

WESTCHESTER LIBRARY SYSTEM
Trustee Meeting
May 30, 2023 – Approved June 27, 2023

REGULAR MEETING

The Regular Meeting of the Westchester Library System was called to order by Karen Zevin at 6:00 p.m. The quorum requirement was met with the following people in attendance:

Board members present: Andrea Bober, Robert Cartolano, Nishat Hydari, Wes Iwanski, Alice Joselow, Karen Kelley, Julie Mills-Worthy, Susan Morduch, Francis Okelo, Edris Scherer, Diane Tabakman, Karen Zevin

Board Members absent: Maureen LeBlanc, Joseph Puglia

Also present from WLS were: Terry Kirchner, Rob Caluori, Pat Brigham, Kate Meyer

Public Library Directors Association (PLDA) Representative: Yvonne Cech, Director, John C. Hart Memorial Library

Karen Kelley, Chair of the Nominating & Board Education Committee, introduced Anthony Amiano, who has agreed to fill the vacancy for District V: [Armonk, Bedford Village, Mount Pleasant, Pound Ridge]. The Board approved the appointment of Anthony Amiano on a motion by Ms. Kelley and seconded by Ms. Scherer. The motion passed unanimously.

The Oath of Office required by New York State for public library system trustees was administered to the new-elected trustee Mr. Amiano.

MINUTES

The minutes of the April 25, 2023, meeting were approved on a motion by Ms. Morduch and seconded by Mr. Cartolano. The motion passed unanimously.

FINANCIAL REPORTS

The financial report through April 2023 was presented by Mr. Caluori noting the addition of a top-level summary which is now being included with the reports. He made note of the decrease in cash balances as the organization is at the time of year when the most negative cash flow occurs. Mr. Caluori noted that the Audit Committee recently met with the team from Dorfman, Abrams & Music to review and accept the FY2022 financial audit. The auditors discussed in detail the work done to implement new accounting standards both for leases and the use of space which can now be seen on the Balance Sheet included in the financial report. The audit will be discussed further during committee reports. Mr. Caluori also noted that the check register reflects several stale checks voided and reissued as part of maintaining WLS's financial records. The Board accepted the financial report on a motion by Ms. Scherer and seconded by Ms. Morduch. The motion passed unanimously.

PRESIDENT'S REPORT

Ms. Zevin reminded the Board to please return the conflict-of-interest papers. She also noted new Board members with WLS should be educated on the relationship between WLS and the member libraries.

COMMITTEE REPORTS

Nominating & Board Education: Ms. Kelley, Chair, reported that the committee met prior to this meeting and is pleased to recruit Anthony Amiano to fill the vacancy for District V [Armonk, Bedford Village, Mount Pleasant, Pound Ridge]. Ms. Kelley stated that the nominating committee is surveying current Board members in anticipation of the next vacancies coming up.

Audit Committee: Mr. Iwanski reported that the committee met with the team from Dorfman, Abrams & Music to review and accept the FY2022 financial audit. He also noted that the committee discussed changing the auditors periodically and are exploring the option of an RFP for new financial audit providers.

Governance Committee: Ms. Morduch reported that the committee has been working behind the scenes finalizing the draft employee handbook. Ms. Morduch noted that the WLS attorney was very helpful in the process. The committee expects the employee handbook to be finalized in June 2023.

Budget Committee: Ms. Scherer reported that the Budget Committee's next meeting will be in September 2023.

EXECUTIVE DIRECTOR'S REPORT

A copy of the Executive Director's Report was mailed in advance of the meeting.

Dr. Kirchner discussed the evolution of the Service Level Agreement between WLS and the member libraries. Dr. Kirchner noted that the document is a working document that can be adjusted yearly.

PLDA LIASON'S REPORT

Ms. Cech reported on the May 2023 PLDA meeting where the following was discussed:

- Aspen Discovery has gotten a lot of feedback, and libraries are working with Allison Pryor, Technology Trainer, to update their websites.
- PLDA would like to know how to best support newly arrived asylum seekers. For now, this issue mainly affects the Yonkers Public. To better coordinate the ability to serve newly arrived individuals and families, Westchester County has asked that organizations interested in supporting this effort complete an online registration form that will allow the County to reach out to the registered organizations as needed.
- The E-Content Committee discussed OverDrive e-book purchases which are currently on a shared model. PLDA discussed changing the configuration for OverDrive, so that only the purchasing library's users can access titles purchased under this leasing model.

ADJOURNMENT

Having completed its agenda, the Board adjourned its meeting at 7:45 p.m. on a motion by Ms. Kelley and seconded by Ms. Hydari that passed unanimously.

Respectively submitted,

Andrea Zuckerman Bober

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Secretary

Item: WLS Service Level Agreement (SLA) / IT Billing Structure

Background: As part of the Information Technology (IT) audits that took place in 2020, it was suggested to have new service level agreements created to assist with understanding needs and expectations. A Service Level Agreement (SLA) focused on the online catalog/ILS was developed by the WLS IT Audit Working Group and reviewed by the Public Library Directors Association (PLDA), whose feedback was incorporated into the latest draft (see attached).

This proposed SLA offers more flexible service options to the member libraries that required review of the factors to be used in the billing structure that will determine the pricing for the following categories of service: ILS Maintenance; Network Managed Services; Device Support and Maintenance; and Wireless Service.

A number of recommendations for the proposed IT billing structure were developed by WLS staff in conjunction with the PLDA Finance Committee, which was originally based on an 18-month period (July 1, 2021-December 31, 2022) in which each library would need to approve to continue receiving services from WLS as of July 1, 2021. During discussion of the proposed billing structure, concerns were raised about the resulting 11.5% increase to fees.

To help reduce the financial impact on member libraries during this transition to the SLA approach of contracting for IT-related services, two options (Option A and Option B) were presented to PLDA at their May General Membership Meeting—each using different factors in the framework to determine how related expenses would be allocated to each member library. Option A focuses on activities at the home library and Option B uses the current model with the base membership and ILS maintenance factors combined.

Status: No PLDA vote was taken on selecting Option A or B concerning the ILS invoicing for the proposed IT billing structure. WLS was asked to find a way to lower the overall increase, and it was recommended that the 2019 IT Funding Model continue to be used for the July-December 2021 IT services invoicing period.

The following recommendations:

- Implement the 2019 IT Funding Model with a 4% increase (excluding digital content) for the July-December 2021 IT invoicing.
- Continue discussions on the billing components to be included in the proposed IT billing structure concerning Option A or B to be part of the Service Level Agreement (SLA) that would be implemented beginning January 1, 2022.
 - In order to implement the billing in a timely manner, Option A or B for the ILS column would need to be determined by PLDA at their next scheduled meeting on May 27, 2021, or no later than June 17, 2021. If no decision is made, Option A based on the home library activities would be the default option.
 - Member libraries interested in using WLS IT services will need to sign the SLA agreement by September 30, 2021, and indicate what level of services are requested for the January-December 2022 time frame. WLS will host information workshops for library trustees and staff to review the SLA and to answer questions.

Recommended Action:

Staff recommends the acceptance of the above-noted recommendations for the remaining 2021 invoicing and implementation of the proposed SLA and IT Billing Structure for 2022.

May 25, 2021

Name: Option A – WLS IT ILS Billing Proposal

The ILS portion of the new billing structure would take into consideration 4 categories.

- Circulation - Includes all circulation transactions, which are: anonymized (older than 30 days) checkouts, current checkouts, and renewals of all types (patron via the OPAC, staff, and auto).
- Users - Includes all non-deleted patron, staff, and library use Evergreen user accounts.
- Holdings - Includes all non-deleted item records.
- Holds placed by home library - Includes all hold requests (individual holds placed) and is counted by the hold request patron's home library.

The time frame measured is one full year or the average of two years if possible.

Libraries will be billed based on their usage/activity on the ILS.

Name: Option B – PLDA model modified

The ILS bill portion of the new billing structure could be generated by taking into consideration the two columns that cover the expense of running the ILS from the current PLDA model.

- Base Membership - the total square footage of a library (or libraries for libraries with branches) as reported in the current issue of Member Library Statistics.
- ILS Maintenance and Support - the number of items the library has in its collection, rounded up to the nearest thousand items.

The metrics would use the current issue of the Member Library Statistics.

Libraries will be bill based on the total of their physical spacing and their ILS holdings.

- The financial obligation for both options will be the same.

- This billing will take effect for the calendar year 2022.