



Document of Understanding Between the Monroe County Library System and its Member Libraries January 1, 2018 – December 31, 2020

This document sets forth the required services of the Monroe County Library System and its member libraries, the essential shared services provided by the System, and the responsibilities and expectations of member libraries in providing quality service to the public. New York State created library systems to expand the resources of all local libraries, enabling them to buy services and share resources cooperatively. Economies can result for all participants by using the System for its collective buying power for such purchases as technology, digital content, and delivery.

MCLS ensures its members can thrive and make the best use of tax dollars by providing centralized technologies, shared resources, and promotion of best practices through its member libraries. MCLS provides materials and programs to meet the informational, educational, and recreational needs of individuals; collaborative ventures in cost effective delivery of quality services; centralized delivery of selected services; and the fostering of fast, accurate access to materials, information, and services in a seamless, consistent, and uniform manner. (*See Appendix A, Monroe County Library System Structure & Governance.*)

To facilitate a better cooperative approach to meeting mutual expectations for service, the following are understood by both the member libraries and the System. These are **Required and Shared** services.

A. System Services Required Under State Education Law:

1. The System will maintain and operate a union catalog to support resource sharing throughout the System.
2. The System will provide Outreach Services as mandated by section 90.3 of the Commissioner's Regulations.
3. The Central Library will support the residents in the system service area as detailed under Section 90.4 of the Commissioner's Regulations.
4. The System will inform members of State grant opportunities, and will administer any grants received by the System for the benefit of members as well as provide support for appropriate programs.
5. The system will develop and submit a Plan of Service to the State Education Department every five years.
6. The System will develop and keep current a Direct Access Policy to establish and ensure the borrowing rights of residents in the geographic area served by the system and

its members.

- B. **Essential Services**: These services are jointly supported and will require a fee or charge to the members as described in the cost share model included as *Appendix B*. Should cost or revenue associated with System Services exceed projections, an amendment to this agreement associated with cost shares will require approval of 2/3 of the member libraries.

1. **Network**

- i. **Priority Support** - The System will provide access to and support of an Integrated Library System (ILS), and the telecommunications infrastructure which supports circulation and patron database management, public catalogs, internet, the system website, ePortal, email, reports, and other functions as agreed to by the members. The highest technology priority of MCLS is to provide for the efficient and cost effective operation of the library catalog, circulation module, patron databases, and internet.
- ii. **Equitable Access** - MCLS recognizes that, in cooperation with its member libraries, managed growth of its network, internet, and email services will result in equitable and fair access to all of its member libraries.
- iii. **Bandwidth** - MCLS will monitor digital transmission bandwidth and will distribute monthly reports to the member library directors. Library Automation Services (LAS) has discretion to increase bandwidth based on its monitoring of digital transmission services. Any library using more than 80% of its bandwidth capacity throughout the day for a consistent 30-day period may request additional bandwidth. A member library request for additional bandwidth without a recommendation from LAS requires a review of the request be conducted and determination made by the SSOC. The review requires documentation by LAS and the member library that bandwidth is being used for direct patron services. The MCLS Director reserves the right to approve, without SSOC review, additional bandwidth for a member if it is clear the library meets the criteria stated above. Bandwidth will be increased based on capacity in the current digital transmission contract and available MCLS operational funding.
- iv. **New Product Development** - MCLS encourages exploration of new products and services by its members. When a new service requires software development work for a fee, the system will pay the cost of development if the service or product will, now or in the future, benefit more than one member library's service population. If the development will benefit a single library only, that member library will bear the cost of development.

The MCLS Director reserves the right to decide if a service meets the criteria of benefitting more than one member library service area population. If a director believes the member library has been charged for a development cost unfairly, the director may appeal to the System Services & Operations Committee

(SSOC) for a review of the decision.

- v. **Opt-In Technology Infrastructure** – MCLS will identify opportunities for scalable telecommunications and technology infrastructure to provide additional public broadband access, such as community wireless access. MCLS member libraries may opt to participate in additional telecommunications and technology infrastructure upon agreement to adhere to minimum requirements or standards identified by LAS and MCLS administration.
 - vi. **Services to Small Libraries** - LAS will provide selected services to member libraries which have up to 19 computers on their local area network, and a population of less than 10,000 residents. Routine maintenance, updates, and weekly backups of small library computers will be set up to run automatically for Windows, spyware, and virus definitions. LAS will have remote access to all computers. System services provided to small libraries include:
 - i. Assistance with the installation of imaged computers, and installation of printers if compatible with the operating system.
 - ii. Installation of all proprietary software such as Carl and PCRes. LAS will not support software installed outside the base image.
 - iii. LAS staff will provide training on routine computer maintenance for small library directors as necessary.
 - iv. With help from LAS, small libraries will negotiate an hourly rate for tech help from an outside vendor for computer work that is outside the scope of work listed in this contract.
2. **Delivery** - The System will provide a delivery service five days a week, Monday-Friday, for the interlibrary and system distribution of materials.
 3. **Staff Development & Consultation** - The System will arrange training and consulting to member libraries on professional library issues and issues of computer and communications technology to encourage and enable member libraries to take advantage of the evolving information environment. The System will be available for consultation with member library boards and staff members on professional library issues and issues pertaining to general management. The System will provide strategic technological training to keep MCLS and its members on the leading edge of information technology.
 4. **Plan of Service** - Through the MCLS Directors Council, joint committees, and the hiring of a Town Liaison to the System, a means will be provided for making policy, service, and financial recommendations for the development and implementation of the MCLS Five-Year Plan of Service. An annual Directors Retreat will be held in January where work priorities drawn from the Plan of Service will be evaluated for the prior year and set for the coming year.
 5. **Advocacy & Communication** - The System will support library development and advocacy, and will provide guidance on national, state, and regional issues. The MCLS Office will oversee a standing system Advocacy and Marketing Team, made up of

member library representatives, which will effectively communicate advocacy information and library value within Monroe County as defined by the team charter.

6. Funding

- i. Members agree to pay an annual cost share to the system as specified in *Appendix B*. Pending increases in funding beyond the minimum required to support MCLS, the System will reserve or distribute additional funds after the majority approval of member library directors, and final approval of the MCLS Board of Trustees.
- ii. The System collects revenue via online fine payments; such revenue, minus operational costs to the System, is redistributed by the MCLS Finance Office to member libraries twice annually using a per capita formula. This distribution is typically done at the same time as cost share billing.
- iii. Member libraries are expected to spend a minimum % of their materials budget on shared e-content for OverDrive. The percent to spend on e-content for the following year will be reviewed on an annual basis at the March Directors' Council meeting.

C. Member Libraries Services Required Under State Education Law:

1. Member libraries are expected to maintain and contribute to an up-to-date online catalog of their holdings.
2. Member libraries are expected to provide borrowing privileges to patrons of other libraries in the System. This provision occurs in the MCLS Direct Access Policy. (*See Appendix C, Direct Access Policy*)
3. Member libraries are expected to provide, in a timely manner, the various reports and data required by the System and the New York State Education Department, Division of Library Development. Annual reports from each member library are required by New York State and should be completed and submitted by March 1 each year.

D. Responsibilities & Expectations of the System:

1. **Transparency** - MCLS will manage the system infrastructure with complete transparency and fully engage member libraries in budget and decision making processes.
 - i. The MCLS annual budget for the upcoming calendar fiscal year will be shared in draft form with the members at the April Directors' Council meeting each year. Member input on the budget will be incorporated into the final product, which will be brought to the May DC meeting for endorsement, and to the MCLS Board of Trustees for approval in May.
 - ii. The System Director and administration will include the Town Library Liaison in Management Team meetings and monthly MCLS Board of Trustees meetings.
 - iii. The System Director will share monthly board reports with the member directors, and will publish notes from the weekly Management Team meetings.
2. **The MCLS Office** will maintain open communication between the system and its members, and will manage all system reports and grants. The MCLS Office will:

- i. Ensure that system policies, procedures, meeting minutes and frequently asked questions are added to the MCLS eportal and are kept up to date.
- ii. Share information on state grant opportunities and provide guidance on the application process.

E. Responsibilities & Expectations of Member Libraries:

1. Through the MCLS Directors Council (*see Appendix E – Directors Council By-Laws*), member library directors are expected to participate in System planning for services and funding. Member library directors meet in a retreat each January to review the previous year and plan for the next year.
2. Member libraries are expected to participate in financial support for the cost of Shared Services. Cost shares are billed to member libraries twice a year, on or by May 30 and December 1. (*See Appendix B, MCLS Cost Shares*)
3. Member libraries are expected to Adhere to the Monroe County Library System Direct Access Plan of Service (*See Appendix C, Direct Access Policy*)
4. Member libraries are required to follow minimum technology and ILS standards as defined by MCLS. These standards will be communicated to member libraries and posted on the eportal. However, decisions on fines, fees, and borrowing rest with the member library board of trustees.
5. The MCLS Internet policy will serve as the standard for filtering in Monroe County. Member libraries are required to display the policy and have computer users acknowledge they have read it before using library computers. This requirement keeps the system in compliance with e-rate funding regulations. (*See Appendix D, MCLS Internet Access Policy*)

F. Insurance and Liability:

The Member Library shall provide its own insurance as it deems necessary. MCLS shall be named as an additional insured or shall otherwise recover any damages to equipment owned by MCLS. MCLS and the Member Library shall defend, indemnify and hold each other harmless, including officers and employees, from all liability, loss, damage, attorney's fees or claims of any character brought because of any injuries or damage received or sustained by any person, persons, or property because the operations of MCLS or the Library, or because of any act or omission of MCLS or the Library, or from any Claim under the Workers' Compensation Act.

G. Effective Date and Termination:

By signing this document, you are renewing membership in MCLS with all benefits, privileges and responsibilities as outlined above. This agreement shall become effective January 1, 2018 and will expire December 31, 2020. This is a three year agreement with the option to renew at the set terms. It may be terminated by either party upon written notice to the other, no later than nine (9) months prior to the end of any calendar year. Any member failing to sign this document by March 31 of the calendar year forfeits its system membership.

The System will reduce or eliminate services to any member library that does not agree to the terms set forth in this document.

Name of Member Library (please print)

President, Member Library Board of Trustees
(Signature)

Date

President, Member Library Board of Trustees
(Printed Name)

President, MCLS Board of Trustees
(Signature)

Date

President, MCLS Library Board of Trustees
(Printed Name)

Appendices:

- Appendix A – MCLS System Structure & Governance
- Appendix B – Cost Shares
- Appendix C - Direct Access Policy
- Appendix D - MCLS Internet Access Policy
- Appendix E – Directors Council By-Laws
- Appendix F – RPL/MCLS Organizational Chart

Monroe County Library System Structure and Governance

The Monroe County Library System is one of 23 Public Library Systems in New York State chartered by the Board of Regents and functioning under State Education Law. MCLS is also a coalition of member libraries that includes:

- Brighton Memorial Library
- Brockport-Seymour Library
- Chili Public Library
- East Rochester Public Library
- Fairport Public Library
- Gates Public Library
- Greece Public Library
- Hamlin Public Library,
- Henrietta Public Library
- Irondequoit Public Library
- Mendon Public Library
- Newman Riga Library
- Ogden Farmers' Library
- Parma Public Library
- Penfield Public Library
- Pittsford Community Library
- Rochester Public Library
- Rush Public Library
- Scottsville Free Library
- Webster Public Library.

Member Libraries are chartered by the New Your State Board of Regents to serve a specific area, are governed by their own Boards of Trustees and funded by local taxes derived from Towns, Villages, City of Rochester, or School District.

The Monroe County Library System is governed by a Board of Trustees which is responsible for the fiduciary oversight of the library system, establishing system policy, and supervising & evaluating the MCLS Director. This 11-member board is appointed by the Monroe County Legislature. System policies are defined as those that affect the entire system and are typically developed by the MCLS Director, with input and endorsement from member library directors, endorsement by member library boards, and ultimate approval by the MCLS Board. Systems qualify for State Aid based on an approved five-year plan of service and annual budgets and reports. The current Monroe County Library System Five-Year Plan of Service covers 2017-2021.

The System administrative structure consists of a System Director, an Assistant System Director, and a Finance Director who oversee system operations in the areas of Cataloging, Shipping & Delivery, Inter-Library Loan, Library Automation Services, Outreach, and Central Library Services. MCLS contracts annually with the City of Rochester and the Central Library of Rochester & Monroe County, whose employees provide direct service to the system members in the areas described above.

A System Services and Operations Committee (SSOC) consisting of the System Director and Assistant Director, the Assistant Director of the Rochester Public Library, the Library Automation Supervisor, the MCLS Town Director Liaison, and Member Library Directors from a small, medium, and large library meets monthly. The purpose of the SSOC is to:

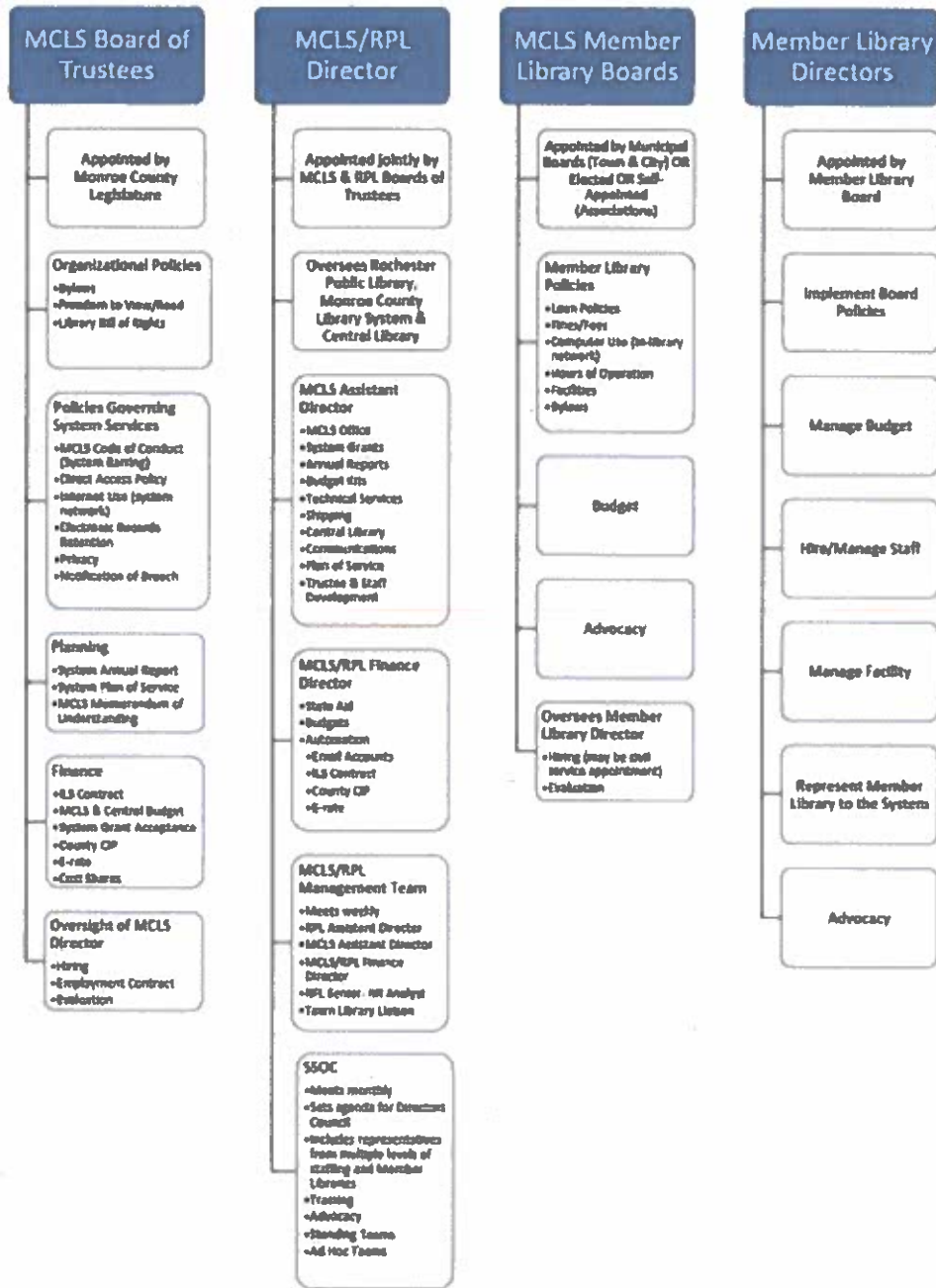
- Act as an agenda-setting body for the Director's Council.
- Research issues relating to systems services and operations in preparation for taking those issues to the Director's Council.
- Oversee committees appointed by the Directors Council that relate to system services and operations.

This body will act as a mediator in any dispute regarding system services between a member library and the System Director. The By-Laws for the Directors Council establish the term limits for the System Services and Operations Committee.

The Town Director Liaison position is drawn from among the member library directors and serves a 3-year term. The Chair of the System Services & Operations Committee (SSOC) becomes the Town Director Liaison after a 3-year term as SSOC Chair. The Town Director Liaison is a paid position funded from member library cost shares. The Liaison attends the System Director's weekly Management Team meetings, and chairs the Directors Council monthly meetings.

The Directors Council provides guidance and review to the MCLS Director in all areas of system service delivery, planning, and execution. The Council consists of one representative from each member library, with RPL Branches and RPL Central recognized as two separate entities each having their own vote. All votes in the Council shall be equal in weight. The Directors Council shall have an advisory role in the establishment of procedures, standards, policies, cost allocations, system growth planning and other matters related to network operations.

Monroe County Library System Governance Chart



Acronyms:

- SSOC = System Services & Operations Committee
- ILS = Integrated Library Software; for MCLS, that is CarLI which runs the staff circulation module, LS2PAC public catalog, and backend databases
- CIP = Capital Improvement Program

January 3, 2017

MCLS Governance Chart

KEY: R = Responsible A = Approves E = Endorses S = Provides Support I = Must be Informed

Role/Action	MCLS Board	MCLS Director or Staff	System Services & Operations Committee	MCLS Directors Council	Member Libraries (Directors & Boards)
Adult Literacy Grants (NYCRR Title 8 §90.3)	A	R	E	E	I/S
Advocacy	I/S	R	S	S	R
Annual Reports (NYCRR Title 8 §90.3)	A	R	I	I	R/A
Budget Kits	I	R	I	S	R/S
Bylaws (for each Board)	R/A	S	I	S	R/A
Central Library	A	R	I	I	I
Central Library Budget	A	R	I	I	I
Communications & Graphics	I	R	I	I	I
Computer Policies (in-library networks)	I	I	I	I	R/A
Construction Grant Distribution (NYCRR Title 8 §90.12)	A	R	I	S	S/I
Construction Grant Implementation	I	I/S	I	I	R
Cost Shares (part of Document of Understanding)	A	R	E	A	A
County CIP (network)	A	R	I	I	I
Direct Access Policy (NYCRR Title 8 §90.3) (part of Document of Understanding)	A	R	I/S	A	A
Document of Understanding (includes multiple appendices)	A	R	I/S	A	A
E-Content (Overdrive, databases)	I	R	I	A	I
Electronic Records Retention Policy	A	R	I/S	E	A
Email Accounts	I	R	I/S	S	R/S
E-Rate	A	R	I	S	I/S
Family Literacy Grants (NYCRR Title 8 §90.3)	A	R	I	I	I/S
Fines/Fees	I	I/S	I/S	I/S	R/A
Freedom of Information Policy	A	R	I/S	I/S	R/A
Freedom to View/Read Policy	A	R	I/S	I/S	R/A
Hiring & Evaluating System Director	R/A	I	I	S	I

Interlibrary Loan	I	R	I/S	I/S	I/S
ILS Contract	A	R	S	S	I/S
Internet Use (system network) Policy	A	R	I/S	A	R/A
LAS (Library Automation Services)	I	R	I/S	I	I
Lending Policies	I	I/S	I/S	I/S	R/A
Library Bill of Rights	A	R	I	I/S	R/A
Library System Plan of Service (NYCRR Title 8 §90.3)	A	R	I/S	A	I/S
MCLS Board By-Laws	A/R	I	I	I	I
MCLS Code of Conduct	A	R	I	A	A
Notification of Breach Policy	A	R	I	E	A
Shipping Department	I	R	I	I	I
State Aid Applications	A	R	I	I	I
System Barring Policy	A	R	I	A	A/S
System Budget	A	R	I	E	I
Technical Services	I	R	I/S	I/S	I/S
Training	I	R	I	I/S	I/S

MCLS - PROPOSAL 2018-20 Member Cost Shares

NO INCREASE 2018 (January-December 2018)

	2010 Census Population of Chartered Service Area	2010 Percentage of Chartered Service Area	Current Cost Share	PROPOSED Cost Share	Cost Increase from Current
BRIGHTON	36,609	4.96%	54,088	54,088	0
BROCKPORT	20,911	2.83%	30,895	30,895	0
CHILI	28,625	3.88%	42,292	42,292	0
EAST ROCHESTER	6,587	0.89%	9,732	9,732	0
FAIRPORT	40,174	5.44%	59,356	59,356	0
GATES	28,400	3.85%	41,960	41,960	0
GREECE (2)	96,095	13.02%	141,977	141,977	0
HAMLIN	9,045	1.23%	13,364	13,364	0
HENRIETTA	42,581	5.77%	62,912	62,912	0
IRONDEQUOIT	51,692	7.00%	76,373	76,373	0
MENDON	9,152	1.24%	13,522	13,522	0
OGDEN	19,856	2.69%	29,336	29,336	0
PARMA	15,633	2.12%	23,097	23,097	0
PENFIELD	36,242	4.91%	53,546	53,546	0
PITTSFORD	29,405	3.98%	43,445	43,445	0
RIGA	5,590	0.76%	8,259	8,259	0
ROCHESTER	210,565	28.53%	311,102	311,102	0
RUSH	3,478	0.47%	5,139	5,139	0
SCOTTSVILLE (2)	4,775	0.65%	7,055	7,055	0
WEBSTER	42,641	5.78%	63,000	63,000	0
TOTAL	738,056	100.00%	1,090,450	1,090,450	
			1,090,450	1,090,450	

Top 20%

MCLS - PROPOSAL 2018-20 Member Cost Shares

1.5% INCREASE 2019 (January-December 2019)

	2010 Census Population of Chartered Service Area	2010 Percentage of Chartered Service Area	Prior Year Cost Share	PROPOSED Cost Share	Cost Increase from 2018
BRIGHTON	36,609	4.96%	54,088	54,900	811
BROCKPORT	20,911	2.83%	30,895	31,359	463
CHILI	28,625	3.88%	42,292	42,927	634
EAST ROCHESTER	6,587	0.89%	9,732	9,878	146
FAIRPORT	40,174	5.44%	59,356	60,246	890
GATES	28,400	3.85%	41,960	42,589	629
GREECE (2)	96,095	13.02%	141,977	144,106	2,130
HAMLIN	9,045	1.23%	13,364	13,564	200
HENRIETTA	42,581	5.77%	62,912	63,856	944
IRONDEQUOIT	51,692	7.00%	76,373	77,519	1,146
MENDON	9,152	1.24%	13,522	13,725	203
OGDEN	19,856	2.69%	29,336	29,777	440
PARMA	15,633	2.12%	23,097	23,444	346
PENFIELD	36,242	4.91%	53,546	54,349	803
PITTSFORD	29,405	3.98%	43,445	44,096	652
RIGA	5,590	0.76%	8,259	8,383	124
ROCHESTER	210,565	28.53%	311,102	315,768	4,667
RUSH	3,478	0.47%	5,139	5,216	77
SCOTTSVILLE (2)	4,775	0.65%	7,055	7,161	106
WEBSTER	42,641	5.78%	63,000	63,945	945
TOTAL	738,056	100.00%	1,090,450	1,106,807	
			1,090,450	1,106,807	

Top 20%

MCLS - PROPOSAL 2018-20 Member Cost Shares

1.5% INCREASE 2020 (January-December 2020)

	2010 Census Population of Chartered Service Area	2010 Percentage of Chartered Service Area	Prior Year Cost Share	PROPOSED Cost Share	Cost Increase from 2019
BRIGHTON	36,609	4.96%	54,900	55,723	823
BROCKPORT	20,911	2.83%	31,359	31,829	470
CHILI	28,625	3.88%	42,927	43,571	644
EAST ROCHESTER	6,587	0.89%	9,878	10,026	148
FAIRPORT	40,174	5.44%	60,246	61,150	904
GATES	28,400	3.85%	42,589	43,228	639
GREECE (2)	96,095	13.02%	144,106	146,268	2,162
HAMLIN	9,045	1.23%	13,564	13,768	203
HENRIETTA	42,581	5.77%	63,856	64,813	958
IRONDEQUOIT	51,692	7.00%	77,519	78,681	1,163
MENDON	9,152	1.24%	13,725	13,930	206
OGDEN	19,856	2.69%	29,777	30,223	447
PARMA	15,633	2.12%	23,444	23,795	352
PENFIELD	36,242	4.91%	54,349	55,165	815
PITTSFORD	29,405	3.98%	44,096	44,758	661
RIGA	5,590	0.76%	8,383	8,509	126
ROCHESTER	210,565	28.53%	315,768	320,505	4,737
RUSH	3,478	0.47%	5,216	5,294	78
SCOTTSVILLE (2)	4,775	0.65%	7,161	7,268	107
WEBSTER	42,641	5.78%	63,945	64,905	959
TOTAL	738,056	100.00%	1,106,807	1,123,409	
			1,106,807	1,123,409	

Top 20%

Monroe County Library System Direct Access Plan of Service

Purpose

The Direct Access Plan of Service is an agreement between the Monroe County Library System and the State Education Department's Division of Library Development and is required by the Commissioner of Education Regulations 90.3 (a) through (d) (4). The plan asserts the position of the Monroe County Library System that all residents of Monroe County will have access to direct or on-site service in any of the system's member libraries, and will not be subject to discrimination on the basis of age, cultural, economic, gender, or civic status. The Plan does assert the right of member libraries to identify and place restrictions on excessive or unfair use of resources that have a negative impact on services rendered to residents of their chartered service area. This Plan also addresses the issue of use of MCLS resources by non-Monroe County residents.

Definitions

1. The STATE EDUCATION DEPARTMENT, DIVISION OF LIBRARY DEVELOPMENT OF THE NEW YORK STATE LIBRARY is a state agency organized to oversee library services in New York State and authorizes local library systems to operate and receive state funding.
2. MONROE COUNTY LIBRARY SYSTEM (MCLS) is a 20 member library system located in Monroe County in Rochester, New York. The system is governed by a Board of Trustees appointed by the Monroe County Legislature.
3. The DIRECTORS' COUNCIL is an association of Directors of each member library of the MCLS. The DC acts in an advisory capacity to the MCLS Director and considers policy and procedure decisions for the entire system. The DC is governed by a System Services and Operations Committee which vets policies, procedures, and other system actions prior to presentation to the full DC group. The DC sets the work priorities for the MCLS each year based on the System Five-Year Plan of Service.
4. MEMBER LIBRARIES refers to the 20 members of the Monroe County Library System: Brighton Memorial Library, Brockport-Seymour Library, Chili Public Library, East Rochester Public Library, Fairport Public Library, Gates Public Library, Greece Public Library, Hamlin Public Library, Henrietta Public Library, Irondequoit Public Library, Mendon Public Library, Newman Riga Library, Ogden Farmers' Library, Parma Public Library, Penfield Public Library, Pittsford Community Library, Rochester Public Library, Rush Public Library, Scottsville Free Library, Webster Public Library.
5. DIRECT ACCESS refers to the ability of any resident of Monroe County to access freely the materials, services, and programs of all MCLS member libraries, either remotely or

onsite, through the use of a system library card.

6. CHARTERED SERVICE AREA refers to the area of Monroe County designated as the approved geographical area to which individual member libraries provide service as designated in an official charter issued to each library by the New York State Board of Regents.
7. RESIDENT BORROWER refers to residents of Monroe County.
8. OUT OF COUNTY BORROWER refers to borrowers and potential borrowers who reside outside of Monroe County and do not own property in Monroe County. Out of County Borrowers pay an annual fee to use the materials, services, and programs of the Monroe County Library System.
9. MATERIALS, SERVICES, AND PROGRAMS means the physical materials located in library buildings that can be borrowed, digital content that may be borrowed through the MCLS website, services provided directly to a user such as computer training, and programs offered inside or out of the library by library staff usually for educational or recreational purposes.
10. ON SITE USE refers to the ability of a patron to use the library resources in or on the physical premises of the library.
11. SERIOUS INEQUITIES OR HARDSHIPS refers to those conditions which adversely affect resident borrowers or member libraries.
12. UNSERVED refers to those residents of Monroe County who live in a geographic area of the county not included in a chartered service area of any library in MCLS.
13. UNDERSERVED refers to residents of Monroe County who live in a geographical area deemed unable to financially support a public library.

Plan Development, Revisions and Appeals

The MCLS Director and Assistant Director will annually review the Direct Access Plan and seek feedback from member library directors. Such feedback will be incorporated into the Direct Access Plan as appropriate, with the revised plan approved by majority vote of the Directors Council. The Direct Access Plan will then be presented to the MCLS Board of Trustees for review and feedback, and ultimately approval. The Plan will then be submitted to the Division of Library Development as part of the System Five-Year Plan of Service, and will be posted on the system website, <http://libraryweb.org>.

Appeals to the Direct Access Plan must be made in writing to the MCLS Director and Board of Trustees.

Description and Procedures

Monroe County Library System serves the approximately 720,000 residents of the County of Monroe, a 1,366 square mile area located in the Genesee Valley region in western New York. The 20 members of the MCLS are independently chartered and governed municipal, association, and school district libraries. A total of 33 buildings provide library service in Monroe County.

The MCLS supports the activities of the member libraries by providing information technology, delivery, interlibrary loan, and technical services. Direct service to borrowers is provided by the member libraries. The responsibilities of the system and its members are detailed in a Document of Understanding developed every 3 years by the MCLS Director and a committee of member library directors. This document also sets the cost shares assessed to each member library to support system services.

Unserved Areas

There are approximately 7,000 system residents who live in unserved areas which are not included in any member library chartered service area. In Monroe County, those residents are limited to small strips of land located in the Town of Perinton, which is largely served by the Fairport Public Library, a school district library. Despite living in an area that does not financially support a public library, residents of the “Perinton Strip” have full borrowing privileges at all MCLS libraries.

Underserved Areas

There are no underserved areas in Monroe County.

Claims and Procedures

1. Monroe County Residents

Membership in the Monroe County Library System is governed by a Document of Understanding which is prepared every three years by a committee consisting of the MCLS Director and Assistant Director, and 4 representatives from member libraries. This DOU sets forth the conditions under which the system and members operate, including language that member libraries are expected to provide borrowing privileges to patrons of other libraries in the system. (DOU, section C.2)

Should any member library determine that providing open, direct, unlimited access to residents of Monroe County residing outside their chartered service area presents a serious inequity or hardship, the member library board of trustees may submit a

complaint in writing to the MCLS Board of Trustees. The MCLS Board and MCLS Director will thoroughly investigate the claims within 30 days of the receipt of the complaint. The MCLS Director and Board will prepare a report and recommendation, which will then be presented to the member library board. Both boards will work together to determine a resolution to the issue. The resolution must be approved by the Directors' Council, member library boards and the MCLS Board of Trustees.

2. Out of County Residents

The Monroe County Library System has established a process by which users who live outside Monroe County and do not own property within Monroe County can annually purchase a MCLS borrowers card giving them full borrowing and usage privileges at all MCLS libraries. Out of County residents must complete an application for a MCLS borrower's card and submit it either online or by mail, along with a payment, to the MCLS Finance Office or designated member libraries.

Residents of the Caledonia-Mumford School District pay property taxes that are split between the Caledonia and Mumford libraries, and are included as Monroe County taxpayers.

Member libraries may elect to offer restricted cards to Out of County residents at no cost. These cards allow full use of a single member library collection and services, but may not be used freely at other MCLS libraries. Typically, libraries on the outer edge of the county offer these cards to out of county residents who live near the MCLS library.

Exceptions to Direct Access

The following exceptions are limited to library resources purchased with funds obtained from a local source.

1. Member libraries may give preference to the residents of their chartered service area for attendance at programs.
2. Member libraries may give preference to the residents of their chartered service area for use of computers and digital resources.
3. Member libraries may give preference to local library visitors for onsite use and borrowing of materials purchased with local funds. These materials will be designated as NEW in the ILS and will not be available for delivery to other libraries while marked as such. These items will, however, be available for borrowing by any MCLS card holder in the owning library.

Serious Inequities and Hardships

Onsite and system use may lead to serious inequities and hardships for a member library when residents from outside the library's chartered service area make excessive use of a library's

resources and that excessive use affects the access provided to residents of the library's chartered service area.

Under this plan, claims of serious inequities and hardships may be made by a member library and its board of trustees when:

1. Non-residents of the chartered service area, in the aggregate and from multiple areas, represent 51% or more of a library's total circulation based on a three year average.
2. Non-residents of the chartered service area from a single area represent 40% or more of a library's total circulation based on a three year average.
3. Non-residents of the chartered service area from unserved areas represent 5% or more of a library's total circulation based on a three year average.

The following restrictions to direct and on-site access may be applied on the basis of residency in verified cases of serious inequities and hardships:

1. Restrictions upon the loan of library resources. Such restrictions shall be limited to non-print and print materials, and equipment less than one year old. Materials must have been purchased with local funds.
2. Restrictions upon attendance at programs where local municipal residents are given preference. All restricted programs must be funded using local funds (i.e. not federal or state funds such as LSTA).
3. Restrictions on computer use where local municipal users are given preference for use of computer equipment.

Users residing in an area served by a member library that elects to withdraw from the system may not be restricted from *on-site* use of materials and computers at other member libraries. In addition, these individuals shall continue to have borrowing privileges at the Central Library.

Approved by the MCLS Board of Trustees, November 2012
Revised and approved by the MCLS Board of Trustees, June 19, 2017

Endorsed by the MCLS Directors Council – November 7, 2012
Revision Endorsed by the MCLS Directors Council – June 7, 2017

MCLS Internet Access Policy

The Monroe County Library System recognizes that the Internet represents an important and vital source of information. To enable all member libraries and their patrons to take advantage of this resource, the System will provide access to the Internet through its automation network. It shall be the policy of the Monroe County Library System to be in compliance with the Children's Internet Protection Act (CIPA) and the Neighborhood Children's Internet Protection Act (NCIPA). The Monroe County Library System shall, to the extent possible with commercial filtering software block illegal and pornographic web sites, and additional categories for individual member libraries as requested by their Library Board of Trustees or required by MCLS for computer network security. The development of procedures for unblocking legal Internet content at member libraries is the responsibility of the member libraries.

It is the responsibility of each member Library Board of Trustees to establish policies that govern patron use of the Internet within their facilities and to determine, to the extent that it is technically feasible, the level and scope of Internet access it shall offer. Each member library shall display this statement to be acknowledged by the patron when using the MCLS network.

Each of the Monroe County Library System members shall defend, indemnify and save harmless the Monroe County Library System, its officers, agents, and employees from and against all liability, damages, costs or expenses, causes of actions, suits, judgments, losses, and claims, including attorneys' fees and disbursements, brought against the Monroe County Library System which may arise from the member's failure to comply, either through its policies, procedures, and practices or through its employees' actions, with federal CIPA and NCIPA within its own facilities.

The Library System affirms that it is the right and responsibility of parents to monitor their minor children's use of library materials, including Internet access.

Adopted by the MCLS Board of Trustees – May 19, 2008
Revised & Approved by the MCLS Trustees - December 21, 2015

MONROE COUNTY LIBRARY SYSTEM DIRECTORS' COUNCIL BYLAWS

ARTICLE I - NAME

The name of this organization is the Directors' Council (DC). It is hereinafter referred to as the DC.

ARTICLE II - PURPOSE

The role of the DC is to:

- Develop system wide standards and guidelines; recommend system wide policies to the MCLS Board.
- Serve as a forum to raise issues of system wide concern.
- Bring issues and concerns to the attention of the System Director and the Management Team.
- Assist in the creation of the MCLS Five-Year Plan of Service to be approved by the System Services & Operations Committee (SSOC), the Directors' Council and the MCLS Board of Trustees.
- Approve and then present the Document of Understanding, which governs the relationship between the system and its members, to member boards prior to approval by the MCLS Board of Trustees.

ARTICLE III - MEMBERSHIP AND VOTING

Section 1. Membership is open to any library belonging to the Monroe County Library System. The Council will consist of one representative from each member library, with RPL Branches and RPL Central recognized as two separate entities each having their own vote. All votes in the Council shall be equal in weight. The sole voting representative of each institution shall be the person who directs the Library, although that director may appoint a representative to attend meetings and vote in his/her place.

Section 2. Each director shall have one vote. The director or their representative may be present in order to cast his/her vote or may vote via e-mail to the Chair of SSOC prior to the meeting. When a library's directorship is vacant, the institution may designate a temporary representative, who shall have full voting rights.

Section 3. Half the full membership plus one shall constitute a quorum for regular business and voting purposes. A simple majority vote is sufficient to pass a motion.

Section 4. Guests—Permanent guests consist of the MCLS Director, the MCLS Assistant Director, the MCLS Finance Director, and the Head of Library Automation Services. The directors may invite any staff member to the meeting.

ARTICLE IV - OFFICERS

Section 1. The officers of the Council shall be a Chair (MCLS Town Liaison), and Vice-Chair (Head of System Services Operations Committee). Officers are elected by the Council and serve a three-year term.

The Vice-Chair (Head of SSOC) will serve as Chair-elect and assume chair responsibilities at the end of the MCLS Town Liaison's term.

Section 2. Nominations for the MCLS Town Liaison and the Chair of SSOC will be made by the Town Library Directors Council (TLDC). New officers will assume their duties January 1. Nominations are brought to Directors Council meetings in December for a vote when there is an expired term. Nominations to fill unexpired terms are brought to Directors Council for a vote when the SSOC position becomes available.

ARTICLE V - DUTIES OF OFFICERS AND THE MCLS OFFICE

Section 1. The Council Chair shall preside at all meetings of the full membership.

Section 2. The Council Vice-Chair shall perform the duties of the Chair in the absence of the Chair.

Section 3. The MCLS Office shall have charge of the records of the Council and shall be responsible for the minutes of the meetings.

ARTICLE VI - MEETINGS

Section 1. The Directors Council shall meet monthly typically on the first Wednesday of every month save August. Members will take turns hosting the meeting

ARTICLE VII - COMMITTEES

Section 1. The System Services Operations Committee (SSOC) meets monthly, typically on the third Friday, to discuss and make recommendations to the Council on matters directly relating to library system operations. SSOC shall be composed of a Chair (Town Library Director - 3 year term); a director from a large, medium, and small town library (2 year terms); and the following permanent members: RPL/MCLS Director, MCLS Assistant Director, RPL Assistant Director, and the Town Library Liaison. Permanent, non-voting guests are the Head of Library Automation Services and the MCLS Finance Director.

Section 2. SSOC will create charters for the formation of standing and ad hoc committees that focus on issues and work relevant to the system. Committee charters are approved by a majority vote of the Directors Council.

ARTICLE VIII – DISPUTE SETTLEMENT

SSOC shall act as a mediator in any dispute between the system and a member. The MCLS Board has the final decision on any contested dispute settlement.

ARTICLE VIII - AMENDMENT OF BYLAWS

These bylaws may be amended at any meeting of the full membership by a two-thirds vote of the members present. Proposed amendments shall be submitted at least ten days before the meeting at which they are to be discussed.

ARTICLE X - PARLIAMENTARY AUTHORITY

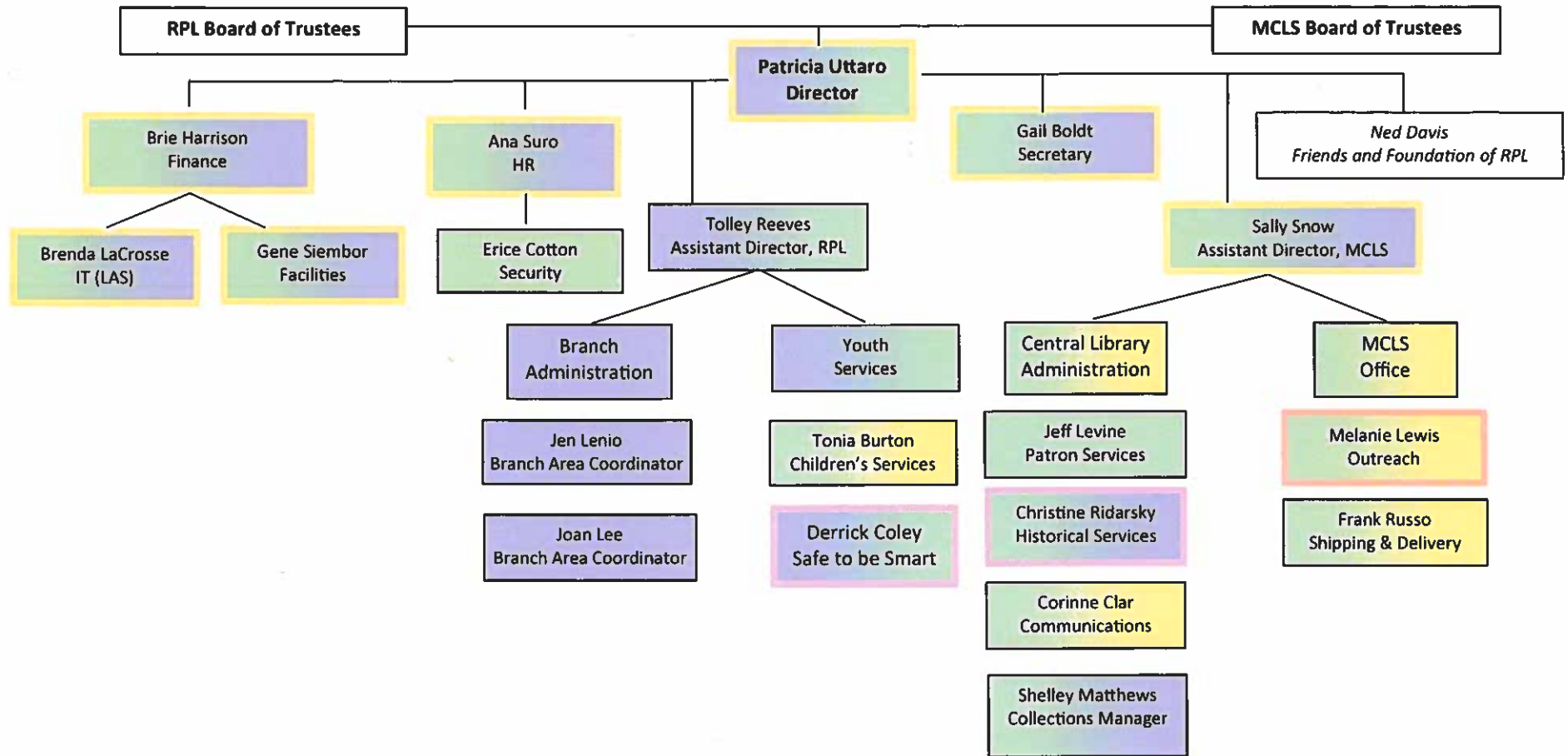
The rules contained in the current edition of Robert's Rules of Order newly revised shall govern the Council in all cases to which they are applicable.

Approved by Directors' Council October 3, 2012

Revised August 7, 2013

Revised May 1, 2017

Rochester Public Library & Monroe County Library System Organizational Chart 2017-2018



Operational Support:

- City Funded**
- County Funded**
- State & Member**
- Private Funds**