CLINTON-ESSEX-FRANKLIN LIBRARY SYSTEM
BOARD OF TRUSTEES MEETING
Monday, August 22, 2022 at 4:30 p.m.

Dannemora Free Library
40 Emmons Street
Village Community Building
Dannemora, N.Y. 12929

Link for this Zoom meeting:
cefls.org/cefls-board
Meeting number: 871 3205 4301
Password: CEFLS

AGENDA

I. Call to Order
II. Roll Call
III. Consent Agenda
   A. Approval of absences
   B. Approval of August 22, 2022 agenda
   C. Approval of Minutes of July 25, 2022 meeting
   D. Committees for which there are no reports at this time—Advocacy, Executive, Health Plan, Negotiating, Nominating, Personnel, and Property
IV. Public Comment Period
V. Communications
   A. Senior Planet Article-Norma and Art Menard
   B. Adirondack Daily Enterprise-Saranac Lake Free Library/New Director
VI. President’s Remarks
VII. Plattsburgh Public Library Report
VIII. Director’s Report
IX. Financial Reports
X. Committee Reports
   A. Finance Committee-Proposed 2023 Annual Budget
   B. Proposed 2023 County Budget Requests-Review
XI. Unfinished Business
   A. Videoconferencing Policy-Review/Approval
XII. New Business
   A. Lost and Damaged Book Policy- Review/Approval
XIII. Adjournment

Please RSVP to Brenda Mooney, bmooney@cefls.org, by Thursday, August 18, 2022 to help us determine if there will be a quorum. If it is necessary to cancel the meeting due to lack of a quorum, we would like to notify everyone as early as possible.
# Table of Contents

**August 22, 2022**

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Agenda for August 22, 2022 Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Table of Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Minutes of July 25, 2022 Board of Trustee Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Common Library-Related Acronyms with Links to Their Websites</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Director’s Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Technical Services Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-13</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Library Computer Specialist Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>14-16</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Outreach Department Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-19</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Finance Reports —</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Over and Under Report -</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Budget-to-date</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Corrected Revenue vs. Expenditure Comparison Report for the Month of March 2022.</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>Balance Sheet as of</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>....</th>
<th>2022 Board Meeting dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CLINTON-ESSEX-FRANKLIN LIBRARY SYSTEM
Minutes for Board of Trustees Regular Meeting
Held July 25, 2022

Call to Order

The Board of Trustees meeting was called to order at 4:35 p.m. on Monday, July 25, 2022, at Clinton-Essex-Franklin Library System, 33 Oak St., Plattsburgh, New York, by Gayla LePage Board President. Due to the Corona Virus Pandemic, some members of the Board of Trustees attended at CEFLS and others attended via Zoom.

Roll Call

Present at CEFLS: Dorothy Latta, Lonnie Roth Fairchild

Present via Zoom: Mary Abendroth, Linda Crosby, Liz DeFonce, Chris Drennan, Gayla LePage, Tom Mandeville, Tim Rowland, Hope Cassavaw entered the meeting at 4:43 p.m.

Excused Absences: Nicky Bryant, Andrew Lomanto, Sarah Vaillancourt, Jennifer Yando

Unexcused Absences: Scott McDonald

Staff Present at CEFLS: Steve Kenworthy, Director; Michael Spofford, Finance Manager; Brenda Mooney, Administrative Assistant

Staff Present via Zoom: David Fuller, Library Computer Specialist

Others present: Anne de la Chapelle, PPL Director via Zoom

Consent Agenda

Mary Abendroth motioned approval of the consent agenda, seconded by Linda Crosby.

Consent Agenda includes:

- Approval of today’s excused absences.
- Approval of July 25, 2022 agenda.
- Approval of the minutes of the June 27, 2022 meeting
- Committees for which there are no reports at this time: Advocacy, Executive, Finance, Health Plan, Negotiating, Nominating, Personnel, and Property.

The consent agenda was approved unanimously.
Public Comment

Nothing to report.

Communications

The Clinton Essex Franklin Library System was recognized in the Press Republican for installing the “Take a Look & Pick a Book” book bench outside of St. Joseph’s Outreach Center in Treadwells Mills.

Keene Valley Library was featured on WCAX television for starting the “My Adirondack Story” project. Stories are recorded from members of the community with photos as a way of preserving the past for future generations. The plan is to share this idea with other communities across the country with a project called, “Our Story Bridges”.

Karen Glass, Keene Valley Library Director, was praised in an article from the Lake Placid News. Wes Whitney credits Ms. Glass with assisting him with the Manufactured Housing Replacement grant application process. With her help, Mr. Whitney’s application was accepted and he was granted a new mobile home.

President’s Remarks

Ms. LePage reminded everyone that the August board meeting will be held at the Dannemora Free Library at 4:30 p.m.

Plattsburgh Public Library (PPL) Report

Anne de la Chapelle did not have anything further to add to her submitted report.

- A discussion took place about the success of the summer reading program this year at PPL.

Questions to Anne de la Chapelle:

Director’s Report

In addition to his written report, Steve Kenworthy reported on:

- **EAS Contract**

  Mr. Kenworthy reported Behavioral Services North increased its fee for the Employee Assistance Service program. The fee nearly tripled from $152.00 to $432.00. He stated he wanted to make the board aware in case they wanted to seek out competitive pricing for next year’s contract. The CEFLS benefits coordinator researched other providers and found BHSN to be the only contractor that provides
face-to-face services. Alternative providers that CEFLS could contract with only offer online services. Steve recommended continuing with BHSN for the remainder of the year.

Mr. Mandeville offered to inquire if Clinton Community College experienced the same price increase for services.

Questions to Steve Kenworthy:

It was asked if the price was a retainer fee or per visit fee. Steve clarified that the price included a package of counseling and training sessions for the year.

Financial Report

Hope Cassavaw motioned to approve the condensed Financial Report for April 2022, as presented by Michael Spofford, seconded by Liz DeFonce.

Motion carried unanimously.

Questions to Michael Spofford:

Mr. Spofford was asked if the difference in the cost of health insurance from $21,000 in 2021, to $910.00 in 2022, was the result of the billing cycle. Mr. Spofford explained that it was the result of an insurance bill that wasn’t received for that month.

Committee Reports

Nothing to report.

Unfinished Business

A. Videoconferencing Board Meetings-Resolution and Policy

Mr. Kenworthy stated the videoconferencing policy presented was adapted from the model policy suggested by the Committee on Open Government. The policy essentially states that CEFLS will follow the law on how we videoconference board meetings. The resolution presented states that we can have the policy. Based on that, he suggested the board would need to approve the resolution before the policy could be approved.

A discussion occurred clarifying that the resolution would allow us to create a policy.
When asked, it was pointed out that a clause already exists in the proposed policy that says that any governor’s resolution or actions by the state legislature would supersede such resolution.

A resolution to create a videoconferencing policy was presented. Motion by Lonnie Roth Fairchild, seconded by Mary Abendroth to accept the resolution.

Motion carried unanimously.

It was decided that additional time was required to review the videoconferencing policy. The policy will be reviewed and discussed at the next board meeting.

New Business

A. CELFS Annual Report-Review and Discussion

The Annual Report had some unexpected changes this year which made it more time-consuming to complete. Mr. Kenworthy stated the report has been submitted to the state and we are awaiting feedback.

A discussion took place if the board needs to approve the annual report before or after the final edit has been made. It was decided that approval was needed before the final edit.

A question was posed to Michael if the red sections of the Annual Report indicated changes in the report. He answered that it was not due to any accounting edits or anything additional required from CEFLS.

A motion to approve the Annual Report as submitted, was made by Hope Cassavaw, seconded by Tom Mandeville.

Motioned passed unanimously.

B. Central Library Services Aid-2022 Budget

The two separate funding programs of Central Book Aid and Central Library Development Aid have now been combined into one state funding program. So far, no clear guidelines have been provided as to how the money can be spent with this new combined funding. Ms. de la Chapelle clarified that no changes have been made on how spending can be made on the Central Book Aid money. Plattsburgh Public Library has decided that until they are clear on the legislation they would spend as they had in the past.
Michael clarified the board would be approving the Central Library Development Aid portion of the budget.

A motion to approve the Central Library Services Aid for 2022 was made by Mary Abendroth, and seconded by Tom Mandeville.

Motion carried with 7 votes in favor and 1 abstention.

**Adjournment**

There being no further business to come before the Board, Gayla LePage adjourned the meeting at 5:10 p.m.

Respectfully submitted,

Dorothy Latta
Secretary
COMMON LIBRARY-RELATED ACRONYMS

ACCA – Dedicated to serving the cultural, artistic, historical, and museum communities of the Adirondack Coast of New York through collaboration, communication, networking, professional development, and advocacy in order to promote the area as a vibrant and attractive cultural destination.

BHSN – Behavioral Health Services North – A behavioral health care system providing an integrated continuum of essential, responsive and cost-effective prevention and treatment services

BOT - Short for "robot" and also called an internet bot -- is a computer program that operates as an agent for a user or other program, or to simulate a human activity. Bots are normally used to automate certain tasks, meaning they can run without specific instructions from humans.

CSS – Cascading Style Sheets - style format, defining type, background color, etc. that is consistent on all pages on a given website

CVES – Champlain Valley Educational Services

CEFCAT – Clinton Essex Franklin CATalog User's Group - Formally defined in the automation contract signed by each automated library, existing for the purpose of allowing members to participate in group decisions, render advice and guidance, refine procedures and policies, and participate in planning for expansion and improvement of the automated library system. The scope of the group has been expanding into other library management areas, allowing more general discussion and feedback by the System's members.

CEFDA – Clinton-Essex-Franklin Director's Association

CEWW – Clinton-Essex-Warren-Washington (BOCES)

CSLP - Collaborative Summer Library Program: Welcome

COSLA - Chief Officers of State Library Agencies – consortium of states working together to provide high quality summer reading programs materials

COAC – Coordinated Outreach Advisory Council (CEFLS)

DLD - Division of Library Development - New York State Library

DASNY - DASNY - Dormitory Authority of the State of New York – The State authority providing construction, financing, and allied services which serve the public good, involved in library construction program

DK – (Dorling Kindersley) - British multinational publishing company specializing in illustrated reference books for adults and children in 62 languages

EBSCO – A database provider- EBSCO Publishing -- EBSCOhost Online Research Databases

EDC – Economic Development Corporation

EAS – Employee Assistance Services - Plattsburgh - BHSN

ESL – English as a Second Language

E-rate - Universal Service Fund, administered under the direction of FCC - Schools and Libraries Program - Universal Service.

FEH - Franklin-Essex-Hamilton

FCG – French Conversation Group

GIS – Geographic Information Systems

GMD – General Material Designator
HTML – (HyperText Markup language) – describes and defines the content of a web page
HATS - Library Trustees Curriculum – Helping All Trustees Succeed
HRA – Health Reimbursement Account – A pretax payroll deduction offered at CEFLS for reimbursement of health-related expenses. Participants must submit their own receipts for reimbursement.
HUB (Not an acronym) - Our regional correctional facilities
ICICILL – A union catalog of all type of libraries in the area, members of the Northern New York Library Network. It helps librarians manage interlibrary loan transactions quickly and easily. It will be soon replaced by DueNorth, a more versatile and more up-to-date version.
ILEAD USA - ILEAD USA -- New York State Libraries: Division of Library - Innovative Librarians Explore, Apply and Discover- nationwide leadership immersion program utilizing web technologies, expanding library staff's leadership skills and their ability to use participatory technology. Participants work in teams to address an identified community need and will be assisted by Mentors/Instructors in developing a successful project.
IMLS - Institute of Museum and Library Services - Primary source of federal support for the nation’s 123,000 libraries and 17,500 museums
ILS – Integrated library system - Wikipedia definition
ILL – Interlibrary Loan
JCEO – Joint Council for Economic Opportunity
LibGuide - LibGuides also called InfoStreams are guides to collections, apps and online resources, prepared by CEFLS staff
LSTA – Library Services and Technology Act (LSTA) | American Library ...
LTA – Library Trustees Association of New York State
LVA – Literacy Volunteers of America
LLSA - §90.9 Local Library Services Aid: Regulations of the Commissioner of Education ...
MAC – Members’ Advisory Committee
MYLS – Mid-York Library System
NAMI - NAMI: National Alliance on Mental Illness
NEH – National Endowment for the Humanities
NNLM MAR- National Network/Libraries and Medicine, Middle Atlantic Region
NYCSP – NYS College Savings Plan - New York's 529 College Savings Program Direct Plan
NYSED – New York State Education Department
NYSERDA - NYSERDA – New York State Energy Research and Development Authority
NYLA – New York Library Association
NYLTO – A granted program - New York Libraries Trustees Online
NCLS – North Country Library System
NNYN LN – Northern New York Library Network
NYSL – New York State Library: Home page
NOVELNY - New York Online Virtual Electronic Library - NYS residents can find answers to any imaginable question by using their library. NOVELNY is only one of many ways libraries organize the books, articles, and other information sources they hold. NOVELNY makes all this information
available to you – wherever you are – if you have access to the Internet and hold a public library card, New York driver license, or New York non-driver ID.

**OCLC** – OCLC website – Online Cooperative Library Center - Nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world’s information and reducing library costs

**OPAC** – Online Public Access Catalogue

**PAC** – New Yorkers for Better Libraries Political Action Committee

**PCORI** – Patient-Centered Outcomes Research Institute – A non-profit, non-governmental organization supported by a trust fund that is financed in part by fees from health plan insurers (for fully insured plans) and plan sponsors (for self-funded plans).

**PLA** – Public Library Association (PLA)

**PPL** - The Plattsburgh Public Library

**PULISDO** - Public Library Systems Directors Organization

**RDA** – Resource Description Access - About RDA - OCLC

**SAG** - Consumer Health Special Advisory Group

**SALS** – Southern Adirondack Library System

**SAM** – System for Award Management – SAM is consolidating the government wide acquisition and award support systems to eliminate the need to enter the same data multiple times, and consolidating hosting to make the process of doing business with the government more efficient.

**SLS** – School Library System

**SPARCC** – Substance Abuse and Recovery of Clinton County

**STACO** - State Correctional Facility Aid

**SRP** – Summer Reading Program

**STEM** – Science Technology Engineering and Math

**TS staff** – Technical Services staff

**TBBL** - New York State Talking book and Braille Library (TBBL)

**UPS** – Universal Power Source (System)

**VOAD** – Voluntary Organizations Active in Disaster

**WIB** – Workforce Investment Board - OneWorkSource

**YA** – Young Adult
Director’s Report

Steve Kenworthy

August 2022

Annual Reports

All Annual Reports for member libraries have been submitted and required edits made. All member library reports have been approved. The CEFLS Annual Report was returned for some minor edits and re-submitted to the State Library. The State Library approved the revisions.

Correctional Institutions

Current year contracts with our 6 correctional institutions have been negotiated and signed. Anja did the heavy lifting and wrinkle ironing that led to the collegial negotiations and final draft of the contracts. She did an outstanding job.

Personnel

We welcome Leah Dubrey as our newest Library Clerk. Her service begins on August 22. The staff is excited for the assistance Leah will provide.

We have two more member library directors who have resigned. Alison at Au Sable Forks and Rebecca at Keeseville. We wish them the best and look forward to working with their replacements.

Anne Jobin-Picard was promoted from Librarian I to Librarian II. Anne has worked for us in Technical Services for 4 years and has become a very valuable member of our team. In addition to her cataloging and collection management responsibilities, she has consultant duties and hosts the French Conversation Group.

Online Tutoring

For the last year we have offered online student help and tutoring through Brainfuse which we were able to afford through a grant. The grant was a one-year deal, so we were prepared to lose this resource. Our annual cost was $15,200, we have had (so far) 485 users ($31.34/use). Brainfuse offered another year for $4000. We found some unspent grant money that will cover the $4000 and signed up for another year. If we can maintain the users our cost per use will drop to $8.25.

Central Book Aid

The State Library Division of Library Development continues to work on the revision of regulations regarding Central Book Aid. The biggest change (recommendation) is the elimination of the restriction that only adult nonfiction library materials be purchased with these funds. If adopted this would fundamentally change what could be done with Central Book Aid funds. We are hopeful of the new recommendations being passed.
JULY

- **Daily Pull List / OCLC/ Due North**
  - 363 pulled items for member libraries for delivery
  - 103 pulled items for correctional facilities for delivery
  - OCLC 22 items loaned, items 16 borrowed
  - Due North 1 items loaned, 2 items borrowed

- **Cataloging**
  - Items cataloged 1091
  - Includes some items needing original cataloging
  - Weekly Horizon Bib Report for odd diacritics, capitalization, misspellings GMD’s
  - Weekly Enterprise genre error check

- **Assist/Coverage for Delivery/ILL/OCLC/Due North/Delivery (keep current on new processes & training for vacation & other coverage)**

- **Staff Training**
  - Provide support when needed to library page
  - Covered for staff vacations/etc.

- **Zoom French Conversation Group- Mondays**
  - Averaged 3 people per session
  - Prep time about 30 minutes per week
  - Helped patrons with library questions such as e books, tech, and resources

- **Emails/Consulting/Phone calls –**
  - Member libraries questions on cataloging, reference, various inquiries
  - Provided support to consulting libraries for AR and other inquiries

- **Webinars/Training/Zoom/Misc.**
  - July 7,2022 Interviewing Committee for Clerk position
  - July 2022 weeded and shifted Holiday section
  - July 2022 Coordinated Lion’s Recycling box pickup

- **Attend Team Meetings/Member Library Meetings**
  - CEFLS Member Library Zoom meetings
  - CEFLS Staff Meeting

- **Run Monthly System ILL Loan Activity**
  - SQL Query ILL
  - Document OCLC/Due North monthly stats (query produced by Kim L.)
  - Maintain Excel spreadsheet for Annual report stats
Kim Latour-Principal Library Clerk

- Daily Pull List (as needed)
- Overdues
  - Generate weekly reports
  - Monitor overdue status of items
- ILL Requests
  - OCLC
  - Due North
  - Generate reports for monthly stats
  - Monitors status of items for Due North and OCLC
  - Prepare and Coordinate Empire Delivery
- New book orders
- Repair books
- Staff Training/Supervisor
  - Katelynn H. (library page)
- Staff Training
  - Provide training and support to coworkers as needed
- Cataloging
  - Items cataloged 176
  - Includes some items needing original cataloging
- Emails/Phone calls
  - Address member library questions on cataloging, reference, and various inquiries
  - Provided support to Member Libraries and CEFLS staff
- Webinars/Training/Meetings/Misc.
  - Attend weekly staff meetings
  - OCLC Holdings deletions
  - 7/21/22 Correctional Facilities Due North Training
  - 7/25/22 Interviewing Committee for Clerk position

Eli Haynes – Library Page

- Shelving
- Assist with weeding as generated from list
- Unpack Rotating Collections as needed
- Webinars/Training/Zoom/Misc.
  - Attended Weekly Staff Meeting
Library Computer Specialist Report
July 2022
~ Submitted by David Fuller

JULY

- Assisted 9 patrons regarding issues with their account and/or logging into the available online resources.
- 2 Book Club in a Bag kits were sent out to libraries and correctional facility libraries last month.
- Last month, there were 10,689 unique visitors to cefls.org and 736 unique visitors to routestorecovery.org.
- Sent out a projector, tripod, and projector screen to Wells Memorial Library in Upper Jay on 7/1 for an event there.
- Sent out 12 iPads to Champlain Memorial Library on 7/5 for their Senior Planet programs.
- Assisted Lake Placid Public Library with an error in Horizon on 7/11.
- Remotely installed Horizon on two computers for Westport Library on 7/13.
- Sent out VR headset to Black Watch Memorial Library in Ticonderoga on 7/14 for an event there.
- Remotely installed Horizon on a computer at Wilmington's E.M. Cooper Memorial Library on 7/14.
- Attended the *Intro to Energy Audits in NY* meeting on 7/14. The meeting covered potential funding solutions and assistance in regards to electricity and lighting. I've added multiple contacts and information to the Library System website.
- Worked with a Microsoft representative throughout the month in addressing a bug in our email system that prevented manual screening of some emails. The issue has been resolved, with a rule change in the backend that should streamline outgoing emails from our financial system.
- Attended the *Scale-Up of Network Assessments* meeting on 7/18. New York State is looking to expand upon the pilot program that had a professional take a look at library networks and pitch potential improvements. The project assisted one of our libraries last year, which had the added benefit of teaching the director how their network was structured, making it easier for them to appeal to their board for upgrades. We'll be looking at potential libraries who could benefit from this project.
- Attended a day camp event with Anja and Juliette on 7/20.
- Set up the Zoom meeting for the correctional facility librarian meeting on 7/21, hosted at CEFLS.
- Set up a new system to restrict materials purchased with correctional facility funds to be only requestable by correctional facilities for a period of 6 months.
- Assisted Akwesasne Library with a printing issue in Horizon on 7/26.
- Worked with SirsiDynix and Todd Battista, the IT manager at North Country Library System, is addressing issues with Web Services and SIPs on our new server that replaced one that was no longer supported by Microsoft. These two systems allow our online catalog to connect with the main Horizon database that is held on a separate server and also allows for OverDrive and other programs to check patron account numbers, allowing them to log in using those credentials.

<table>
<thead>
<tr>
<th>Library</th>
<th>June 2021</th>
<th>June 2022</th>
<th>July 2021</th>
<th>July 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>AKW</td>
<td>19</td>
<td>19</td>
<td>18</td>
<td>34</td>
</tr>
<tr>
<td>AUS</td>
<td>51</td>
<td>24</td>
<td>45</td>
<td>22</td>
</tr>
<tr>
<td>BOCES/CVES</td>
<td>65</td>
<td>21</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>CEF</td>
<td>5</td>
<td>9</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>CHM</td>
<td>4</td>
<td>15</td>
<td>5</td>
<td>29</td>
</tr>
<tr>
<td>CHT</td>
<td>23</td>
<td>32</td>
<td>15</td>
<td>27</td>
</tr>
<tr>
<td>CHZ</td>
<td>31</td>
<td>36</td>
<td>50</td>
<td>32</td>
</tr>
<tr>
<td>CRW</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>DAN</td>
<td>10</td>
<td>30</td>
<td>27</td>
<td>35</td>
</tr>
<tr>
<td>ELI</td>
<td>26</td>
<td>14</td>
<td>35</td>
<td>12</td>
</tr>
<tr>
<td>ELL</td>
<td>11</td>
<td>7</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>ESS</td>
<td>10</td>
<td>32</td>
<td>10</td>
<td>24</td>
</tr>
<tr>
<td>KEN</td>
<td>30</td>
<td>19</td>
<td>37</td>
<td>15</td>
</tr>
<tr>
<td>KES</td>
<td>70</td>
<td>66</td>
<td>66</td>
<td>86</td>
</tr>
<tr>
<td>KEV</td>
<td>71</td>
<td>31</td>
<td>51</td>
<td>28</td>
</tr>
<tr>
<td>LKP</td>
<td>185</td>
<td>152</td>
<td>200</td>
<td>171</td>
</tr>
<tr>
<td>MOR</td>
<td>5</td>
<td>15</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>PER</td>
<td>139</td>
<td>78</td>
<td>140</td>
<td>126</td>
</tr>
<tr>
<td>PLA</td>
<td>870</td>
<td>725</td>
<td>869</td>
<td>782</td>
</tr>
<tr>
<td>POR</td>
<td>8</td>
<td>11</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>ROU</td>
<td>36</td>
<td>35</td>
<td>56</td>
<td>44</td>
</tr>
<tr>
<td>SCH</td>
<td>74</td>
<td>54</td>
<td>76</td>
<td>71</td>
</tr>
<tr>
<td>TIC</td>
<td>69</td>
<td>90</td>
<td>87</td>
<td>102</td>
</tr>
<tr>
<td>TUP</td>
<td>113</td>
<td>159</td>
<td>116</td>
<td>162</td>
</tr>
<tr>
<td>UPP</td>
<td>19</td>
<td>58</td>
<td>34</td>
<td>46</td>
</tr>
<tr>
<td>VNP</td>
<td>203</td>
<td>240</td>
<td>223</td>
<td>298</td>
</tr>
<tr>
<td>VOA</td>
<td>466</td>
<td>458</td>
<td>475</td>
<td>454</td>
</tr>
<tr>
<td>WAD</td>
<td>14</td>
<td>23</td>
<td>11</td>
<td>17</td>
</tr>
<tr>
<td>WCH</td>
<td>9</td>
<td>9</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>WLM</td>
<td>31</td>
<td>18</td>
<td>24</td>
<td>20</td>
</tr>
<tr>
<td>WPO</td>
<td>37</td>
<td>60</td>
<td>46</td>
<td>49</td>
</tr>
<tr>
<td>WSB</td>
<td>27</td>
<td>31</td>
<td>27</td>
<td>39</td>
</tr>
</tbody>
</table>

| Total       | 2738      | 2576      | 2801      | 2800      |

Increase/Decrease: -6% 0%
<table>
<thead>
<tr>
<th>Library</th>
<th>June 2021</th>
<th>June 2022</th>
<th>July 2021</th>
<th>July 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>AKW</td>
<td>7</td>
<td>8</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>AUS</td>
<td>17</td>
<td>12</td>
<td>14</td>
<td>9</td>
</tr>
<tr>
<td>BOCES/CVES</td>
<td>36</td>
<td>13</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>CEF</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>CHM</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>CHT</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>CHZ</td>
<td>10</td>
<td>16</td>
<td>14</td>
<td>13</td>
</tr>
<tr>
<td>CRW</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>DAN</td>
<td>5</td>
<td>11</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>ELI</td>
<td>8</td>
<td>5</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>ELL</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>ESS</td>
<td>7</td>
<td>10</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>KEN</td>
<td>7</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>KES</td>
<td>23</td>
<td>14</td>
<td>19</td>
<td>25</td>
</tr>
<tr>
<td>KEV</td>
<td>17</td>
<td>12</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>LKP</td>
<td>57</td>
<td>48</td>
<td>50</td>
<td>43</td>
</tr>
<tr>
<td>MOR</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>PER</td>
<td>39</td>
<td>24</td>
<td>39</td>
<td>31</td>
</tr>
<tr>
<td>PLA</td>
<td>242</td>
<td>222</td>
<td>255</td>
<td>232</td>
</tr>
<tr>
<td>POR</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>ROU</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>SCH</td>
<td>26</td>
<td>25</td>
<td>27</td>
<td>2</td>
</tr>
<tr>
<td>TIC</td>
<td>30</td>
<td>32</td>
<td>36</td>
<td>31</td>
</tr>
<tr>
<td>TUP</td>
<td>30</td>
<td>40</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td>UPP</td>
<td>8</td>
<td>18</td>
<td>12</td>
<td>40</td>
</tr>
<tr>
<td>VNP</td>
<td>57</td>
<td>72</td>
<td>60</td>
<td>13</td>
</tr>
<tr>
<td>VOA</td>
<td>128</td>
<td>127</td>
<td>134</td>
<td>70</td>
</tr>
<tr>
<td>WAD</td>
<td>8</td>
<td>6</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>WCH</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>WLM</td>
<td>8</td>
<td>6</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>WPO</td>
<td>11</td>
<td>15</td>
<td>17</td>
<td>15</td>
</tr>
<tr>
<td>WSB</td>
<td>12</td>
<td>11</td>
<td>11</td>
<td>14</td>
</tr>
</tbody>
</table>

**Total** | **832** | **790** | **828** | **675**

**Increase/Decrease** | **-5%** | **18%**
Outreach Department Report
July 2022

*Submitted by Anja Bouchard on behalf of the Outreach Department: David Fuller, Juliette Brookfield, Bill Bowen, Deb Price, Terry Soulia, and Katelynn (Eli) Haynes (shared position with Tech Services).*

**Deliveries:**

- Our drivers handled over 15,400 items during the month of July. This number does not reflect unique items, since a portion of them are handled as incoming materials and then moved again on another day for delivery to the next location.
- 52 rotating collections were delivered.
- Our new substitute driver, Todd Roberts, continued to shadow our van drivers and handled a Monday run independently in July.
- Anja delivered adult rotating collections to Dodge Library in West Chazy and Mooers Free Library.
- We ordered self-adhesive poly pockets for the new totes to allow us to insert cards listing the locations. Anja applied the pockets to all of the bins that were at CEFLS and set up folders with the location cards.

**Meetings:**

- Anja hosted the correctional facility negotiations meeting with Steve and Michael in attendance. David provided technology support. The six facilities agreed to our proposed budget and planned activities. We offered two training opportunities in the afternoon. Kim provided training on DueNorth and Anja identified/shared a webinar on Engaging Adults with Low Literacy Levels.
- Anja attended a NYLA Member Committee meeting.
- Anja participated in two JEDI (Justice, Equity, Diversity, and Inclusion) meetings with other library systems to develop ways to support rural libraries regarding the American Library Association’s new Diversity Scorecard.

**Advocacy/Publicity/Outreach:**

- Juliette, Anja, and David visited the Patriot Summer Youth Camp at Au Sable Valley Central School. They provided craft activities and a storybook walk. Approximately 76 children (K- 3rd) grade participated.
- Anja distributed the *Strong Libraries, Strong Communities* advocacy lawn signs to the member libraries and also displayed one on the CEFLS lawn.
- We continued to post a variety of content on social media with the goal of promoting System resources, member libraries, and reading. As of 8/8/22:
- We have 118 followers on Twitter.
- We have 444 followers on Instagram. Our most popular post in July was about the yard signs with the 'Strong Libraries, Strong Communities' advocacy message provided by North Country Library System (NCLS). It received 7 reactions.
- We have 1,320 likes on our Facebook page. The CEFLS post with the greatest reach since the last report was also about the advocacy signs from NCLS. It reached 450 people and received 17 reactions. One of our most popular shares was a gorgeous photo of Westport Library Association. It reached 267 people and had 11 reactions.
- The graphs below show the number of people who saw any content from or about our Facebook and Instagram pages since the last report. This metric is estimated.

![Reach Graph]

**Training/Continuing Education:**

- Juliette attended the following webinars:
  - Be Prepared! The GNCRT Guide to Addressing Comic Book Bans, Censorship
  - Fall Series Nonfiction
- Anja attended the following webinar with the Correctional Facility Senior Librarians:
  - Engaging Adults with Low Literacy Levels

**Projects:**

- Three additional people signed up to receive books with their home-delivered meals for a total of nine participants.
- Anja was notified that we were awarded funding for three grant applications submitted to the Adirondack Lakes Center for the Arts: $1300.00 for Essex County, $1000.00 for
Clinton County, and $1000.00 for Franklin County. These grants will enable us to offer “Creating Oceans of Sounds with RiverJack Z” shows as well as art projects at member library locations in each county. Anja contacted member libraries to begin scheduling the events. Juliette worked on ordering materials for the art projects. David created marketing material that hosting libraries could edit to advertise the event.

- Juliette and Anja planned activities and tested craft projects for upcoming events.
- Weeding at CEF and our participation in the Sustainable Shelves Program continued through the efforts of Juliette, Anja, Anne, Kim, and Eli.

Miscellaneous:

- Juliette started ordering some materials with the Love Your Library funding based on feedback from member libraries.
- We were notified that Brainfuse HelpNow (an all-in-one suite of tutoring services) could be renewed at a deep discount. After reviewing the usage summary, we decided to continue the service for another year.
- Juliette assembled 6 new JUMP Start Early Literacy Kits thanks to funding from Stewart’s Holiday Match program.
- Anja offered and delivered FTC information packets on scams in English and Spanish to Literacy Volunteers of Clinton, Essex, and Franklin Counties.
- Juliette printed summer reading program brochures for Belden Noble Memorial Library in Essex.
- David provided a table, canopy, and tear drop sign to Dannemora Free Library for an event.
- Juliette made die cut shapes for Dannemora Free Library for a summer reading program.
- Juliette collaborated with Lake Placid Public Library regarding the upcoming Adirondack Family Book Festival at the John Brown Farm. She made bookmarks for them to offer at the event. Juliette and Anja planned crafts for the CEF table.
- The Outreach Department continued to put together rotating collections of print materials, audiobooks, and DVDs for member libraries. In addition to routine collections, Anja pulled a “grill and chill” special collection for Belden Noble Memorial Library in Essex.
- Clinton Essex Franklin Library System
- Adjusted/Corrected Revenue vs. Expenditure Comparison Report

<table>
<thead>
<tr>
<th></th>
<th>March 2022 Actual</th>
<th>March 2021 Actual</th>
<th>Current Period Change</th>
<th>Current Period % Change</th>
<th>January-March 2022 YTD Actual</th>
<th>January-March 2021 YTD Actual</th>
<th>Current Year Change</th>
<th>Current Year % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Aid (Basic)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>163,507.21</td>
<td>(163,507.21)</td>
<td>(100.00)</td>
</tr>
<tr>
<td>Other State Aid</td>
<td>0.00</td>
<td>2,692.50</td>
<td>(2,692.50)</td>
<td>(100.00)</td>
<td>12,857.00</td>
<td>217,447.96</td>
<td>(204,590.96)</td>
<td>(94.09)</td>
</tr>
<tr>
<td>County Contracts</td>
<td>14,525.50</td>
<td>3,918.25</td>
<td>10,607.25</td>
<td>270.71</td>
<td>35,601.00</td>
<td>34,288.50</td>
<td>1,312.50</td>
<td>3.83</td>
</tr>
<tr>
<td>Contributions</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>222.16</td>
<td>35.12</td>
<td>187.04</td>
<td>532.57</td>
</tr>
<tr>
<td>Other Income</td>
<td>5,673.82</td>
<td>5,456.99</td>
<td>216.83</td>
<td>3.97</td>
<td>41,287.00</td>
<td>68,993.28</td>
<td>(27,706.28)</td>
<td>(40.16)</td>
</tr>
<tr>
<td>Total Operating Revenue</td>
<td>20,199.32</td>
<td>12,067.74</td>
<td>8,131.58</td>
<td>67.38</td>
<td>89,967.16</td>
<td>484,272.07</td>
<td>(394,304.91)</td>
<td>(81.42)</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>20,199.32</td>
<td>12,067.74</td>
<td>8,131.58</td>
<td>67.38</td>
<td>89,967.16</td>
<td>484,272.07</td>
<td>(394,304.91)</td>
<td>(81.42)</td>
</tr>
<tr>
<td>Expenditures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel Expenses</td>
<td>59,644.72</td>
<td>53,619.34</td>
<td>6,025.38</td>
<td>11.24</td>
<td>184,968.22</td>
<td>150,005.87</td>
<td>34,962.35</td>
<td>23.31</td>
</tr>
<tr>
<td>Employee Benefits</td>
<td>4,399.41</td>
<td>4,411.93</td>
<td>(12.52)</td>
<td>(0.28)</td>
<td>31,072.84</td>
<td>30,741.34</td>
<td>331.50</td>
<td>1.08</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>910.89</td>
<td>20,976.97</td>
<td>(20,066.08)</td>
<td>(95.66)</td>
<td>59,126.70</td>
<td>85,169.85</td>
<td>(26,043.15)</td>
<td>(30.58)</td>
</tr>
<tr>
<td>Fuel &amp; Maint.-Vehicles</td>
<td>794.76</td>
<td>897.71</td>
<td>(102.95)</td>
<td>(11.47)</td>
<td>3,007.47</td>
<td>3,202.79</td>
<td>(195.32)</td>
<td>(6.10)</td>
</tr>
<tr>
<td>Library Materials</td>
<td>11,402.45</td>
<td>13,607.83</td>
<td>(2,205.38)</td>
<td>(16.21)</td>
<td>34,497.37</td>
<td>41,117.21</td>
<td>(6,619.84)</td>
<td>(16.10)</td>
</tr>
<tr>
<td>Grants-Mem.Lib.</td>
<td>900.00</td>
<td>16,001.96</td>
<td>(15,101.96)</td>
<td>(94.38)</td>
<td>12,158.83</td>
<td>16,001.96</td>
<td>(3,843.13)</td>
<td>(24.02)</td>
</tr>
<tr>
<td>Utilities/Telcommunications</td>
<td>1,305.64</td>
<td>1,222.00</td>
<td>83.64</td>
<td>6.84</td>
<td>5,530.43</td>
<td>5,291.93</td>
<td>238.50</td>
<td>4.51</td>
</tr>
<tr>
<td>Supplies</td>
<td>16,237.72</td>
<td>1,156.28</td>
<td>15,081.44</td>
<td>1,304.31</td>
<td>33,311.46</td>
<td>4,410.03</td>
<td>28,901.43</td>
<td>655.36</td>
</tr>
<tr>
<td>Mem. Lib. Purchases</td>
<td>1,419.00</td>
<td>547.92</td>
<td>871.08</td>
<td>158.98</td>
<td>2,883.22</td>
<td>647.74</td>
<td>2,235.48</td>
<td>345.12</td>
</tr>
<tr>
<td>Maintenance &amp; Repairs</td>
<td>850.56</td>
<td>2,984.08</td>
<td>(2,133.52)</td>
<td>(71.50)</td>
<td>14,949.48</td>
<td>14,380.08</td>
<td>569.40</td>
<td>3.96</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>23,105.87</td>
<td>18,272.98</td>
<td>4,832.89</td>
<td>26.45</td>
<td>30,286.94</td>
<td>24,497.67</td>
<td>5,789.27</td>
<td>23.63</td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>120,971.02</td>
<td>133,699.00</td>
<td>(12,727.98)</td>
<td>(9.52)</td>
<td>411,792.96</td>
<td>375,466.47</td>
<td>36,326.49</td>
<td>9.68</td>
</tr>
</tbody>
</table>

| Net Revenue Over Expenditures  | (100,771.70)      | (121,631.26)      | 20,859.56             | (17.15)                  | (321,825.80)                  | 108,805.60                    | (430,631.40)        | (395.78)             |
2022 Board Meeting Dates

(Fourth Monday of the month)

4:30 p.m. in CEFLS Board Room
(Unless noted otherwise)

September 26, 2022 OFFSITE LOCATION-Lake Placid

October 24, 2022 OFFSITE LOCATION-Malone

November 28, 2022

December 2022

Whether to have a December meeting will be determined at a later date.
Clinton-Essex-Franklin Library System
Items Lost or Damaged in Circulation

Adopted by the Board of Trustees
January 26, 2015

The Clinton-Essex-Franklin Library System maintains a collection of print and non-print media that is used by member libraries, correctional facilities and other agencies. As a public agency charged with fiscal responsibility of items purchased with public funds, it is necessary to require reimbursement for items lost or damaged beyond repair in circulation.

As January 26, 2015, the following policy will apply to items circulated by the Clinton-Essex-Franklin Library System.

1. Bills will be sent for CEFLS items lost in circulation at the following rates:

   a). the purchase price of the item, if known

   b). If the purchase price of the item is not known or shown on the item record, the following costs will apply:

      1. Hardcover books: $30.00
      2. Paperback books: $10.00
      3. DVDs (complete title): $20.00
      4. Books on CD (complete title): $40.00
      5. Individual missing or damaged disc: $6.00 *if applicable and if single discs are available. If a single disc is not available and a complete title has to be ordered, we will charge the full title price as defined above.

   c). A processing fee of $10.00 for each item will be included in bills generated for lost or damaged items.

2. We assume that all borrowers will be full partners in the borrowing process. To facilitate that relationship, the schedule for generating overdue notices for materials circulated is:

   - 1st notice generated 14 days after the due date
   - Final notice generated 21 days after the due date
   - At 41 days after the due date, the item reverts to LOST and a bill will be generated.

Specifics: Upon receipt of the first overdue notice, the borrowing library is expected to:

   - Check the library’s shelves if the item is not checked out, or contact your patron if it is.
   - Return the item to CEFLS on the next van delivery if it is available.
• Contact the library's CEFLS consultant and report the item as lost, or notify us that the item has been previously returned.
• Correctional facilities and Outreach collection borrowers will contact the designated Outreach Department staff member.

3. Borrowing Limits: When an item cannot be found at CEFLS and borrowing library staff believes it has been returned, borrowing libraries will be granted a "claims return" status four times per calendar year. When a library exceeds these "claims returned" limits, bills will be sent for all lost items.

4. If the balance due on the borrowing library's account reaches $150.00, the CEFLS consultant or Outreach Department staff member in the case of Outreach and correctional borrowers, will consult with the member library director or site manager to discuss resolution of the matter. If, after 60 days no progress is made towards resolution or payment is not received, a letter will be sent by the CEFLS Director to the member library's board in an effort to reach a compromise. In order to avoid this situation, borrowers should regard receipt of a first overdue notice as the start of a conversation, with action required on their part.
Items Lost or Damaged in Circulation

(Proposed policy)

The Clinton-Essex-Franklin Library System maintains a collection of print and non-print media that is used by member libraries, correctional facilities and other agencies. As a public agency charged with fiscal responsibility of items purchased with public funds, it is necessary to require reimbursement for items lost or damaged beyond repair while in circulation.

The following policy supersedes any older policies regarding lost & damaged materials. It becomes effective upon approval by the CEFLS Board of Trustees and will apply to all items owned and/or circulated by CEFLS.

1. CEFLS circulates items requested by patrons within CEFLS’s service area through member libraries and institutions. Items lost or damaged beyond repair while in circulation will be the responsibility of the lending member library or institution.
   a. When an item is designated as Lost or Damaged a bill will be sent to the member library or institution. The bill will include the replacement cost of the item plus a $10 processing fee. The replacement cost will be the actual cost to CEFLS (price plus shipping and handling if applicable). If the item cannot be replaced due to its age or status of being out-of-print, replacement cost will be determined by the current default average cost for the particular item/media type.
   b. It is the responsibility of the lending member library or institution to pass along these costs to the borrowing patrons according to their own policies.

2. It is not CEFLS policy to accept replacement items. There may be a situation with exceptional circumstances where, at the discretion of the Finance Manager or Director, a replacement item may be accepted. However, the $10 processing fee will still be charged.

3. Under no circumstances will a replacement item be accepted for items obtained from outside the system via I.L.L. (Due North, OCLC, etc.). The cost of the item plus any processing fees is determined by the outside lending library.

4. For Lost items the following schedule of notices is applicable:
   a. 1st Overdue Notice generated 17 days after the due date
   b. Final notice is generated 27 days after the due date
   c. At 41 days after the due date the item ages to Lost and a bill will be generated.

5. It is incumbent on the borrowing library to search their own library for any items for which they receive overdue notices. If found at the borrowing library, the item should be returned to CEFLS on the next regular van delivery. If not found and still checked out, the library should try to contact the borrower to make sure the item is returned before its status ages to Lost. CEFLS staff will search CEFLS shelves a final time before any bills are sent out.

6. A borrowing library which believes the overdue item was sent back via van delivery may use a “Claims Return” up to 4 times in a calendar year. This claim must be made before the item ages to Lost. Once the item ages to Lost or after a library has used their 4 “Claims Return” the item will go through the procedures of this policy and a bill will be generated.

7. CEFLS will perform an exhaustive search of long overdue, claimed return, lost and missing items once a quarter. If found, items will be checked in and no further action will be required.
8. If a library's lost/damaged account reaches $100, the CEFLS consultant (or Outreach Department staff member for Outreach and correctional institution borrowers) will consult with the member library director or site manager to discuss resolution of the matter. If after 60 days the matter is not resolved the CEFLS Director will send a letter to the member library's Board of Trustees in an effort to resolve the matter.