming hours.

- **Community Partners:** I also considered the impact on community partners who frequently use our facilities, primarily in the mornings and mid-day.

- **Customer Impact:** It was crucial to minimize the disruption to the community's use of the library.

- **Staffing Impact:** Finally, I assessed the effect of these changes on staff.

After analyzing the data and gathering staff preferences, the most practical solution is to close both locations at 5 p.m. on Saturdays and open at noon on Sundays. The data revealed that the number of visits on Fridays at both locations is nearly double that of the 5 p.m. to 6 p.m. hour, making it clear that reducing Friday hours was not a viable option. When considering Saturday's operating hours, the first and last hours of the day attract a similar number of visits. While the final hour sees a slightly higher volume, taking into account factors such as services, programming, and operational alignment, closing an hour earlier on Saturdays is the most logical choice.

In contrast to the data from 2020 during the pandemic, Friday's user visits now rival those on Sundays, particularly at the branch location. Below is a summary of the relevant door count data:

	Main Library	**Sycamore Plaza**
Friday		
5-6 PM	62	21
Saturday		
9-10 AM	31	10
5-6 PM	33	9
Sunday		
1-2 PM	57	22
5-6 PM	49	17

Background

In early summer, staff requested a review of our weekend operating hours to better align with the needs of our customers.

The library's operating hours were last adjusted in December 2021, when we expanded hours following the pandemic.

Action Requested

- Resolution to approve changing library hours of operation as follows with an effective date of October 1, 2024
  - Sunday
    - 12 pm to 5 pm
  - Monday through Thursday
    - 9 am to 8 pm
  - Friday
    - 9 am to 6 pm
  - Saturday
    - 9 am to 5 pm