



Document of Understanding Between the Monroe County Library System and its Member Libraries January 1, 2021 – December 31, 2021

This document sets forth the required services of the Monroe County Library System (henceforth “the System” or “MCLS”) 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 System Services and Operations Committee (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 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 and joint committees, 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 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, 2021 and will expire December 31, 2021. This is a one 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