



**Board of Trustees Meeting  
Board Room, Rundel Memorial Library Building  
November 18, 2024, 5:00 PM  
Agenda**

- I. PUBLIC COMMENTS** Corcoran
- II. ACTION ITEMS**
- |   |              |             |
|---|--------------|-------------|
| 1. Minutes of prior meeting                 | Corcoran     | page 3      |
| 2. Claims                                   | Hasselwander | page 7      |
| 3. 2025 MCLS Board Meeting Dates            | Uttaro       | page 9      |
| 4. TLC/Carl Contract Renewal                | Uttaro       | page 9 & 31 |
| 5. RPL/MCLS Service Contract                | Uttaro       | page 9 & 35 |
| 6. LAS CampbellNet Solutions Agreement 2025 | Hasselwander | page 10     |
- III. REPORT/DISCUSSION ITEMS**
- |  |                 |              |
|--|-----------------|--------------|
| 1. Liaison to Rochester Public Library Board     | Stockman/Uttaro |              |
| 2. Liaison to Rochester Regional Library Council | Knapp           |              |
| 3. Staff Reports                                 |                 |              |
| a. Director's Report/Central Library Services    | Uttaro          | page 10 & 17 |
| b. MCLS Services                                 | Smathers        | page 10      |
- IV. OTHER BUSINESS**
- V. EXECUTIVE SESSION**  
To discuss the New Director Search Committee's recommendation.
- VI. ADJOURNMENT**

**Next Meeting:  
Monday, January 27, 2025, 5:00 p.m.  
Central Library, 115 South Avenue, 14620**





**Meeting of the MCLS Board of Trustees  
Board Room, Rundel Memorial Building  
October 21, 2024  
Minutes**

- Trustees Present:** Kimberly Brown, Christopher Corcoran, Alinda Drury, Emily Hessney Lynch, Peter Knapp, Amy Moffitt, Marjorie Shelly, Mack Smith, Jr., Erick Stephens, Suzanne Stockman (quorum present)
- Trustees Excused:** Gary Brandt
- Trustees Unexcused:** none
- Staff and Guests:** County Law Office Liaison, Keana Williams; County Exec. Office Liaison, BJ Scanlon; staff members, Emily Clasper, Katy Hasselwander, Debi Mansour, Jennifer Smathers, Patty Uttaro

**Call to Order**

Mr. Corcoran called the meeting to order at 5:05 p.m., welcomed trustees, staff, and guests, and confirmed a quorum was present.

**Public Comments**

There were no members of the public wanting to address the board.

**Meeting Minutes**

The minutes of the September 16 meeting were APPROVED AS PRESENTED.

**Claims**

Ms. Hasselwander reviewed the financial claims with the trustees and offered to answer questions. After a brief discussion, Ms. Stockman MADE A MOTION to approve the financial claims as presented. THE MOTION PASSED UNANIMOUSLY.

**Digital Equity and Inclusion Interagency Agreement**

Ms. Hasselwander reviewed the item and offered to answer questions. She explained this was an agreement with the county to facilitate transferring funds for the Digital Equity and Inclusion project. The county is providing over \$3 million to the library. Ms. Shelly MADE A MOTION to approve an Interagency Agreement with Monroe County for Digital Equity and Inclusion programming and services in the amount of \$3,165,984 and with a termination date of December 31, 2026. THE MOTION PASSED UNANIMOUSLY.

**Literacy Rochester Professional Services Agreement**

Ms. Hasselwander reviewed the item and offered to answer questions. She explained that Literacy Rochester has agreed to handle purchasing of items needed for the program, necessitating an increase in the amount of the agreement.

Mr. Stevens joined the meeting at 5:11 p.m.

Dr. Knapp MADE AN AMMENDED MOTION to approve a professional services agreement with Literacy Rochester for an amount not to exceed \$208,650 through December 31, 2026. THE MOTION PASSED UNANIMOUSLY.

**MCLS Document of Understanding 2025–2027**

Ms. Uttaro summarized the item for everyone. In response to a question, she explained there were no material changes from the previous agreement. Ms. Drury MADE A MOTION to approve the 2025–2027 MCLS Document of Understanding. THE MOTION PASSED UNANIMOUSLY.

**Rochester Public Library (RPL) Liaison**

Ms. Stockman reported that the RPL Board approved the elimination of a \$1 fee for replacement library cards, the 2025 holiday closing schedule for RPL libraries, two professional service agreements for tutoring services in the branches, and an agreement with the Clarissa Street Legacy Group to continue the Clarissa Street Uprooted Exhibit on the second floor of the Rundel Building.

**Rochester Regional Library Council (RRLC) Liaison**

Dr. Knapp referenced the written report and stated that RRLC will be researching Artificial Intelligence (AI) and intends to provide guidance to libraries on how AI will be impacting their work.

Ms. Uttaro asked Mr. Knapp to report back about in-person technology training for library staff. She shared that she has been getting inquiries from member libraries about where they can send staff for computer training on applications like Excel, Word, or Access. RRLC used to offer training like this, and she would like to know if this is something that will be coming back.

Ms. Brown joined the meeting at 5:25 p.m.

**Director’s Report**

Ms. Uttaro offered to answer questions about the written report. She reported that the MCLS team won the Literacy Rochester Brain Games for the second year in a row and acknowledged trustee Brandt for his participation in that team.

She reported that the County Legislature presented a proclamation to the MCLS for its work to promote intellectual freedom during Banned Books Week. Approximately twenty MCLS staff members from across the county came to the legislature meeting to be present for this proclamation.

In response to a question about her upcoming retirement, she reported that she and her deputy directors are compiling a training package for the new director. They are working to make certain that everything is documented so the new director will have a framework to follow as they learn the job. Mr. Corcoran added that four candidates have moved on to the final interview phase of the process and those in-person interviews will begin this week.

**MCLS Office**

Ms. Smathers offered to answer questions about the written report. She reported that Mike Ekiert is returning to his position as the supervisor of the Shipping Department after a long medical leave of absence. The department staff are looking forward to his return as they have been short-staffed for some time.

As part of the Digital Equity and Inclusion project, the UdeMy database subscription that is currently only at Rochester Public Library will be expanded to all MCLS libraries. Because it is already in use at RPL, expanding it may happen before January.

Lastly, she pointed out that fall is book sale season, and she encouraged everyone to support the many sales and share the details with their networks. There is even a promotion for the FFRPL book sale on the large LED sign in front of the Blue Cross Arena at the corner of Exchange Blvd. and Broad Street in downtown.

### **Central Library**

Ms. Clasper offered to answer questions about the written report. In response to a question, she reported that the new online Patron Incident Tracking System (PITS) is in the final phase of testing and staff are being trained. The system should be going live next week. The feedback from staff has been incredibly positive. The PITS allows any staff member to report an incident. Key personnel are notified of the report and may be prompted to act if needed. Users have access to information or actions based on their need to know with the Security Team and Senior Managers having the most access. The incident report notification configurations are very robust and can even be based on location of the incident, so supervisors may get instant notification for their division but not others.

Right now, the PITS is not designed for use in a consortium environment like the MCLS, but the company seems very responsive and that may be something we could ask them to create in the future.

In response to a question about reporting bias specifically with young people and people of color, Ms. Clasper explained there are guidelines already in place that require staff reporting incidents to report only facts and not feelings or conjecture about a patron's motives. In addition, the RPL's barring policy is strictly based on behavior.

### **Other Business**

None.

### **Adjournment**

The meeting adjourned at 5:43 p.m.

*Patricia Uttaro, Secretary*



**MONROE COUNTY LIBRARY SYSTEM  
FINANCIAL CLAIMS 2024**

<u>MONTH</u>	<u>DAY</u>	<u>CLAIM VO</u>	<u>VENDOR</u>	<u>DESCRIPTION</u>	<u>EXPENDED</u>	<u>REMARKS</u>
7	1				\$ 2,972.91	County Journal for Fleet Maintenance Fuel & Repairs
7	31	200062379	11101918- OGDEN FARMER'S LIBRARY		\$ 199.75	2024-25 LOVE YOUR LIBRARY
8	1				\$ 997.67	County Journal for Fleet Maintenance Fuel & Repairs
9	1				\$ 791.58	County Journal for Fleet Maintenance Fuel & Repairs
9	17	2000627644	11106297- CARL CORPORATION	IBM COGNOS ANALYTICS 2 LIC & TRAINING	\$ 6,398.00	(CAPITAL)
9	27	2000627447	11117594- TMOBILE	MIFI MONTHLY CHARGES	\$ 10,450.87	
10	1				\$ 1,101.68	County Journal for Fleet Maintenance Fuel & Repairs
10	3	2000628087	11109903-OVERDRIVE	MATERIALS-HOLD	\$ 3,173.64	MULTIPLE EBOOKS/AUDIOBOOK
10	3	2000628087	11109903-OVERDRIVE	MATERIALS-HOLD	\$ 245.18	MULTIPLE EBOOKS/AUDIOBOOK
10	3	2000628087	11109903-OVERDRIVE	2024 DIGITAL MATERIAL PLATFORM	\$ 2,500.00	
10	3	2000629157	11102541-UNIQUE MANAGEMENT	2024 MATERIAL RECOVERY	\$ 1,568.70	
10	4	2000629350	11120635-CROWN CASTLE	2024 INTERNET	\$ 2,075.00	
10	4	2000629350	11120635-CROWN CASTLE	2024 DIGITAL TRANSMISSION	\$ 16,291.06	
10	16	2000629012	11128485- CLEARPATH HR SOLUTIONS		\$ 4,950.00	TRAINING WORKSHOP
10	28	2000630159	11117594- TMOBILE	MIFI MONTHLY CHARGES	\$ 8,830.12	
					<b>\$62,546.16</b>	







TO: MCLS Board of Trustees  
FROM: Patricia Uttaro, Director  
DATE: November 18, 2024  
SUBJECT: Monthly Report–November 2024

**Action Items**

**2025 MCLS Board Meeting Dates (Uttaro)**

The proposed Monroe County Library System Board meeting dates are:

January 27 (one week late due to MLK Jr. Day)	No Meeting in July
February 26 (9:00 a.m. on a Wednesday, joint budget meeting with RPL)	August 18
March 17	September 15
April 21	October 20
May 19	November 17
June 16	No Meeting in December

All meetings are held on Mondays at 5:00 p.m. unless otherwise noted. Most meetings are held at the Central Library, with the occasional meeting scheduled at a Member Library.

Board Action Requested: Approve the proposed schedule of 2025 MCLS Board meetings.

**TLC/Carl Contract Renewal (Uttaro)**

The MCLS’ current agreement with The Library Corporation (TLC) expires on December 31, 2024. The MCLS Board approved the original agreement in April 2016 and amended the agreement in November 2021 to extend through December 31, 2024. TLC provides Integrated Library System (ILS) services, which includes all hardware, software, and maintenance services for library cataloging, circulating materials, patron accounts, and discovery tools for MCLS resources. We recommend renewal of this contract for the term 2025-2027. TLC will continue to provide updates, services, and hosting for three years. The full scope of this renewal agreement is attached. We also recommend the establishment of a system member committee to begin developing a Request for Proposal for an ILS system to be issued in late 2025 or early 2026. This is in keeping with County procurement requirements and good business practices.

The cost of the three-year period is \$444,374.70, as follows:

- Year 1 (2025) - \$142,774.90
- Year 2 (2026) - \$150,799.90
- Year 3 (2027) - \$150,799.90

Board Action Requested: Approve an agreement with The Library Corporation for a 3-year renewal for the MCLS integrated library system software, not to exceed \$444,374.

**RPL/MCLS Service Contract (Uttaro)**

This contract provides details regarding the expectation of service provided by Rochester Public Library to the Monroe County Library System. This includes the employment of a shared Library Director, funding of the

Central Library, interlibrary loan, Outreach services, delivery, and IT services. Typically, this is a 2-year contract; this year we recommend a 1-year term given the anticipated transition of leadership when the current Library Director retires. This will allow the Board and the new Director to determine necessary changes for 2026 and beyond.

Board Action Requested: Approve the RPL/MCLS Services contract for the term January 1, 2025–December 31, 2025.

**LAS CampbellNet Solutions Agreement 2025 (Hasselwander)**

Library Automation Services has identified data communication needs with various network equipment infrastructure. CampbellNet has provided services at member libraries and for LAS for several years. The contractor will bill for services rendered at a rate of \$150 per hour. If there is a need for parts or equipment replacement, MCLS will pay state contract pricing, or the actual cost paid by the contractor. The total amount of the contract will not exceed \$5,000 with a term of January 1, 2025, to December 31, 2025, and is funded from the 2025 MCLS operating budget.

Board Action Requested: Approve a professional services agreement with CampbellNet Solutions for an amount not to exceed \$5,000.

**Report & Discussion Items**

***MCLS Director Patricia Uttaro reporting***

Some time this month was spent getting re-acquainted with the Library Automation Department. LAS will report directly to me for the next couple of months, with the new Director making the final determination about reporting structure when they arrive. There were two projects ready for completion this month—the introduction of title grouping in the public catalog and the completion of the TLC contract renewal. At their November meeting, the MCLS member directors endorsed turning on title grouping in January, to be preceded by a general information campaign informing patrons of the change. The MCLS Office will handle the development of communication materials. This change will bring the MCLS catalog one step closer to being more “Amazon-like” in terms of delivering content after a basic search.

**MCLS Member Libraries**

***Jennifer Smathers reporting***

Collaborative Programs hosted by multiple member libraries:  
East Rochester Public Library and Penfield Public Library collaborated to bring Jonathan Eig in for a fantastic talk about Martin Luther King Jr. and the work that went into writing *King: A Life*. Thank you to Senator Samra Brouk, Friends & Foundation of the Rochester Public Library, and Friends of Penfield Public Library for sponsoring this special evening! The event was further supported by Town of Penfield Television, who streamed and recorded this event for viewers at home and by Another Chapter Bookstore offering copies of Eig's books for purchase.





Chili Public Library

They will neither confirm nor deny that any of these staff costumes came through their Costume Swap on October 12. All the unclaimed costumes were donated.



Fairport Public Library

The library took advantage of some mild fall weather to keep the outside programming alive. Patrons of all ages had so much fun with the "pumpkins", Miss Lauren, Miss Tara, and Miss Annie, at their Halloween Dance Party! Afterward one patron commented that Fairport has the "best library and staff around."



Greece Public Library

Their patron-loved Books 'N Bites book club was all about being kind to others. They read *Blurp's Book of Manners* by Cindy Derby, and the kids made bracelets. Several of them were planning on gifting their bracelets to friends and family.





Hamlin Public Library

Hamlin Firefighters Chris and Darryl joined the library's preschool story time. The little people gave high fives to the firefighter in his gear then explored every nook and cranny of the fire truck. Community partnerships are THE BEST!!



Henrietta Public Library

HPL now has free driver's manuals available. The regular NYS driver's manual is available in both English and Spanish. They also have the motorcycle and CDL manual.

Mendon Public Library

On Tuesday, October 22, 2024, Friends of The Mendon Public Library (FMPL) honored outgoing President Nancy Holtby with the installation of a special brick in the garden outside the library. For the last eight years, Nancy Holtby has dedicated a great deal of time and talent to lead the group as president. Under Nancy's leadership, FMPL upgraded the interior spaces of the library with new shelving, furniture, and amenities. Outside, FMPL donated benches and funded landscaping improvements. All the while, FMPL continued to offer financial backing so that programs and events are fun, informative, and open to all. Nancy worked tirelessly to make sure the kids, teens and adults in the community found a warm, welcoming, and safe place to gather at the Mendon Public Library. This year, Nancy steps down as FMPL President. A new brick in the library garden acknowledges her dedication with the following statement, "With thanks to Nancy Holtby, a true Friend."



Parma Public Library

Staff had a super fun time tabling at Apple Fest and engaging with the community. They gave away free books to all ages and offered a button craft. They were so busy; this is the only picture they took—early on Saturday. "Thank you, Hilton Apple Fest, for having us!" Rumor has it that the library still has "Feelin' Dead" t-shirts available at the library (cash or check only please).



Pittsford Community Library

Spooky season was embraced by Pittsford Community Library. A program on Death & Despair: Mourning in Pittsford unearthed the stories of Pittsford's eternal residents: a Pittsford Civil War soldier killed at the Battle of Antietam was buried three times and his final resting place is marked with the wrong date; a 21-year-old Pittsford man died and so many mourners attended his funeral that they filled two memory books; a Pittsford Village family had 10 children, four of whom died within 10 days of each other of disease. These and other stories of bereavement in our community through the years were shared by Pittsford Town & Village Historian Vicki Masters Profitt. The event was co-hosted by Historic Pittsford.

Rush Public Library

The Medicare program held October 9 was designed for anyone new to Medicare, continuing to work after age 65, or considering retirement. A nothing-to-sell basic overview of all Medicare Parts was presented by Rene Pettenski, Director of Lifespan's Health Insurance Information, Counseling, & Assistance Program (HIICAP) which provides free, unbiased, confidential assistance with health care questions, concerns, and Medicare coverage choices.

Scottsville Free Library

Their annual Friends Booksale was held in October. Anyone who stopped by was able to view a collection of Halloween pumpkins from across the years.

Seymour Library

The second half of October held many beautiful days so the community could check out the brand-new Story Trail. Located in the Sweden Town Park, the half-mile, flat, grassy path featured 16 signs. Hikers could read as they walked to enjoy a complete picture book fall story. Collaboration with the Town of Sweden, Sweden Clarkson Recreation, County Legislator Jackie Smith, and SUNY Brockport Work Study students made this project happen!

Webster Public Library

Patrons had an exciting time celebrating Diwali for the first time at WPL. Thank you to all the dancers, from the Rochester Rangoli Dance Group and the Bharata School of Indian Dance & Music. Thank you to the Rangoli Artist, Sneha Tandle, and Henna Artist, Priyanka Patel. Thank you to Veera Hiranandani, the author selected for 2024's Greater Rochester Youth Read Week.



***MCLS Office Updates***

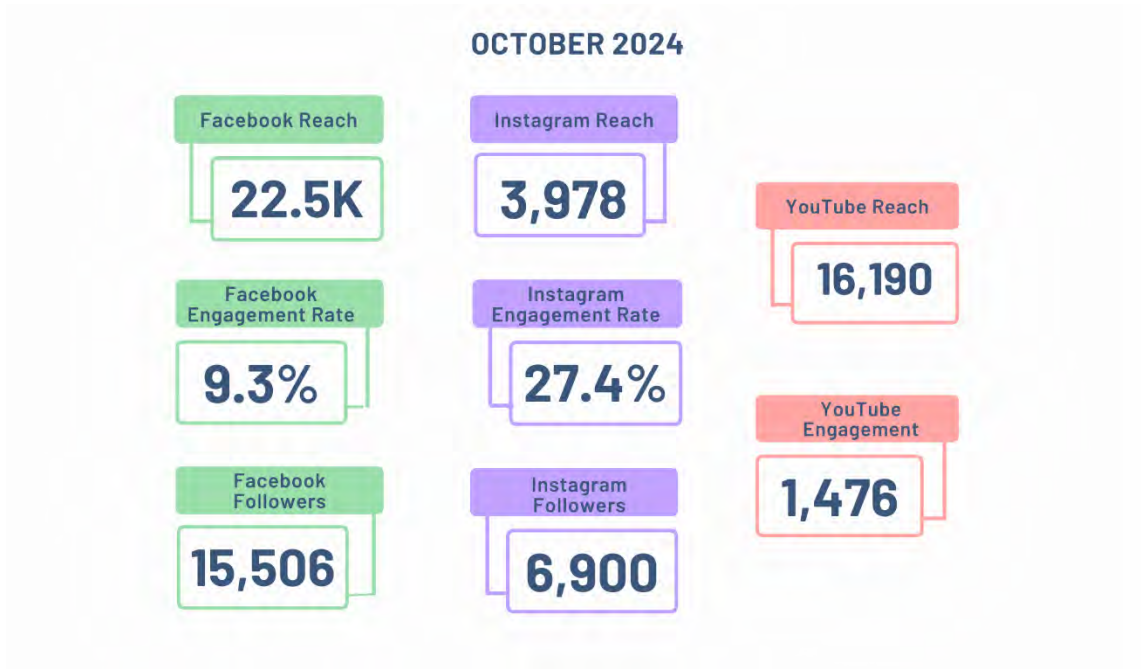
Work continues in earnest to start the Diversity Equity and Inclusion County project. Several meetings were held amongst team members Byrnes, Clasper, Smathers, and Hasslewander. These included meetings with the county oversight team to learn about procurement, budget review, project goals and set checkpoints for accomplishments.

Alicia Gunther attended an educator event at the Memorial Art Gallery to learn about their education kits and library resources to, potentially, expand out MAG VIP passes within the public libraries to include exploration kits.

Michael Ketchek, a devoted patron, and lover of libraries, presented Jennifer Smathers with copies of his self-published library Haiku book. Dee Mrak did the original cataloging so the books could be borrowed. Mr. Ketchek wrote a haiku in honor of each library in the system showing his unwavering appreciation and support for our library system.



Social Media



***Outreach Department, Maren Kyle reporting***

Ron Freitag accompanied Cy Shropshire from the Technology Center to Lifetime’s Wolk Café where they consistently offer senior patrons informal tech support for phones, tablets, and laptops. Freitag and Shopshire look at any specific difficulties that café patrons are having, such as getting a particular app to work on their device. Also, general concerns such as internet safety are addressed. This is an ongoing partnership with the Technology Center which hopes to expand this service to nearby residential towers and other senior facilities.

In-Home Library Service

Outreach staff selected and distributed library materials to 14 in-home patrons:

- 12 patrons received a home delivery of library materials (156 items total)
- 2 patrons received a cartridge loaded with digital audiobooks from the NYS Talking Book and Braille library by mail (38 titles total)

Library Stations/Micro Collection Lending Service

- 14 library stations served.
- 989 items distributed.
- Special requests were filled with 8 sites.

Corrections and Reentry Support

- Jail Presentation: Maren Kyle and Wes Becker delivered a presentation regarding local library and reentry services to a group of 14 at the Monroe County Jail.
- Outreach staff fulfilled 2 requests for physical “Making Moves” reentry resource packets.
- “Making Moves” webpage received 85 total pageviews.



Programs and Tabling

- Wes Becker helped to coordinate an “Expungement and Sealing Clinic” program on October 16 at the Central Library, sponsored by The Judicial Process Commission (JPC). People with convictions had the opportunity for a one-on-one consultation with a lawyer to review their RAP Sheet for expungement or sealing opportunities, as well as other avenues of legal relief. Speakers included representatives from the JPC, LAWNY, and Center for Community Alternatives, as well as Commissioner Shirley J.A. Green, Department of Recreation and Human Services.
- Tabling: On October 10<sup>th</sup>, Ron Freitag and Becker attended the House of Mercy “World Homeless Day” resource fair. They shared information about reentry resources and library services with 30 individuals, signing up 2 people for library cards.

**Children’s Center, Tonia Burton reporting**

Programs

- Nadia Morales did a Spooky Crafts program series every Tuesday in October. Kids made fuzzy spiders out of pipe cleaners, pumpkins out of canning rings, paper ghosts by tracing their hands, and decorated masks, crowns, chef hats and other accessories for Halloween costumes/dress up.
- Grupo Cultural performed in honor of Hispanic Heritage month. They also created a display in the Children's Room.
- The Children’s Center offered a Craft it Forward program for cats awaiting families at Lollypop Farm. Participants made fleece blankets for cat cages, and Morales delivered the blankets on RPL Staff Day.
- The Children’s Center hosted a Community Trick or Treat and Fall Festival which included a magic show, pumpkin patch in the Reading Garden with live farm animals, and trick or treating throughout the library. the Children’s Center invited WXXI Education, Father Tracy Advocacy Center, Get LIT, University of Rochester MiSo (Minds in the Social World) Lab, the Mayor’s Office of Financial Empowerment, Rochester Imagination Library, Student Success Project, and Rec on the Move. There were activities and treats on all four floors of the Bausch & Lomb building with all divisions giving out treats. In the Children’s Center there were also several activities: a paper bag scarecrow making craft, an indoor story walk, and friendship bracelet making with WXXI.



Community Outreach/Meetings/Training

- Tonia Burton presented Everyone Serves Families with Young Families training to Pittsford Library staff during their staff day. Burton shared the importance of all staff being welcoming and nonjudgmental to families and talked with staff about challenges and strategies.
- Burton met with staff from WXXI Education office and The Hoekelman Center for Health Beyond Medicine from U of R to plan a series of parent/caregiver workshops on literacy for the Rochester City School District. Monthly mini trainings will be offered to parents through the Rochester City School District PreK program and there will be in-person events at different libraries that will be promoted as a part of the education series.
- Burton and Chelsea Arnold attended the NYS Transition to Kindergarten Summit in Troy, NY. They connected with organizations and schools across New York and learned about ways to support children entering kindergarten. Burton presented with staff from WXXI to share the importance of community collaborations and how the library and WXXI work with other community partners to host Kinder Camp. Kinder Camp was an event held to give children entering school a taste of daily routines and what to expect in school.

Anecdotes/Other

Father Tracy Center continues to receive multiple requests each week. During October, six out of ten clients needed help finding housing. They have started taking names for Thanksgiving and Christmas baskets. We are in the process of putting together a proposal so we can continue offering their services after December 31, 2024. While putting together the proposal, staff were asked if they would share one story that we can use to illustrate the impact of their services.

Here is that story:

*A 27-year-old single mother first connected with the Father Tracy Advocacy Center (FTAC) at a critical juncture in her life. After phasing out of the foster care system at 18, she found herself in Rochester without reliable family support. Years later, while staying at a Volunteers of America (VOA) shelter with her 9-month-old daughter, a conflict with staff led to her expulsion. This incident resulted in a "health and safety" sanction, rendering her ineligible for Department of Human Services (DHS) assistance, and barring her from the shelter system.*

*With no options left, she came to the Children's Library, where FTAC staff responded immediately by arranging emergency shelter in a hotel for her and her child. This intervention not only ensured she had safe shelter that night but was pivotal in allowing her to maintain custody; the DHS sanction had triggered a Child Protective Services (CPS) case, and without FTAC's assistance, she risked losing her child.*

*FTAC's involvement went far beyond this initial response. Staff de-escalated a moment when the young mother, feeling overwhelmed, considered fleeing with her baby, and they accompanied her to meet with CPS. By verifying that she had food and shelter, FTAC helped preserve her custody. The Center further supported her by providing essential items like food and clothing and by retrieving and storing her belongings during this period of instability.*

*Advocacy continued through formal channels as well. FTAC guided her in filing a fair hearing with DHS to appeal her expulsion from the shelter system, even attending the hearing alongside her. The result was a favorable ruling that allowed her to return to the shelter, with FTAC covering the cost of three additional weeks in a hotel, amounting to \$800, while her case was resolved.*



Today, she maintains her connection with FTAC, using the center as her mailing address and continuing to rely on its support network. Her story highlights how FTAC's commitment extends well beyond the limited hours at the Children's Library, providing critical, ongoing assistance that allows families in crisis to gain stability.

### Raising a Reader

- Tonia Burton attended the open house at Rochester Early Childhood Education Center to introduce families to the Raising a Reader program. She handed out free books and a QR code that leads to a video introduction to Raising a Reader for caregivers to view. The video discusses the program, shares some brain development information, and reading strategies. Burton worked with LAS and Chad Cunningham in Circulation to develop a new borrower type that will help the library and school district track school readiness for students enrolled in the Raising a Reader program. By sharing library card information with the city school district, they should be able to let us know the percentage of students who perform well on school readiness evaluations and in the years to come how they perform once they get to third grade. Third grade is the benchmark year where educators expect children to transition from learning to read to reading to learn.
- This month Children's Center welcomed two new members to the team, Olivia Cutter, and Erin Antonienko. Cutter has a background as a childcare center teacher and director. Antonienko transferred from the Extension Department and Irondequoit Library and brings experience and efficiency that will be key in the expansion of Raising a Reader. Raising a Reader program staff have been focused on welcoming the new members and providing onboarding.
- Staff have also been preparing red bags for all our sites and completing kick-off celebrations in each classroom by having a fun fashion show with the red bags.
- Burton and Cutter attended the VOA Open House night. Information about Raising a Reader program was shared with families along with Fall Activity packets which contained hands-on literacy activities. Cutter and Chaves attended Ibero's Fall Festival for more Raising a Reader program outreach by welcoming new families to the program and sharing Fall Activity packets.



## **Central Library Updates**

### **Emily Clasper reporting**

Emily Clasper met with the consultants currently working to develop the Monroe County Arts & Culture Plan to discuss the ways in which the activities of libraries in Rochester and throughout Monroe County intersect with the interests of this project. The consultants were impressed by the range of cultural and artistic activities libraries provide within the community and were surprised to learn of the many artistic and cultural collaborations our libraries are already engaging in. One of the people Clasper spoke to commented, "Your libraries are so amazing! There is clearly such a connection between your work and the aims of this plan. I can't wait to see how we bring that all together!" Christine Ridarsky also met with Todd Bressi, Designing Local, and Heather Anderson, City of Rochester, to discuss the plan. Ridarsky emphasized the need for the plan to include history and cultural heritage in addition to the arts.

Clasper attended a community input session for the Aqueduct Reimagined Project that seeks to redesign the Broad Street Bridge and surrounding area. At this event, Clasper connected with representatives from the design firm working on the project and had a lengthy discussion with one of the engineers about the development of the area adjacent to and running underneath the Rundel building. The people working on the project were interested in her feedback, particularly about the plans for maintenance and security in the area. The highlight of the event, however, was the chance to explore the Aqueduct and abandoned subway tunnel. Clasper, along with her husband and daughter, were captivated by the vibrant art hidden in the tunnels and had a lengthy conversation with some of the artists who created the artwork.



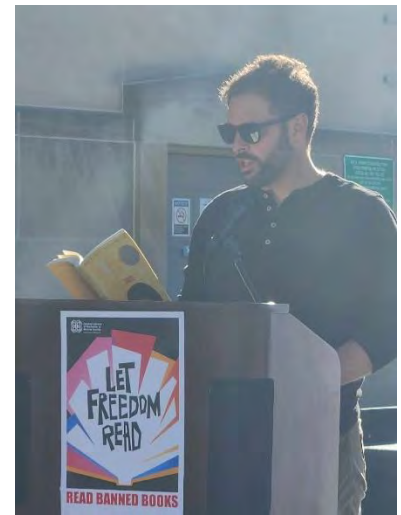
- Several Central staff from various Divisions met with the staff of the CASH (Creating Assets, Savings, and Hope) program of the Empire Justice Center. The group discussed the phone system and brainstormed ways in which library and CASH staff can work together to alleviate some of the challenges this system can pose for callers. Both the CASH and Library staff are committed to continuing our successful partnership and look for new ways to support one another in providing this essential service to our community.
- In support of the American Library Association's Freedom to Read National Day of Action, the Central Library held a Banned Book Read Out event. Organized by a team of Central Staff, the event welcomed several local elected officials, community leaders, library staff, RPL and MCLS Board members, and community members to read aloud from their favorite banned or challenged book. Participants also learned more information about the wave of censorship attempts sweeping across the country in recent years, and how they can help libraries protect First Amendment rights. WXXI covered the event with a story on their website and a radio interview with Emily Clasper, who spoke about the importance of this issue to our community and people across the country.

## Read-out will push back on efforts to ban books

WXXI News | By [Jeremy Moule](#)

Published October 17, 2024 at 1:07 PM EDT





- As a member of the City's Opioid team, Clasper was asked by the County to serve as a Naloxone Awareness Ambassador and participate in a public awareness campaign to promote Naloxone availability within the community. With the blessing of City Communications, Clasper participated in a lengthy video shoot at the Central Library, where she was interviewed on the importance of having Naloxone available in public spaces. She demonstrated how to administer Naloxone and shared some stories addressing the benefits of and stigmas surrounding Naloxone availability. While Clasper has not yet seen any of the resulting videos herself, she has started getting texts from friends throughout the area telling her that they saw her on TikTok, Instagram, and Facebook, and thanking her for speaking on this critical issue in our community. She even got a message the other day from a family member that said, *"OK, so I was just scrolling on Insta and all of a sudden there is my sister-in-law talking about Naloxone and showing what heroes librarians are! Thank you!!!!"*
- At the end of October, RPL launched its new Patron Incident Tracking System (PITS). To prepare staff for the procedural changes involved in using this new software, several in-person and online training sessions were held. Staff were also given a training video that outlined the basics of using the system, as well as written instructions to help them through the process. Staff feedback thus far has been incredibly positive, with several people commenting on the improvements in communication they are already seeing. The system is still being tweaked to refine the workflows for staff, and follow-up training will be offered for anyone who needs clarification or reminders.
- A cross-Divisional team has begun meeting to coordinate a series of events at the Central Library to celebrate Back History Month in February. Community feedback from last year showed that while the events we held were appreciated, there was a sense that they could have been promoted more effectively. To improve this, each Central Division has selected a representative to work in collaboration with one another to coordinate programming early so that it can be promoted early and widely. By working on this in a more collaborative way, rather than each Division developing their programs in isolation, we hope to create a more cohesive and visible series of programs throughout the month.



**Arts/Literature, Melissa Manczuk reporting**

Programs

- The Arts division had Local author Michael Lasser Continue his 'Say It with A Beautiful Song' series; 'The Songwriters' via zoom. This part of the series focused on the Gershwins and their impact on the great American songbook. Lasser focused on the musical background that happened before the era, which informed the Gershwins memorable impact on the era as they were able to bring jazz influences to the Broadway Musicals of the era and the rise of the Hollywood 'Talkie.'

Anecdotes

- Margaret Chatterton was walking home from the store last week when four children ages about 5–8 with their older sister stopped her. The older sister excitedly said, "You work at the library!." Margaret replied that she did, and the young woman immediately jumped up and down and hugged her. Then she said to the kids, "Say hi to this lady, she works at the library." There was a chorus of "Hi, Library Lady." Margaret reports, "I felt like a celebrity!"

**Business Insight Center (BIC), Jennifer Byrnes, reporting**

Programs

- Business First Wednesday: Color Matters—Understanding the importance of color theory in branding with Sarah Flaherty, owner of Pixel Roc Studios. This program helped participants understand the key role color plays in branding.
- Understanding Small Business Taxes presented by Jacqueline Kelly-Meyers of the Internal Revenue Service. Participants learned how to properly prepare and file their taxes during this four-part series.
- Introduction to the Cannabis Industry, presented by the Cannabis Workforce Initiative. Participants learned how to work in the cannabis industry.

Consulting

- Hours of in-depth market research/prior art research: 51
- The Carlson Center for Intellectual Property assisted:
  - In person: 4
  - Email: 18
  - Mail: 0
  - Phone: 2
  - Zoom: 3
- 3D Printer: 0
- Webpage views: 28
- Requests Outside Greater Rochester Area: 0
- Referrals to Tracy Jong (Intellectual Property Attorney): 0
- Referrals to Davis Bassett (Patent Agent): 0

Database Usage Statistics

- Frost & Sullivan: Page views: 14      Value: \$59,250
- IBISWorld: Page views:      98 Value: \$56,730

- InnovationQ: Logins: 11 Searches:28
- Mintel: Sessions: 80; Page Views: 80; Downloads: 128
- PitchBook Logins: 20
- Statista: Page views: 97; Downloads: 40
- Foundation Directory: Searches: 32 Views: 38

Anecdotes

- On a trip sponsored by the City's Sister Cities program, Byrnes met with staff of the Waterford Public Library in Waterford, Ireland. Both shared information about programs and services.



***Circulation/Information, Chad Cunningham reporting***

Statistics

- Curbside Pickup Appointment: 0
- New Borrowers: 203
- RRLC Access Cards Issued: 6
- Notarial Acts: 113

Anecdotes

- Chad Cunningham, Rayna Mandara, Rich Mangione, and Melissa Manczuk represented Rochester Public Library at the City of Rochester's annual Halloween at the Public Market event. They handed out stickers, candy, and bookmarks. They also handed out nearly five boxes of books supplied by the Friends and Foundation of the Rochester Public Library. They brought the button maker and made over 200 Halloween-themed buttons. The event is always a whirlwind, with several thousand attendees every year. It was a lot of fun!
- A patron borrowing a Mi-Fi hotspot told staff that she borrows the Mi-Fi so that her granddaughter can attend her online therapy sessions. She is extremely glad that we circulate these units and was happy to hear about the digital equity grant that is helping us to get more units.



**Local History & Genealogy, Christine L. Ridarsky and Shalis Worthy reporting**

Programs

- Christine Ridarsky led walking tours of the Browns Race/High Falls district for two classes of Churchville-Chili AP American History students. Several of the students had not previously known that there was such a significant waterfall in downtown Rochester or that the river had played such a significant role in the region's development. Students learned about an integral time in Rochester's history and became more connected with their community's history.



- The division opened a new exhibit, Decanting Presidential History, curated by Ridarsky, Emily Morry, Dan Cody, and Sheila Pietrowski. The exhibit explores local connections to various aspects of presidential history and features a collection of Wheaton Glass decanters collected by former Rochester Mayor Frank Lamb that are on loan from RIT. It will be on display through the end of December.
- Brandon Fess hosted, "Think About It: A Dialogue on Rochester's Housing Crisis." This well-attended program included a screening of the 1968 documentary *Think About It*, which portrays the housing crisis that gripped the city during a pivotal era of social change, and a panel discussion. This event invited the community to reflect on the deep-rooted issues of housing inequity and to participate in conversation about the steps needed to address these ongoing challenges.
- Antoine McDonald hosted the AME Zion Genealogy Group Visit. This was a group of researchers from the AME Zion church who came to learn about the genealogy resources offered in the division. McDonald connected participants with resources they can use to discover their own family history.



Outreach/Meetings/Training

- Christine Ridarsky partnered with Cugini di Roc, Nazareth University's Casa di Italiano, and RIT's Modern Languages and Cultures Department to record oral history interviews at the Italian Heritage Day festival at the Rochester Public Market. This was the continuation of a project begun in 2023. Interviews will be added to the library's collection on RochesterVoices.org. Two television news reports included the oral history project:
  - 13 WHAM: <https://13wham.com/news/local/second-annual-italian-heritage-day-draws-crowds-at-rochester-public-market>
  - 10 WHEC: <https://www.whec.com/local/rochester-public-market-celebrates-italian-american-heritage-day-with-music-culture-and-food/>



- Ridarsky represented Rochester and Monroe County at a meeting of the county's government appointed historians and lead brainstorming sessions on how we might partner to engage our constituents in the Erie Canal Bicentennial in 2025 and the 250th anniversary of the American Revolution (2024–2033). The group decided they would coordinate on a series of walking tours in Erie Canal communities. They also agreed to begin planning for a podcast series connected to the 250th.
- McDonald wrapped up his participation with the Ancestors Committee upon the successful conclusion of the Ancestors Commemoration Gala. Prior to the gala, McDonald and the committee members finalized event planning, reviewed outstanding tasks, and attended multiple Zoom and in-person meetings to discuss the details of the event. McDonald was responsible for researching and confirming information and images for the 21 names added to the Ancestors Commemoration list. Those names included James and Carolyne Blount, Charles Price, Bobby Johnson, and Charles T. Lunsford.
- Ridarsky met with representatives of the American Friends of Lafayette to continue planning an exhibit to commemorate the bicentennial of General Lafayette's farewell tour of the U.S., including stops in Rochester and Monroe County. The exhibit will be on display in the Rundel 2nd floor hallway January–June 2025. Commemorative activities, including costumed reenactors, is scheduled for June 7.
- Ridarsky was interviewed by News 8 Meteorologist Liam Heely for a story on Hurricane Hazel, which passed through Rochester as a tropical storm in 1954. You can view the story here: <https://www.rochesterfirst.com/rochester/rochester-history/looking-back-hurricane-hazels-impact-70-years-later/>.

#### Anecdotes

- Two researchers visited the division looking for maps that might show historic tree cover in Monroe County. Specifically, what the tree cover was like before European settlers entered the area. We did not have a resource that fits their needs, but we were able to point them to nearly a dozen other institutions that may have this information. The researchers, who were not from New York, were thrilled to receive a comprehensive list of potential resources.

#### **Reynolds Media Center, Joseph Born reporting**

##### Programs

- First Friday film: *All of Us Strangers*
- See it First Movie Matinee: *The House at the End of the World*
- Concert: Rochester Mandolin Orchestra
- Brown Bag Book: *The House at the End of the World* by Dean Koontz
- Robert Scheffel did a tour for a dozen students from Caledonia/Mumford High School.
- RMC performed 25 A/V set ups for programs in the Central Library and streamed 5 BSI programs to our YouTube channel for FFRPL.



##### Anecdotes

- A family borrowed our VHS player to look at old video tapes to hunt down a specific video. A few months later, they rented an LCD video projector from us. Upon return they shared that they used the VHS to find a video of their daughter dancing with her father when she was 5 years old. After transferring the video to digital, they used our video projector to project the 18-year-old dance video at her wedding reception during the father/daughter dance. They were so happy that these units were available to accomplish this AND at an affordable price.



**Science and History, Gabe Pellegrino reporting**

Programs

- *Raising Confident Children* - Book Talk with Dr. Ruth Holland Scott. Assisted by her public relations manager Jamila Evans-Rogers, Dr. Scott spoke about her experiences raising children, sharing a lot of advice, and answering many questions from a lively audience. At the start of the presentation, Dr. Scott was presented with proclamations from New York State Senator Samra Brouk and Monroe County Legislature President Yversha Román, recognizing her many years of service to the local community. Patrons were engaged as they learned from Dr. Scott's wisdom. Raising kids in and of itself is a form of creation and stewardship.
- *Vietnam Mailbag*: Book Discussion with Nancy E. Lynch - In honor of our Vietnam Veterans, Nancy E. Lynch, author and publisher of the award-winning social history, *Vietnam Mailbag, Voices from the War: 1968–1972*, read and shared selected letters from her book. The book features nearly 1,000 letters and hundreds of pictures from her popular newspaper column, Nancy's Vietnam Mailbag. These letters were received from our troops on the front lines during the last five years of the war when Nancy was a reporter for The News Journal in Wilmington, Delaware.
- Lyndon B. Johnson, Barry Goldwater & the Presidential Election of 1964, presented by Mark Sample, MCC history professor. Mark discussed the events leading up to the Election of 1964 and the results of this election—between Lyndon Johnson and Barry Goldwater. The audience was engaged throughout Mark's presentation. With the upcoming election, patrons got an insight on the history of elections. The audience is always engaged in Sample's programs.



Outreach/Meetings/Training

- Science Manager Gabriel Pellegrino attended a portion of the Wilmot Cancer Community Action Council (CCAC) Annual Retreat at Flaum Auditorium, University of Rochester Medical Center. CCAC serves a catchment area of 27 counties across Western and Central New York. Pellegrino was asked to serve on a panel discussion with members of the community, answering questions from other attendees about his role on the team. Pellegrino has been involved with the CCAC for four years, serving on the Community-Driven Cancer Research sub team, focused on education and outreach, specifically with clinical trials for underrepresented populations and recruitment of youth to cancer research. Pellegrino was honored to receive the 2024 Edgar Santa Cruz Aspire Award at the retreat. From the Retreat Program: *"This award is presented to two members of the CCAC who have demonstrated outstanding support of the mission of the CCAC. This year's recipients*





*have not only attended CCAC meetings and activities, they have also aspired to cultivate an inclusive culture to promote equity and increase community engagement in academics and healthcare. Recipients are chosen by their CCAC peers for going above and beyond to make a difference in their community.”* Pellegrino noted that he has great respect for the work done by community leader Edgar Santa Cruz, who served as Community Farm manager at Foodlink (whose café is housed at the Central Library), as a member of Common Ground Health’s Latino Coalition, and as an adult social worker at Cameron Community Ministries, before his untimely death in 2022. A mural of Santa Cruz and his dog Rosey graces one external wall of the Lincoln Branch Library.

- LROC (Library Resource Outreach Center) visitors continued to be busy; over 50 people were seen. Legal Assistance of Western New York (LawNY) saw just a few people during their October visit. In addition, Pellegrino handled 11 LROC referrals through the UniteUs platform, connecting the individual with needed help.

#### Anecdotes

- In September, a patron called trying to help an older gentleman friend get scholarly history e-resources (person is disabled and cannot visit libraries). Pellegrino spoke to the patron and explained that the library generally does not order scholarly academic titles, but did suggest that in e-resources, he would be willing to order some specific titles. Pellegrino also referred her and gave telephone numbers for Rush Rhees library at the University of Rochester and the Lorette Wilmot library at Nazareth University to see if they could assist the gentleman. On October 1, the patron who had originally called came into the library asking to speak with Pellegrino. She was delighted to report that she spoke to the staff at Rush Rhees Library and that the staff set up a personal account for the gentleman so he would be able to view e-resources at home. She said, “*he got his library back*” and was so thrilled that Pellegrino had offered this extremely helpful suggestion.
- A patron came into the library who Florence Morris recognized as a long-time patron, whom she assisted years ago when she worked in the Reynolds Information Center. The gentleman is now 88 years old. He wanted to let us know what an excellent job Chad Cunningham of Circulation did in answering his question for some baseball records/statistics. He said Cunningham was so cheerful and pleasant to talk with and very friendly on the phone. He went on to compliment all the Circulation staff. He also wanted us to know that Morris had done a wonderful job providing tax forms for him all these years, as he calls for his request and Morris mails him both Federal and State tax forms and instructions. Finally, he complimented the entire staff of the Science, History & Social Sciences Division.

#### **Technology Center, Jay Osborne Reporting**

##### Programs

- Trevor Johnson taught the *Zoom Room* program at Central Library. Johnson has worked with elderly and infirm patrons to help them use computer functions via Zoom. All patrons over the age of 70 participated and learned how to operate their tablets and phones, save contact information, create emergency contact lists, check their calendars, and schedule appointments.
- Cy Shropshire has been teaching a new *Computer and Internet Basics* class this fall. This class covers a variety of the most common issues that people who approach the technology assistance desk need practice to understand, and especially the skills that seem to open up the most additional options for further learning and competency building.

### Outreach and Training

- Staff have been working in conjunction with the Outreach Division to create a program called Tech Link, which leverages the expertise of the Tech Center staff as part of our community outreach to bring technology services and programming out into the community. As part of this development process, Johnson and Shropshire met with various community volunteers including representatives from the City School District and the Rochester Elder Association.

### Anecdotes

- Jonathan Hammond's ability to assist Spanish-speaking patrons has not only broadened his service reach but has also helped him progress toward fluency in Spanish. In a particularly impactful case, Hammond assisted a patron whose unemployment benefits had been delayed, working closely with him to resolve the issue and help him receive the necessary funds. This support was essential in enabling the patron to avoid potential housing instability. The patron said, *"Thank you, I really needed this help to prevent me from becoming homeless."* Hammond is committed to helping patrons navigate complex processes and help them find solutions.
- A patron whom Hammond and Johnson had assisted with multiple job applications, was hired at Dave's Famous Chicken on Jefferson Rd. This patron invited Hammond and Johnson to a company sneak peek event, where employees were allowed to invite friends and family. Hammond could not go, but Johnson attended the in-person event, which was attended by 60 customers and managed by the food chain's management team. Johnson spoke with the manager, Heather, and mentioned that he worked for the Central Library where the patron got help to secure his job. Heather shared that this patron was their hardest worker and had been given a very challenging position in the lineup. She arranged for Johnson to greet our patron while he was working at the fryer. They exchanged thumbs-ups and big smiles. Johnson and his wife enjoyed the Number 1 Chicken sliders and fries. The following week, the patron returned to the Central Library to thank Johnson for attending. He asked, *"Did you try the Reaper Chicken Sandwich? You have to sign a waiver to eat it!"* Johnson replied with a chuckle, *"I'll pass."*



**Teen Central, Shetora Banks and Jeff Bostic reporting**

Programs

- Teen Central hosted an event featuring the ROC Against Gun Violence Coalition and City Council Against Childhood Poverty. At this event, teens were encouraged to scan the QR code and fill out a survey about childhood poverty. This led to conversations about food deserts in our communities and combating daily hunger with access to free food pantries and affordable meals like Foodlink. Teens also learned about the Youth in Crisis conference that would provide great incentives like free haircuts and a PlayStation 5 raffle for those who participated. Through this program, teens learned about accessible resources in the community to deal with hunger and violence. It opened dialogue to share experiences of vulnerability and support each other through sharing experiences.
- School visit from Edison Tech AP class: The class took a full tour of all departments and learned the services that each one provides. The AP class learned how to use some of our databases for research and how to contact the Business Division to get analysis reports and other data they will need for future projects. They were especially interested in learning about our trademarking vs. copyrighting and the research capabilities the business department can provide as it will be helpful for an upcoming project later in their school year. They enjoyed having lunch and many students applied for their first ever library card! Special thanks to our circulation team for dividing and conquering such a large group with their quick friendly service.





- Fall festival party: Teens came together to celebrate the end of October with a friendly donut eating competition. The winner and runner up were awarded gift cards to Burger King and Chick-fil-a. Mini pumpkins were decorated with paints and other craft supplies. There was a wide array of goodies from apple cider to a popcorn bar with savory and sweet topping available. This was an opportunity for team building and strategy to compete in the donut eating challenge. The pumpkin activity produced a discussion about farms outside the city limits and the different activities that some provide. Beetlejuice and The Nightmare before Christmas adorned our screening area for all visitors to enjoy. The teens left full of sugar and joy!



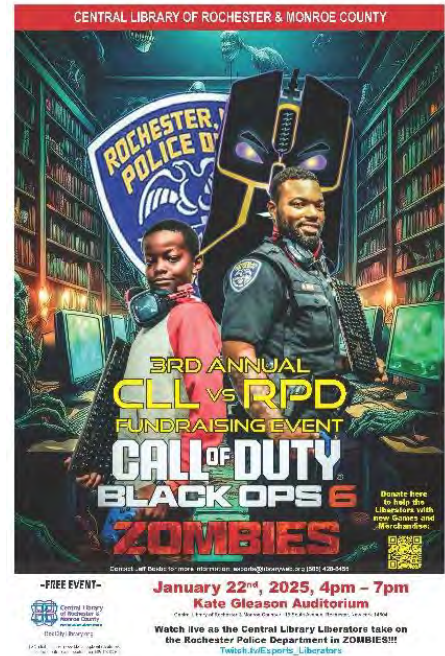
- Teen Central recently started planning quick discussion groups with topics that allow the teens to express themselves and delve into some self-exploration. The “Know Your Why” Discussion Group helps teens explore their purpose. In this group the words “Interest,” “Talents,” “Values,” and “Strengths” were taped to a wall and the teens had to go to a word that they felt a connection to. Once they chose a word, they had a corresponding question about the word they had to answer. For example, question for “Value” was Where do you feel you add the most value? This exercise provided the teens with the opportunity to flex their critical thinking skills and share some valuable information about themselves with the group. The teens were able to express their feelings, dreams and in some cases their realization of what is important to them.
- The Comic Empowerment Lab hosted Edison Tech students this month. This program allowed kids to both empower and express themselves by turning their personal stories into comic books. They enjoyed their time creating comics in the lab. Lots of RCSD librarians accompanied the children on their trip.



- The World Mario Kart Tournament continued this month. Liberator's team member Victor continues to impress in the leaderboards with two top 2 finishes landing him as the 3rd ranked player in the world. The World Mario Kart Tournament has seen lots of engagement from our teens. The kids love trying to race on the racing wheels! Liberator Victor has pulled off a hot streak of top 3 finishes leading up to the World Mario Kart Playoffs. He will surely finish as one of the top 3 players in the world and may soon have a TV interview about the tournament.

Anecdotes

- Liberator Rhyan and Lieutenant Ince from the RPD are now on the poster for the 3rd annual CLL vs RPD event this January. Rhyan and his father are immensely proud and excited about the event.







October 31, 2024

Brenda LaCrosse  
Monroe County Library System  
115 South Ave  
Rochester NY 14604

Dear Brenda:

Following are your library consortia renewal costs for January 2025 through December 2027. Included are options for adding the **TLC•Go!** Mobile app and **TLC•Engage Spaces**. We will apply a credit to your account for the Quipu eCard overpayment of \$12,814 that will be deducted from the total first year renewal costs.

Please let me know if you have any questions.

Sincerely,

John Burns  
SVP/COO

**TLC Denver**

1355 S. Colorado Blvd., Suite C800 • Denver, CO 80222  
Phone: 877.694.1452 or 303.758.3030  
FAX: 303.758.0606

**TLC Headquarters • The Library Corporation**

Research Park • Inwood, WV 25428-9733  
Phone: 800.325.7759 or 304.229.0100  
FAX: 304.229.0295  
[www.TLCdelivers.com](http://www.TLCdelivers.com)

**TLC International**

Email: [bmurphy@TLCdelivers.com](mailto:bmurphy@TLCdelivers.com)  
Tel: 65 92777126

**EXHIBIT A – System, Licensing and Maintenance**

ITEM #	DESCRIPTION	COST Year 1 2025	COST Year 2 2026	COST Year 3 2027	TOTAL
1.1	Bibliographic Database	\$73,747.00	\$73,747.00	\$73,747.00	\$221,241.00
1.2	Cataloging	Included	Included	Included	\$0.00
1.3	Acquisitions	Included	Included	Included	\$0.00
1.4	Serials	Included	Included	Included	\$0.00
1.5	OPAC	Included	Included	Included	\$0.00
1.6	Additional OPAC (Kids)	Included	Included	Included	\$0.00
1.7	Circulation	Included	Included	Included	\$0.00
1.8	ILL Management	Included	Included	Included	\$0.00
1.9	System Administration	Included	Included	Included	\$0.00
1.10	Staff client licenses	Included	Included	Included	\$0.00
1.11	Enterprise Software license(s)	Included	Included	Included	\$0.00
1.12	Production environment	\$60,618.00	\$60,618.00	\$60,618.00	\$181,854.00
1.13	Test environment	Included	Included	Included	\$0.00
1.14	Training Environment	Included	Included	Included	\$0.00
1.15	(2) Authoring Licenses *Prorated September 2025 - December 2025	\$336.00	\$1,008.00	\$1,008.00	\$2,352.00
1.16	iTiva (support for existing implementation)	\$4,936.00	<i>Not Supported</i>	<i>Not Supported</i>	\$4,936.00
1.17	SYNDETTICS UNBOUND	\$27,708.00	\$27,708.00	\$27,708.00	\$83,124.00
1.18	ENVISIONWARE PC/PRINT	\$9,200.00	\$9,200.00	\$9,200.00	\$27,600.00
1.19	AUTHORITY CONTROL	\$2,624.00	\$2,624.00	\$2,624.00	\$7,872.00
1.20	Unlimited SIP2 Interfaces	\$5,250.00	\$5,250.00	\$5,250.00	\$15,750.00
1.21	Go Daddy Certificate	\$144.90	\$144.90	\$144.90	\$434.70
1.22	CARLX MARCOUT	\$525.00	<i>Not Supported</i>	<i>Not Supported</i>	\$525.00
1.23	<b><i>SaaS Discount Existing Customer</i></b>	<b><i>(\$29,500.00)</i></b>	<b><i>(\$29,500.00)</i></b>	<b><i>(\$29,500.00)</i></b>	<b><i>(\$88,500.00)</i></b>
1.24	<b><i>Quipu eCARD</i></b>	<b><i>-\$12,814.00</i></b>	<b><i>Not Supported</i></b>	<b><i>Not Supported</i></b>	<b><i>-\$12,814.00</i></b>
	<b>TOTAL</b>	<b>\$142,774.90</b>	<b>\$150,799.90</b>	<b>\$150,799.90</b>	<b>\$444,374.70</b>



**EXHIBIT G – BAFO Cost Proposal**

ITEM #	DESCRIPTION	COST Year 1 2025	COST Year 2 2026	COST Year 3 2027	TOTAL
1	System, Licensing & Maintenance	\$73,747.00	\$73,747.00	\$73,747.00	\$221,241.00
2	Production environment	\$60,618.00	\$60,618.00	\$60,618.00	\$181,854.00
3	(2) Authoring Licenses *Prorated September 2025 - December 2025	\$336.00	\$1,008.00	\$1,008.00	\$2,352.00
4	iTiva (support for existing implementation)	\$4,936.00	<i>Not Supported</i>	<i>Not Supported</i>	\$4,936.00
5	SYNDETTICS UNBOUND	\$27,708.00	\$27,708.00	\$27,708.00	\$83,124.00
6	ENVISIONWARE PC/PRINT	\$9,200.00	\$9,200.00	\$9,200.00	\$27,600.00
7	AUTHORITY CONTROL	\$2,624.00	\$2,624.00	\$2,624.00	\$7,872.00
8	Unlimited SIP2 Interfaces	\$5,250.00	\$5,250.00	\$5,250.00	\$15,750.00
9	Go Daddy Certificate	\$144.90	\$144.90	\$144.90	\$434.70
10	CARLX MARCOUT	\$525.00	<i>Not Supported</i>	<i>Not supported</i>	\$1,575.00
11	Implementation/Migration Services*	\$0.00	\$0.00	\$0.00	\$0.00
12	Training Environment	Included	Included	Included	\$0.00
13	Development/Support	Included	Included	Included	\$0.00
14	<b>SaaS Discount Existing Customer</b>	<b>(\$29,500.00)</b>	<b>(\$29,500.00)</b>	<b>(\$29,500.00)</b>	<b>(\$88,500.00)</b>
15	<b>Quipu eCARD</b>	<b>-\$12,814.00</b>	<b>Not Supported</b>	<b>Not Supported</b>	<b>-\$12,814.00</b>
	<b>TOTAL</b>	<b>\$142,774.90</b>	<b>\$150,799.90</b>	<b>\$150,799.90</b>	<b>\$444,374.70</b>

**EXHIBIT I - Optional**

ITEM #	DESCRIPTION	COST Year 1 2025-2026	COST Year 2 2026-2027	COST Year 3 2027-2028	TOTAL
1	Daily Development Rate	\$1,600			
2	Daily Training Rate	\$1,200			

**TLC•Go!**

ITEM #	DESCRIPTION	COST Year 1 2025-2026	COST Year 2 2026-2027	COST Year 3 2027-2028	TOTAL
3	<b>TLC•Go!</b>	\$28,500	\$28,500	\$28,500	<b>\$85,500</b>
4	<b>25% Discount</b>	<b>-\$7,125</b>	<b>-\$7,125</b>	<b>-\$7,125</b>	<b>-\$21,375</b>
5	Implementation	\$5,000			<b>\$5,000</b>
	<b>TOTAL</b>	<b>\$26,375</b>	<b>\$21,375</b>	<b>\$21,375</b>	<b>\$69,125</b>

\* **TLC•Go!** pricing is based on a service population of 740,900 people

**TLC•Go! Add On Options**

ITEM#	DESCRIPTION	Ongoing Annual Fee	Implementation Fee	TOTAL Year 1
6	Consortia Template	\$500	n/a	<b>\$500</b>
	<b>Patron Self-Service Options</b>			
7	Barcode check out/in per location	\$250 per location	\$500 per location	<b>\$750 per location</b>
8	RFID check out/in per location	\$500 per location	\$500 per location	<b>\$1,000 per location</b>

**TLC•Engage**

ITEM #	DESCRIPTION	COST Year 1 2025-2026	COST Year 2 2026-2027	COST Year 3 2027-2028	TOTAL
9	<b>TLC•Engage</b>	\$18,950	\$18,950	\$18,950	<b>\$56,850</b>
10	<b>25% Discount</b>	<b>-\$4,738</b>	<b>-\$4,738</b>	<b>-\$4,738</b>	<b>-\$14,214</b>
11	Implementation	\$5,685			<b>\$5,685</b>
	<b>TOTAL</b>	<b>\$19,897</b>	<b>\$14,212</b>	<b>\$14,212</b>	<b>\$48,321</b>

\***TLC•Engage** pricing is based on a service population 740,900 people

**MONROE COUNTY LIBRARY SYSTEM  
ROCHESTER PUBLIC LIBRARY  
SERVICE AGREEMENT  
January 1, 2025 - December 31, 2025**

THIS AGREEMENT is made on the 18<sup>th</sup> day of November, 2024 between the **Rochester Public Library** (hereafter referred to as the “RPL”), chartered by the Board of Regents of the University of the State of New York, located in Rochester, New York, and the **Monroe County Library System** (hereafter referred to as the “MCLS”), a library system established by the County of Monroe and chartered by the Board of Regents of the University of the State of New York.

**Whereas**, the MCLS desires the RPL to provide services on its behalf to the public libraries located in Monroe County; and

**Whereas**, the RPL is designated as the official Central Library of the MCLS and recognizes its role in providing countywide library services;

**Therefore, it is resolved that the RPL and the MCLS hereby agree as follows:**

1. The RPL shall employ a Library Director to: jointly oversee the operations of the RPL and the MCLS at the Department Head Level (Bracket 36) of City of Rochester salary schedule; provide administrative services necessary to fulfill MCLS responsibilities to its member libraries; advise and consult with member libraries in matters of library management, programs, and services; serve as liaison with the New York State Department of Education’s Division of Library Development; keep member libraries informed of the laws, regulations and pending legislation related to libraries at all levels of government and; provide individual assistance and group training as appropriate and as specified in the attached document of understanding.

**MCLS will reimburse RPL one-third (1/3) of the cost of the Library Director’s Office. Payment will be made at the end of each RPL fiscal year.**

2. The RPL’s Central Library shall serve as the central resource library for the MCLS.

**Monroe County will reimburse the City of Rochester for Central Library operations as agreed to in a 1968 intermunicipal agreement. Total amount requested from Monroe County annually will be determined through annual budget negotiations. MCLS will redistribute annually to the RPL the MCLS’ Central Library Services Aid Program through New York State Aid.**

3. RPL will fund interlibrary loan activities for the MCLS.

**The MCLS will reimburse the RPL annually for a not-to-exceed amount for the cost of interlibrary loan services at \$74,000 for FY2024-25, \$74,000 for FY2025-26.**

4. The RPL shall provide Library Automation Services as required to meet the terms of the agreement between MCLS and its member libraries, including database maintenance, management, and operations support in accordance with regulations of the Commissioner of Education of the State of New York and as necessary to meet standards established by member libraries and MCLS.

**The amount of such services to be reimbursed by the MCLS to the RPL shall be mutually determined on an annual basis.**

5. The RPL shall, through its Outreach Department and other service outlets, provide Outreach Services on behalf of MCLS, consistent with the requirements of Section 273(h) of State Education Law and any appropriate Commissioner’s Regulations.

**In return for these services, the MCLS and RPL shall mutually agree to pay the RPL an amount established annually from the Coordinated Outreach Services Program.**

6. The RPL shall provide regular delivery service between the Central Library and all MCLS member libraries and their branches. The minimum of such delivery shall not fall below four pickups and deliveries per week, except for holidays, emergencies and upon request by member library.

**The MCLS will reimburse the RPL annually for 100% of the cost of providing such delivery service.**

7. A schedule of total annual reimbursement for all services to be provided under this agreement for the upcoming fiscal year beginning July 1, shall be adopted in an annual budget by the MCLS and RPL Boards of Trustees in February of each year.

**Effective Date and Termination**

This agreement shall cover the period January 1, 2025 through December 31, 2025. It shall supersede the previous service and automation agreements between RPL and MCLS and shall complement the basic member library contract between MCLS and all its member libraries covering the same period. This agreement 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.

\_\_\_\_\_  
President, RPL Board of Trustees  
Donna P. Benjamin

\_\_\_\_\_  
Date

\_\_\_\_\_  
President, MCLS Board of Trustees  
Christopher H. Corcoran

\_\_\_\_\_  
Date

## MCLS Circulation

<b>Town Libraries</b>				
	<b>Oct-24</b>	<b>Oct-23</b>	<b>+/-</b>	<b>%</b>
Brighton	50,009	40,613	9,396	23.1%
Seymour	12,079	10,935	1,144	10.5%
Chili	19,640	15,743	3,897	24.8%
East Rochester	4,037	3,085	952	30.9%
Fairport	55,749	47,531	8,218	17.3%
Gates	20,530	18,041	2,489	13.8%
Greece	50,784	41,001	9,783	23.9%
Hamlin	4,526	4,293	233	5.4%
Henrietta	41,045	34,275	6,770	19.8%
Irondequoit	41,150	32,945	8,205	24.9%
Mendon	9,434	7,412	2,022	27.3%
Newman Riga	2,149	1,636	513	31.4%
Ogden	11,892	9,985	1,907	19.1%
Parma	7,286	6,607	679	10.3%
Penfield	39,991	32,727	7,264	22.2%
Pittsford	48,512	41,459	7,053	17.0%
Rush	2,607	2,528	79	3.1%
Mumford	580	559	21	3.8%
Scottsville	2,979	2,106	873	41.5%
Webster	38,746	32,245	6,501	20.2%
<i>Towns Subtotal</i>	<i>463,725</i>	<i>385,726</i>	<i>77,999</i>	<i>20.2%</i>
<i>RPL Subtotal</i>	<i>78,987</i>	<i>64,153</i>	<i>14,834</i>	<i>23.1%</i>
<b>MCLS Total</b>	<b>542,712</b>	<b>449,879</b>	<b>92,833</b>	<b>20.6%</b>

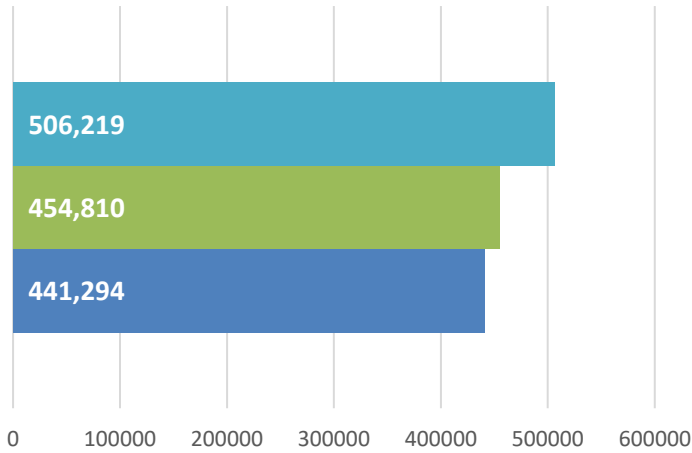


# RPL Central Statistics YTD

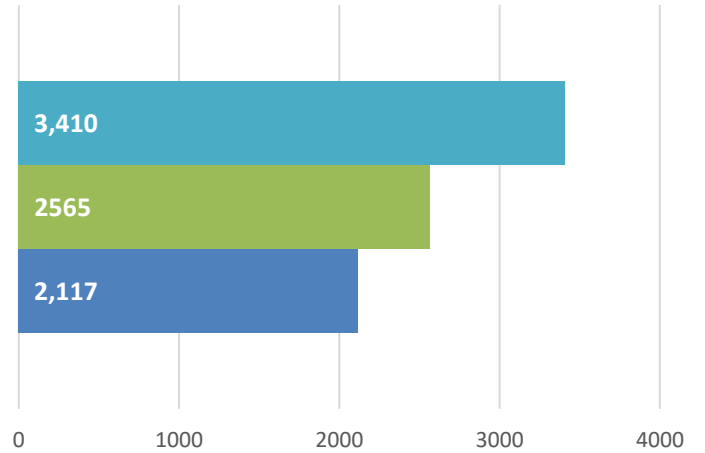
Jan–Oct



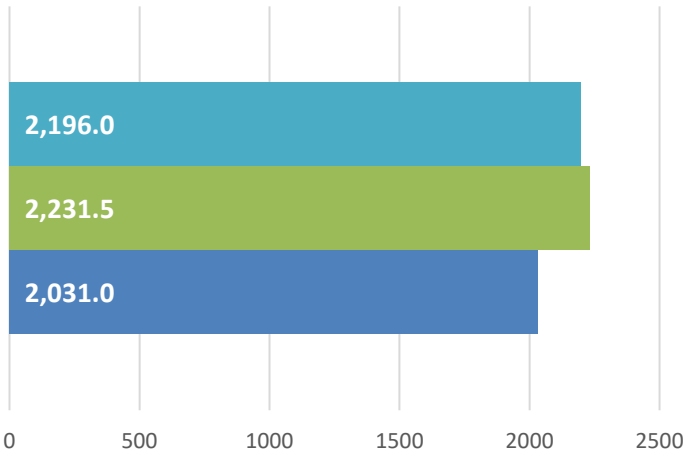
## CIRCULATION



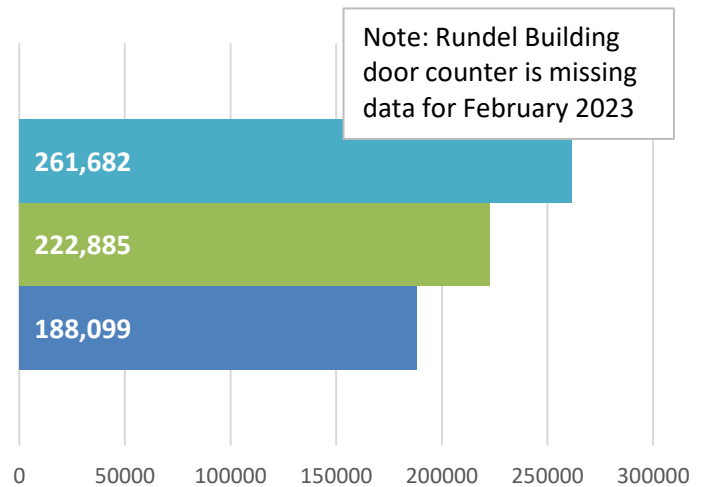
## LIBRARY CARDS



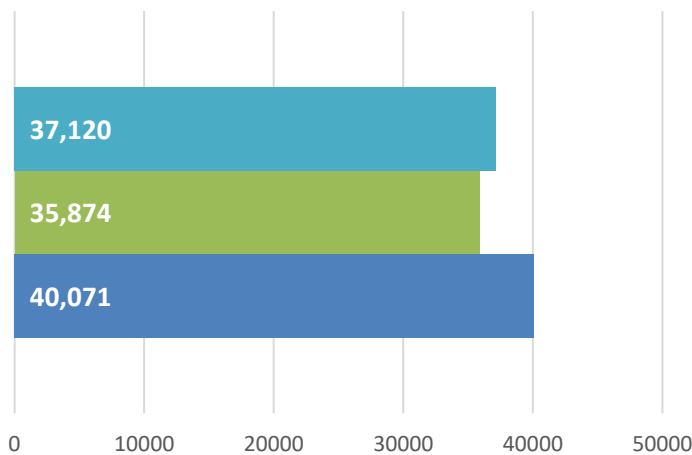
## SERVICE HOURS



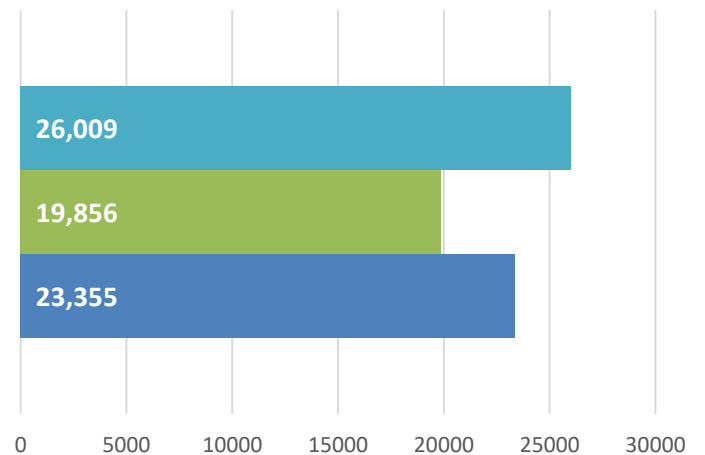
## VISITS



## REFERENCE QUESTIONS



## NON-REFERENCE

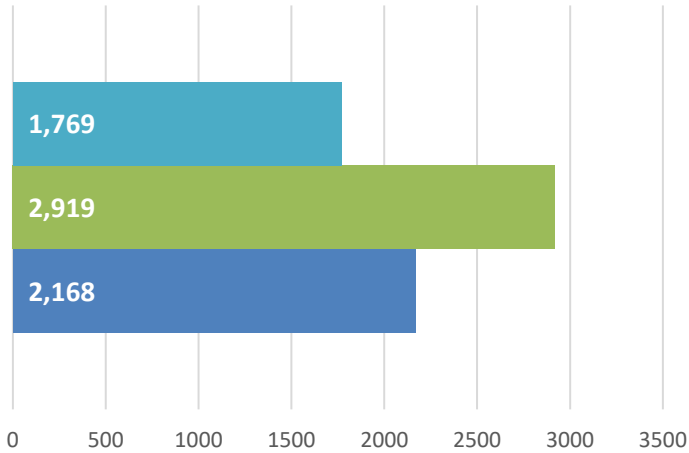


RPL Central Statistics YTD

Jan–Oct



NOTARY



**DEFINITIONS**

**Circulation:** Includes the circulation of all library materials both over the desk and virtual/e-content.

**Library Cards:** New patron registrations. Excludes renewals.

**Service Hours:** Hours the library is open to the public.

**Visits:** Door count of persons entering the library.

**Reference Questions:** Questions requiring staff to recommend, interpret, evaluate, instruct, etc.

**Non-reference:** Directional questions. E.g., What are the hours? Where is \_\_\_?

**Notary:** Notary Public acts. Each signature counts as one act.

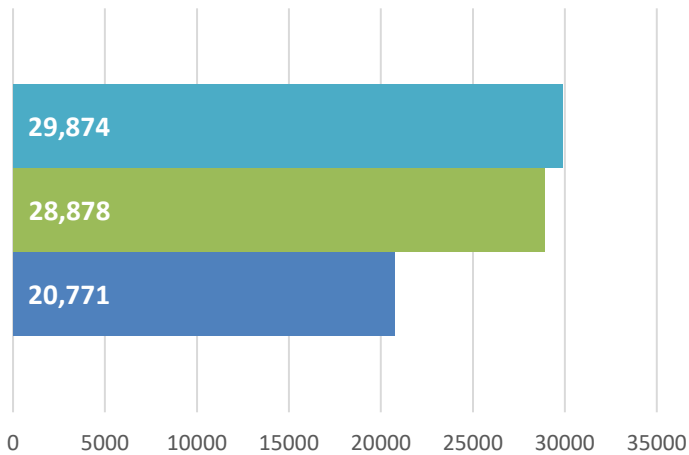
**Computer Hours:** Hours patrons used the public PCs.

**WiFi Uses:** Number of log-ins to the public WiFi.

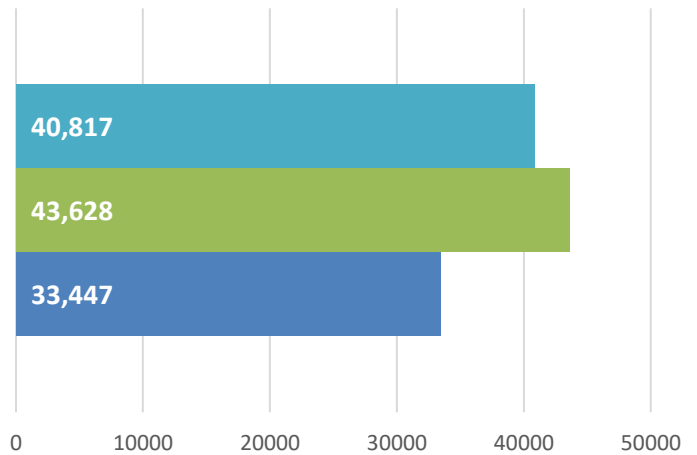
**Group Programs:** In-person and online programs. Excludes one-on-one programs and take-n-make.

**Program Attendance:** Attendance at Group Programs. Excludes staff and presenters.

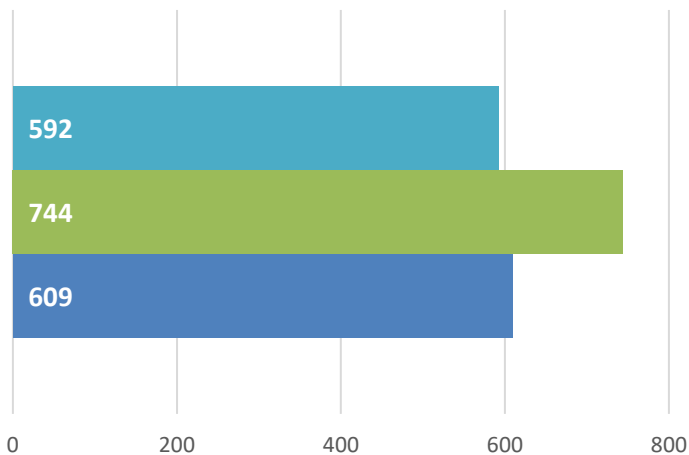
COMPUTER HOURS



WIFI USES



GROUP PROGRAMS



PROGRAM ATTENDANCE

