**WLS Sexual Harassment Policy** 

Background:

New York State Labor Law now requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents as well as to provide staff training on the subject.

Status:

The Governance Committee met on October 25<sup>th</sup> and reviewed the model policy provided by New York State that was drafted by Ms. Draper for WLS. After discussion, the Committee recommends the addition of the attached Sexual Harassment Policy. WLS has already implemented training for staff to be in compliance with the law.

Per regular procedure, the proposed Policy was presented a month in advance (at the 10/30/2018 Board Meeting) as an Information Item; and official approval is now being sought.

Recommended

Action:

The Governance Committee recommends approval of the attached Sexual Harassment Policy and Complaint Form.

November 27, 2018

#### WESTCHESTER LIBRARY SYSTEM

Subject: Sexual Harassment<sup>1</sup>

Application: Employees, trustees, customers, consultants, contractors, vendors and visitors

### Introduction

Westchester Library System (WLS) is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees are required to work in a manner that prevents sexual harassment in the workplace. This policy is one component of WLS's commitment to a discrimination-free work environment. Sexual harassment is against the law and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with WLS. Employees can also file a complaint with a government agency or in court under federal, state or local antidiscrimination laws.

# Policy:

- WLS's policy applies to all employees, trustees, applicants for employment, interns, whether paid or unpaid, contractors, subcontractors, consultants, vendors, persons conducting business, and visitors, regardless of immigration status, with WLS. In the remainder of this document, the term "employees" refers to this collective group.
- 2. Sexual harassment will not be tolerated. Any employee who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
- 3. Retaliation Prohibition: No employee shall be subject to adverse action because such employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. WLS will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee who retaliates against anyone involved in a sexual harassment investigation will be subject to disciplinary action, up to and including termination. All employees working in the workplace who believe they have been subject to such retaliation should inform their immediate supervisor or the Executive Director. All employees who believe they have been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.
- 4. Sexual harassment is offensive, is a violation of WLS policies, is unlawful, and may subject WLS to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual

<sup>&</sup>lt;sup>1</sup> Adoption of this policy does not constitute a conclusive defense to charges of unlawful sexual harassment. Each claim of sexual harassment will be determined in accordance with existing legal standards, with due consideration of the particular facts and circumstances of the claim, including but not limited to the existence of an effective anti-harassment policy and procedure.

- harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
- 5. WLS will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. WLS will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.
- 6. All employees are encouraged to report any harassment or behaviors that violate this policy. WLS will provide all employees a complaint form for employees to report harassment and file complaints.
- 7. Managers and supervisors are **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the Executive Director.
- 8. This policy applies to all employees and all must follow and uphold this policy. This policy must be provided to all employees and should be posted prominently in all work locations to the extent practicable and be provided to employees upon hiring.

# What Is "Sexual Harassment"?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's
  work performance or creating an intimidating, hostile or offensive work environment,
  even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment;
   or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, or which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

# **Examples of sexual harassment**

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
  - O Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee's body or poking another employee's body;
  - o Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
  - Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits or detriments;
  - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sexuality or sexual experience, which create a hostile work environment.
- Sex stereotyping, which occurs when conduct or personality traits are considered
  inappropriate simply because they may not conform to other people's ideas or perceptions
  about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
  - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity or the status of being transgender, such as:
  - o Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
  - o Sabotaging an individual's work;
  - o Bullying, yelling, name-calling.

# Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees and non-employees, including independent contractors, and those

employed by companies contracting to provide services in the workplace. A harasser can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

### Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

### Retaliation

Unlawful retaliation can be any action that could discourage an employee from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- made a complaint of sexual harassment, either internally or with any anti-discrimination agency;
- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- reported that another employee has been sexually harassed; or
- encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

# **Reporting Sexual Harassment**

**Preventing sexual harassment is everyone's responsibility.** WLS cannot prevent or remedy sexual harassment unless it knows about it. Any employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or the Executive Director. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or the Executive Director.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this policy, and all employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

### **Supervisory Responsibilities**

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to the Executive Director.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

# Complaint and Investigation of Sexual Harassment

**All** complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers, will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. WLS will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of a complaint, the Executive Director will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If the complaint is verbal, the Executive Director will encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, the Executive Director will prepare a Complaint Form based on the verbal reporting.
- If documents, emails or phone records are relevant to the investigation, take steps to obtain and preserve them.

- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - o A list of all documents reviewed, along with a detailed summary of relevant documents;
  - A list of names of those interviewed, along with a detailed summary of their statements;
  - o A timeline of events;
  - o A summary of prior relevant incidents, reported or unreported; and
  - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
- Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

# Legal Protections And External Remedies

Sexual harassment is not only prohibited by WLS but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at WLS, employees may also choose to pursue legal remedies with the governmental entities listed below. While a private attorney is not required to file a complaint with a governmental agency, an employee may seek the legal advice of an attorney. **State Human Rights Law (HRL)** 

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns and non-employees, regardless of immigration status. A complaint alleging violation of the HRL may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to WLS does not extend an individual's time to file with DHR or in court. The one year or three years is counted from the date of the most recent incident of harassment.

An attorney is not required to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate a complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring the employer to take action to stop the harassment, or redress the damage caused, including paying of monetary damages, attorney's fees and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. Individuals wishing to make a complaint may call (718) 741-8400 or visit: www.dhr.ny.gov.

An employee may contact DHR at (888) 392-3644 or visit <a href="https://dhr.ny.gov/complaint">dhr.ny.gov/complaint</a> for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

# Civil Rights Act of 1964

The United States Equal Employment Opportunity Commission (EEOC) enforces federal antidiscrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at <a href="www.eeoc.gov%20">www.eeoc.gov%20</a> or via email at info@eeoc.gov.

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

### **Local Protections**

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law

exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 40 Rector Street, 10th Floor, New York, New York; call 311 or (212) 306-7450; or visit <a href="http://www.nyc.gov/html/cchr/html/home/home.shtml">http://www.nyc.gov/html/cchr/html/home/home.shtml</a>.

# **Contact the Local Police Department**

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. An individual who has been the target of such activity should contact the local police department.

Approved: DATE

# WESTCHESTER LIBRARY SYSTEM SEXUAL HARASSMENT COMPLAINT FORM<sup>1</sup>

New York State Labor Law requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents of sexual harassment.

If you believe that you have been subjected to sexual harassment, you are encouraged to complete this form and submit it to the Executive Director. You will not be retaliated against for filing a complaint.

If you are more comfortable reporting verbally or in another manner, the Executive Director should complete this form, provide you with a copy and follow the WLS sexual harassment prevention policy by investigating the claims as outlined at the end of this form.

For additional resources, visit: ny.gov/programs/combating-sexual-harassment-workplace

COMPLAINANT INFORMATION	
Name:	
Work Address:	Work Phone:
Job Title:	Email:
Select Preferred Communication Method:	☐Email ☐Phone ☐In person
SUPERVISORY INFORMATION Immediate Supervisor's Name:	
Title:	
Work Phone:	Work Address:
COMPLAINT INFORMATION	
1. Your complaint of Sexual Harassment is	made about:
Name:	Title:
Work Address:	Work Phone:
Relationship to you: Supervisor S	Subordinate Co-Worker Other

<sup>&</sup>lt;sup>1</sup> Adoption of this policy does not constitute a conclusive defense to charges of unlawful sexual harassment. Each claim of sexual harassment will be determined in accordance with existing legal standards, with due consideration of the particular facts and circumstances of the claim, including but not limited to the existence of an effective anti-harassment policy and procedure.

2.	Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence.
3.	Date(s) sexual harassment occurred:
	Is the sexual harassment continuing?   Yes   No
4.	Please list the name and contact information of any witnesses or individuals who may have information related to your complaint:
Th	e last question is optional, but may help the investigation.
5.	Have you previously complained or provided information (verbal or written) about related incidents? If yes, when and to whom did you complain or provide information?
If y inf	you have retained legal counsel and would like us to work with them, please provide their contact ormation.
Sig	nature: Date:

# **Instructions for Employers**

If you receive a complaint about alleged sexual harassment, follow your sexual harassment prevention policy.

An investigation involves:

- Speaking with the employee
- Speaking with the alleged harasser
- Interviewing witnesses
- Collecting and reviewing any related documents

While the process may vary from case to case, all allegations should be investigated promptly and resolved as quickly as possible. The investigation should be kept confidential to the extent possible.

Document the findings of the investigation and basis for your decision along with any corrective actions taken and notify the employee and the individual(s) against whom the complaint was made. This may be done via email.



WLS Privacy Policy Revision

Background:

WLS Information Technology Director Rob Caluori and Executive Director Terry Kirchner had identified some issues with our existing Policy #11re Privacy, mostly of a technical nature, that required updating to reflect current processes and recommended revisions.

Status:

The Governance Committee met on October 25<sup>th</sup> and reviewed the proposed revisions and recommends incorporating them into the WLS Policy #11re Privacy.

Per regular procedure, the revised Policy was presented a month in advance (at the 10/30/2018 Board Meeting) as an Information Item; and official approval is now being sought.

Recommended Action:

The Governance Committee recommends approval of the attached revised WLS Policy #11 re Privacy.

November 27, 2018

Subject: Privacy

**Application:** Employees, customers, consultants, contractors, vendors and visitors

The Westchester Library System (WLS) and its member libraries are committed to protecting the privacy of our staff, donors, customers and other external contacts. The WLS privacy policy defines our commitment not to collect any personal information about our users when you visit our websites or register for a program or a library card unless you choose to provide such information. Any information you choose to provide will only be used to more effectively provide and better target library services throughout the County.

This confidentiality extends to information sought or received, materials consulted, borrowed, acquired; and includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

WLS places account information on the secure portion of its computer system. For this reason, patrons are asked to input their barcode number and PIN each time they want to access their account information on the website.

#### Cookies

Users accessing the WLS or member library websites will need to enable cookies<sup>1</sup> in order to access a number of resources available through WLS. WLS's servers use cookies solely to verify that a person is an authorized user of library resources or to facilitate web site functionality. WLS server will not employ cookies for advertising or marketing.

#### **Emails and Web Forms**

Identifying information that you provide by e-mails or web forms will be used only for such purposes as are described at the point of collection (for example on a web form), such as to send information or provide library services to you, update your membership record or to better target library services to meet constituent demands.

WLS or a member library may contact a patron to clarify a comment or question, to learn about your level of customer satisfaction with library services or to deliver information regarding a library card account. To do so requires contact information provided by the patron. WLS will not use patron/customer emails for commercial purposes nor will it provide such information to external organizations.

<sup>&</sup>lt;sup>1</sup> A cookie is very small text file placed on your hard drive by a Web Page server. It is essentially your identification card, and cannot be executed as code or deliver viruses. It is uniquely associated with the computer on which it is placed.

# **Information Collected and Stored Automatically**

WLS does not collect information which identifies you personally. However, when a patron visits a WLS website to browse through the web site, read pages, or download information, certain information will be automatically gathered and stored about the visit to these pages:

- 1. The Internet domain (for example, "xcompany.com" if a private Internet access account, or "aschool.edu" if connected from a university) and IP address (an IP address is a number that is automatically assigned to a computer whenever it is connected to the Internet) from which access to the WLS web site is gained;
- 2. The type of browser and operating system used to access the WLS website;
- 3. The date and time of access to the website;
- 4. The pages visited and for how long; and
- 5. The address of the website from which the initial visit to the WLS or member library site was launched, if any.

WLS uses this information to help make its site more useful to visitors and to learn about the number of visitors to the site and the types of technology used. The data that is collected is not connected to a patron's personal information or identity.

#### Links to Other Sites

WLS's websites contain links to other sites. WLS and our member libraries are not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. It is the patron's responsibility to become familiar with privacy practices of websites external to WLS, including linked sites.

#### **Customer Circulation Records**

WLS member libraries use a computerized system to collect and track customer circulation records. Each Library maintains information provided by our customers from the registration form they complete when they register for a library card. When an item is checked out, that item is then tied to that customer's record in the WLS system. WLS and member libraries make every effort to break the link between a customer and their circulation activity as soon as possible. Records are maintained as needed to report anonymized statistics, collect debts and complete the successful return of borrowed items. Patrons also have the option to extend retention of records to enable additional library account management features such as reading lists.

# Privacy & Confidentiality of Library Records

Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (I CPLR 4509). These records are related to the circulation of library materials that contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems, of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests, or the use of audio-visual materials, films or records. These records shall be confidential and shall not be disclosed except that such records may be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

#### **Revisions**

WLS and our member libraries reserve the right to change or modify this privacy statement at any time. If WLS revises this privacy statement, changes will be posted on the WLS homepage.

Last approved: DATE APPROVED

Central Library Aid Budget FY2019-20

Background:

Each year the State of New York requires the submission of a budget proposal for the use of Central Library Development Aid (CLDA) and Central Book Aid (CBA) funds set aside for Central Library services for the State's fiscal period of April 1<sup>st</sup> through March 31<sup>st</sup>. The funding is a designated appropriation as part of Chapter 917 of the State Education Law. WLS's Central Library (CL) is the Mount Vernon Public Library.

Status:

The Public Library Directors Association (PLDA) CL/eContent Committee met on 8/14/18 and discussed system-wide e-content purchases that could be subscribed to via the CL Funds. A summary of the proposed budget was discussed at the 9/20/18 PLDA general membership meeting that includes the following:

- Increases funding for Hoopla;
- Adds Tutor.com access for all libraries;
- Adds 24-hour streaming services to Freegal;
- Includes a lease program (via McNaughton) for high-demand non-fiction titles;
- Eliminates Mango as an online language service with a free alternative.

These recommendations were presented to and approved by the general membership of (PLDA) at their October 18<sup>th</sup> Meeting. A member of the PLDA CL/eContent Committee will be at the WLS Board Meeting to present its budget recommendations.

The FY2019-2020 CLDA budget proposal includes the following:

Resource	2019-20
Hoopla*	36,000
Job and Career Accelerator	15,000
Kanopy*	10,000
Learning Express Library 3.0 (includes Job Search &	49,565
Occupational Practice Tests)	
Lynda.com	27,500
Mergent Intellect	27,500
McNaughton (NY Times Non-fiction print)	21,000
NoveList	50,000
OverDrive*	30,000
Press Reader	30,000
Recorded Books*	10,000
Total Boox*	11,000
University of Fashion	8,000
X-Plain Patient Education Health Tutorials	5,000
Training	20,735
Total Central Library Aid Budget:	\$351,300
*Also funded through other budgeted sources	

#### Recommended

Action:

Staff recommends approval of the Central Library Budget proposal as presented.

WLS Fiscal Year 2019 Budget

Background:

The Budget Committee of the WLS Board of Trustees met on October 15<sup>th</sup> and October 30<sup>th</sup> and will meet on November 27<sup>th</sup> prior to the full Board meeting to review a number of options in order to arrive at a budget proposal for the 2019 fiscal year.

Status:

Attached is the Executive Summary for the proposed FY 2019 operating budget along with back-up information and spreadsheets.

Input was also sought from WLS managers and staff as well as the Finance and Central Library/eContent Committees of the Public Library

Directors Association (PLDA).

Recommended

Action:

The Budget Committee recommends adoption of the FY2019 budget as

presented.

November 27, 2018

# Executive Summary

Westchester Library System (WLS) is one of the 23 public library systems established in 1958 under New York State Education Law. The mission of (WLS) is to ensure that all County residents have seamless access to excellent library services and to promote the efforts of the 38 member libraries to reach all of their communities by providing access to resources, programs and services. The System maintains support for libraries and increases awareness of what libraries can offer to the people of Westchester County. In 2018, WLS embarked on a strategic planning process which has informed the development of the 2019 proposed budget. WLS will launch initiatives which will develop its role as a solution incubator, expand sharing of best practices and offer robust professional development.

The 2019 proposed revenue budget totals nearly \$7 million from all sources, an increase of approximately \$475,000 over the 2018 revenue budget. Included in the budget is a proposed increase in member fees of \$55,000 and anticipated eRate funding of \$160,000. In this budget, expenses exceed revenues by \$102,300 before depreciation, and by \$366,500 when projected depreciation of \$250,000 is included. The budget allows for the continuation of current programs and services including:

- ✓ HSE Connect! provides information and support to adults seeking a high school equivalency (HSE) diploma. The program works to explain the three paths available to obtain a HSE diploma, including an in-depth look at the reading and math levels required to succeed. The budget includes funding Spanish-language translation and printing of the new guide, Getting Your High School Equivalency Diploma, which will be distributed to libraries, agencies and the County jail.
- ✓ Westchester Seniors Out Speaking (WSOS) provides educational presentations and one-to-one counseling on Medicare and related health services to those aged 60 and older in order to help them manage their health insurance needs and access related services, such as legal, financial and health resources. This effort is led by paid part-time senior counselors who coordinate and oversee ongoing recruitment, training and service of more than 75 volunteers.
- ✓ Battle of the Books is a book-based trivia competition aimed at youth in Grades 4-10. The program is designed to promote a love of reading in children and teens and exposes them to books and authors that they might not otherwise encounter. Additionally, the program inspires teamwork and good sportsmanship and encourages participants to think of their local libraries as a resource for entertainment.
- ✓ Re-entry Outreach offers group programs and direct information service to those navigating re-entry. Among the hurdles ex-offenders face is a lack of awareness of needed services. The budget for State and County corrections includes plans for the publication of materials for distribution to re-entry audiences. These include a reprint of the Westchester Connections promo cards (Z-cards), a print run of the Westchester Re-entry Task Force Resource Guide (based on content in the Westchester Connections Guide), and a Spanish-language update and translation of the Job Search Tool Kit.

- Youth Services/Early Literacy programs assume a continuation of the early literacy effort to foster family visits between libraries and Head Start childcare centers. It also assumes a continuation of the youth workforce readiness project, a program through which WLS works collaboratively with the Great Potential Program at SUNY Purchase to help deliver and support forums to meet the needs of young people for relevant and meaningful out-of-school learning and development opportunities.
- ✓ Career & Educational Counseling Services (WEBS) includes workforce development programs and services for unemployed and underemployed adults and is designed to help adults plan and manage their careers in an ever-changing, globalized and technological world. The program provides individuals in career transition with strategies for assessing themselves, obtaining occupational information, updating skills and utilizing technology in order to reach their goals of reemployment, career change or a return to school. These free group and individual services are provided by career counselors at libraries throughout the county. Many of the programs provide special assistance to individuals over 50 who are exploring new work options.
- ✓ The budget also supports the following initiatives identified in the 2018 strategic planning process:

#### **SOLUTION INCUBATOR:**

- Purchase of Makerspace Training Kits: This will expand upon an existing program to offer a wider selection of kits to member libraries on limited loan.
- LibGuides CMS: Migrating from the WLS WordPress website to LibGuides CMS offers options for library-centric, mobile-first design that is not possible with a basic business-oriented WordPress site. LibGuides CMS will allow staff members to have control over their sections of the WLS website without giving control to the entire site. A pilot project, this initiative will be rolled out to member libraries if deemed successful.
- Desktop Virtualization: Implementation of virtual desktop for staff demonstrated that this is a time-consuming and labor-intensive effort. In 2019, patron desktop virtualization will be implemented with contractual labor, with the anticipated result of increased speed and efficiency of this roll-out.

#### **BEST PRACTICES:**

- ➤ Data Dashboard: Creation of a centralized data repository to support ongoing assessment/evaluation activities by WLS and member libraries. WLS has a wealth of data available for libraries to evaluate the success of investments in data and print resources. The absence of a tool to aggregate and search this data makes the process of producing meaningful connections with this data a time-consuming and daunting challenge. A data dashboard will be custom developed to search and display WLS data which will help libraries identify areas of success and potential improvement.
- > Staff Uniforms: The use of staff uniforms will provide public-facing WLS employees with a supply of professional apparel which will give a uniform appearance to all such employees entering the various libraries in Westchester. These uniforms will allow WLS staff to be clearly identified by library staff of the member libraries.
- Awareness Support & Community Communications: Promotion of System-wide and locally coordinated activities via print, e-newsletters, social media & web;

participation in scheduled activities that promote library services, programs and resources, e.g. Library Advocacy Day, National Library Week, National Library Legislative Day, Library Card Signup Month; and planning for the 2020 census.

#### STAFF DEVELOPMENT:

- Technology Trainer (new position): An additional trainer will be hired to coordinate and provide training of library staff on the new ILS and provide other training as identified by the Senior Technology Trainer.
- STEM Kits: Continuation of STEM training to library staff for the development of patron programming, adding specialized kits to complement the STEM kits currently in use.
- Training Laptops: Replacement of laptops used for training. The addition of a technology trainer adds to the demands being placed on aging equipment.
- Trustee Engagement: Sharing of best practices, board development, building strategic partnerships, diversity, facilitation, retreats, strategic/long range planning, training.
- In general, WLS will continue to sponsor ongoing learning and professional development activities to help member library staff and trustees keep pace with the latest trends in library technology, literacy outreach services, library advocacy and community engagement.

The following assumptions form the basis for the revenue figures included in the budget:

- ✓ The 2019-20 allocation from New York State will remain flat.
- ✓ \$1,015,000 in operating funds will be received from Westchester County.
- ✓ Member Library contributions will increase by 2%.
- ✓ The WLS Annual Breakfast and any other planned special events will break even.
- ✓ Other Grants line includes: grants for family and adult literacy, mini-grants for libraries, senior programs and services, and training activities.
- ✓ Fundraising and Contributions line represents \$50,000 to be raised from corporate and foundation sources.

On the expense side, the following assumptions are built into the budget:

- ✓ 2019 salaries increase by 2% over 2018. In the area of fringe benefits, an increase of 8.2% for the cost of health insurance has been included. The assumption for pension is that the WLS cost will be approximately 14% of 2019 salary expenses, a reduction of 2% from what was budgeted in 2018.
- ✓ WLS pays most of the cost of post-retirement health insurance for its retirees; \$244,000 (approximately 3.6% of the overall expense budget) is budgeted to cover these costs in 2019.

✓ The Library Materials line (which includes books, films, periodicals, e-books, DVDs, CDs and audio books) is budgeted at \$881,400 and includes monies for reimbursement of libraries participating in the interlibrary loan debit/credit program.

In 2019, WLS will work to fine-tune the strategy, ensure value for the member libraries, and maximize investment and resource allocation to support the strategies. At the same time, WLS will continue to support the needs of the libraries, residents and businesses in Westchester by providing affordable and easy-to-use information technologies and support services that enable the libraries to continuously improve services to their communities. As always, spending will be monitored against budget on an ongoing basis, and WLS will continue to look for cost savings and additional sources of revenue throughout 2019.

	i i	2018	2018	2019	\$ change over
	2017 Final	Adopted	Projected	Proposed	2018 Projected
REVENUES:					
General Library Aid	1,550,633	1,550,800	1,562,350	1,566,200	3,850
Supplementary Aid	206,134	206,200	207,700	208,200	500
Local Library Services revenue	279,700	279,700	279,700	282,500	2,800
Local Library Service pass-thru payments	(279,700)	(279,700)	(279,700)	(282,500)	(2,800)
Local Services Support Aid	192,947	193,000	194,400	194,900	500
Central Library Aid	284,271	284,300	286,440	287,100	660
Central Library Book Aid	66,953	67,000	67,430	67,600	170
Central Library Book Aid pass-thru payments	(66,927)	0	0	0	0
Westchester County	1,000,000	1,000,000	1,000,000	1,015,000	15,000
Westchester County (supplemental)				0	
Erate	317	0	0	160,000	160,000
Member Library Fees	2,704,639	2,749,600	2,760,100	2,804,700	44,600
Enhanced Services to Libraries	27,753	22,500	46,500	22,500	(24,000)
Special Events	12,662	12,000	11,200	10,000	(1,200)
Investments/Interest Income	9,707	6,000	11,200	12,000	800
WEBS, Non-Resident Cards, Misc	42,584	35,800	30,740	27,800	(2,940)
Coordinated Outreach	155,744	155,700	156,900	157,300	400
Correctional Facilities	41,297	41,300	39,900	39,400	(500)
Westchester Comm Coll pass-thru revenue	96,547	100,000	1,000	39,400	(1,000)
Westchester Comm Coll pass-thru payments	(96,220)	(100,000)	(1,000)	0	1,000
Other grants	193,246	148,500	129,900	142,300	12,400
Total Revenues:	6,422,287	6,472,700	6,504,760	6,715,000	210,240
Total Revenues:	0,422,287	6,472,700	0,304,760	6,713,000	210,240
EXPENSES:					
Personnel					
	2 262 274	2 276 000	2.264.272	2 424 900	70 527
Salaries & Hourly Wages	2,363,274	2,376,900	2,364,273	2,434,800	70,527
Employee Benefits	896,686	943,000	959,700	969,500	9,800
Retiree Health Benefits	212,464	244,000	215,600	244,000	28,400
Subtotal Personnel	3,472,424	3,563,900	3,539,573	3,648,300	108,727
Other Than Personnel	20.545	20.000	25.222	25.400	10.170
Professional Fees	29,546	28,900	26,230	36,400	10,170
Equipment	116,240	212,400	180,578	219,600	39,022
Library Materials	698,889	769,800	721,405	811,400	89,995
Rent & Utilities	336,186	337,600	329,565	346,000	16,435
Repairs & Maintenance	438,185	477,700	463,975	477,600	13,625
Supplies	28,478	38,100	28,632	43,100	14,468
Telephone & Internet	323,000	359,000	322,495	360,000	37,505
Printing & Postage	50,950	52,600	52,468	68,800	16,332
Bibliographic Fees	66,379	70,000	68,694	72,500	3,806
Professional Development	67,824	52,200	64,911	75,600	10,689
Travel, Conferences & Meetings	25,375	36,200	27,156	37,700	10,544
Memberships	12,762	15,100	15,100	16,400	1,300
Contractual Services	210,074	129,200	117,133	146,700	29,567
Delivery Service	390,221	393,500	396,526	406,500	9,974
Special Events	12,986	12,000	10,418	10,000	(418)
Insurance	21,388	25,000	23,555	25,000	1,445
Interest expense	0	500	0	0	0
Miscellaneous	6,176	13,700	5,998	15,700	9,702
Subtotal Other Than Personnel	2,834,659	3,023,500	2,854,839	3,169,000	314,161
TOTAL EXPENSES	6,307,083	6,587,400	6,394,412	6,817,300	422,887
Net Revenue before Depreciation	115,204	(114,700)	110,348	(102,300)	
Depreciation	194,537		242,911	264,200	
		6 597 400			
TOTAL EXPENSES with Depreciation	6,501,620	6,587,400	6,637,323	7,081,500	
Net Revenue	(79,333)	(114,700)	(132,563)	(366,500)	

2019 PROPOSED BUDGET BY DEPARTMENT		Fundraising/		Shipping/					Information	
Revenues	Admin	Special Events	Cataloging	Delivery	Outreach	Training	WEBS	Youth	Technology	TOTAL
General Library Aid	1,070,000		414,600	36,800	24,800	20,000				1,566,200
Supplementary Aid	208,200			0						208,200
Local Library Support revenue	282,500									282,500
Local Library Support payments	(282,500)									(282,500)
Local Services Support Aid	3,500	60,800				18.600	112.000			194,900
Central Library Aid	266,400					20,700				287,100
Central Library Book Aid	67,600									67,600
Westchester County			225,000	409,500	62,100		160,400	158,000		1,015,000
Westchester County (supplemental)										0
Erate									160,000	160,000
Member Library Fees									2,804,700	2,804,700
Enhanced Services to Libraries									22,500	22,500
Special Events		10,000								10,000
Investments/Interest Income	12 000									12,000
WFBS Non-Besident Cards Misc	1 800						15,000	11 000		27 800
Coordinated Outroach	2007				157 200		2000	000,11		157 300
COOLUMINATED OUT EACH					006,161					005,750
Correctional Facilities					39,400					39,400
Westchester Comm Coll pass-thru										0
Westchester Comm Coll pass-thru										0
Other Grants & Contributions	26,300	50,000			30,900	20,000		15,100		142,300
Total Revenues:	1,655,800	120,800	009'689	446,300	314,500	79,300	287,400	184,100	2,987,200	6,715,000
		Fundraising/	The state of the s	Shipping/	and of the second of the second	The second secon	0.0000000000000000000000000000000000000	100000000000000000000000000000000000000	Information	100000000000000000000000000000000000000
Expenses:	Admin	Special Events	Cataloging	Delivery	Outreach	Training	WEBS	Youth	Technology	TOTAL
Personnel										
Salaries	528,500	96,000	334,100	19,700	95,800	19,700	153,700	106,800	961,100	2,315,400
Hourly Wages	10,000	0	17,000	0	68,500	0	0	0	23,900	119,400
Employee Benefits	240,800	32,500	152,500	5,100	40,700	5,100	65,100	41,200	386,500	969,500
Retiree Health Benefits	233.000	0	0	0	0	0	0	0	11,000	244,000
Subtotal Personal Services	1,012,300	128,500	503,600	24,800	205,000	24,800	218,800	148,000	1,382,500	3,648,300
Other Than Personnel										
Drofaceional East	25 300		c	c	VUV	C	c	c	10 700	36 400
Foresamont	12 600		0 0		2 500	0 0		000	204 000	219,500
I through Mathematical	12,000				19 400			11,000	261,000	911 400
LIDIALY WATERIALS	421,000	11,000	2000	1,000	004'01	15	11 000	77,000	30T,000	345,000
Kent & Utilities	94,100	11,900	43,900	12,000	39,800	12,500	15,800		116,000	346,000
Repairs & Maintenance	15,100	1,500	n	ם !	0	0	0	0	461,000	4//,600
Supplies	14,600	300	1,400	3,000	3,000	0	6,300	0	14,500	43,100
Telephone & Internet	- 1	٥	0	O	0	D	0	٥	360,000	360,000
Printing & Postage	18,500	1,000	15,000	0	26,000	0	1,000	0	7,300	68,800
Bibliographic Fees	0	0	72,500	0	0	0	0	0	0	72,500
Professional Development	8,000	1,200	0	0	2,100	42,000	100	2,200	20,000	75,600
Travel, Conferences & Meetings	8,000	800	2,500	0	4,000	0	400	2,000	20,000	37,700
Memberships	12,000	009	200	0	1,000	0	0	300	2,000	16,400
Contractual Services	36,000	0	0	0	18,100	0	45,000	20,100	27,500	146,700
Delivery Service	0	0	0	406,500	0	0	0	0	0	406,500
Special Events	0	10,000	0	0	0	0	0	0	0	10,000
Insurance	14,000	0	0	0	0	0	0	0	11,000	25,000
Interest	0	0	0	0	0	0	0	0	0	0
Miscellaneous	3,000	0	200	0	0	0	0	0	12,500	15,700
Subtotal OTPS:	682,200	27,300	136,000	421,500	115,300	54,500	009'89	36,100	1,627,500	3,169,000
TOTAL EXPENSES	1,694,500	155,800	009'689	446,300	320,300	79,300	287,400	184,100	3,010,000	6,817,300
NET REVENUE before Depreciation	00	(32,000)	0	(0)	(2,800)	(0)	(0)	0	(22,800)	(102,300)
% of overall budget(before depreciation)	24.9%	2.3%	9.4%	9:9	4.7%	1.2%	4.2%	2.7%	44.2%	100.0%
Depreciation	14,200								250,000	264,200
TOTAL EXPENSES with Depreciation	1,708,700		639,600	446,300	320,300	79,300	287,400	184,100	3,260,000	7,081,500
Net Revenue	(52,900)	(32,000)	0	(0)	(2,800)		(0)	0	(272,800)	(366,500)

WLS Capital 2019 Budget

Background:

The Budget Committee of the Board of Trustees met on October 30th and

reviewed the proposed 2019 Capital budget.

Status:

The following projects have been identified by the IT Department for 2019. The amounts listed represent the maximum expenditure for each project. The total amount being requested for 2019 Capital Projects is \$335,000. A brief description of each project follows:

# \$7,000 - iTiva Server

This equipment will replace existing equipment which is used to provide telephone and SMS text messaging to patrons.

### \$80,000 – Network Equipment

As bandwidth is being upgraded at library sites, some of the WLS existing equipment requires replacement due to age and/or capacity.

### \$20,000 – LEADER Lab Equipment

Training Laptops: One of the two groups of laptops used for training events has aged past usable life. This purchase will replace those aged laptops with new units which will complement the existing stock.

Makerspace Kits: WLS has had success in 2018 with providing libraries with limited loans of STEM kits for pilot use in their libraries before committing to an investment. In 2019, WLS will purchase additional STEM kits to expand the program and offer a wider selection of kits.

#### \$228,000 – Contractual Services

WLS will engage contractors to complete the implementation of VDI, implement the migration from SIRSI to Equinox, and develop the Data Dashboard.

#### Recommended

Action:

The Budget Committee recommends approval of the WLS Capital 2019 Budget as presented.

November 27, 2018

# Westchester Library System 2019 Proposed Capital Budget

	2019 Budget PROPOSED	Description
REVENUES:		
Capital Fund	335,000	,
EXPENSES:		
Computer Equipment & Software	7,000	iTiva server
Network Equipment	80,000	Network infrastructure
LEADER Lab	20,000	Laptops & makerspace kits
Contractual Services	228,000	VDI rollout, Data Dashboard, Equinox
TOTAL EXPENSES:	335,000	
Revenue vs. Expenses:	0	