

Broome County Public Library  
Board of Trustees

Regular Session Meeting Minutes – July 11, 2024 Meeting opens, 5:31pm

Members Present: Sarah Glose, Al Buyck, Jeffri Boisvert, Vikki Collazo, Charmian Foster, JoAnne Hanrahan, Kate Miller-Corcoran, Katie Bowers, Jillian Sandy

Not Present: Jill Kissick-Castro

Also Present: Josias Bartram, Sherry Kowalski, Kelly Sullivan, Emily Pape, Alex Fisher, Rebecca Stone

#### GUESTS

- Kelly Sullivan, Emily Pape

#### AMENDMENTS TO THE AGENDA

- Will not be discussing lost item notices, as originally proposed

#### PUBLIC COMMENTS

- None

MINUTES: June 13, 2024

- **Motion to accept the minutes: Al Buyck, Second Vikki Collazo. Passes unanimously.**

#### APPOINTMENTS

- Jeremy Liss – PT Library Clerk for Local History
- **Motion to accept appointment: Charm Foster, Second Jeffri Boisvert. Passes unanimously.**

RESIGNATIONS - none

#### NEW BUSINESS

- Performance Review process
  - Worked on by staff, and staff feedback was compiled by Sherry
  - The current system is clunky, cumbersome, and contained in a 15-page document that is so old it cannot be converted easily to PDF 🤖
  - The current compromise is a spreadsheet of items taken from everyone's job description with a likert scale (needs improvement → exemplary)
  - Going forward:
    - Want to implement an ongoing assessment throughout the year, including during regular meetings between supervisee and supervisor. If staff are doing well or need improvement, this will be discussed/planned for/check in on during the year. This will help ensure there are no surprises come review time.
    - Prior to the annual performance review meeting, Supervisee will complete a self assessment
    - Supervisor will review their written assessment and the supervisee's self-assessment in meeting between the supervisor/supervisee, and both will sign off on the final assessment.
    - Supervisees will also be able to provide feedback on supervisor as part of supervisor's annual review.

- While this ongoing, double assessment will be for everyone, some departments want to keep a checklist with scale while others departments want more quantitative discussion/writing
          - Admin would like to give the departments the option to decide which system they like best.
        - **Motion to pilot the new Performance Review process: JoAnne Hanarahan, Second Jeffri Boisvert. Passes unanimously.**
- Bylaw review
  - Bylaws are held by the Nominating Committee, so they will review them first along with the Executive Committee, and then the appropriate sections will be sent to corresponding committees to review/propose rewrites/etc.
  - Policy committee will lead assigning policies for feedback, official rewrites, and formatting, etc.
- 8 Pine Street
  - This house is surrounded on three sides by the library, including the staff parking lot. The property has been vacant for two years. Prior to vacancy, it was student housing and was maintained. Now however, the property is abandoned, not maintained, and home to several squatters who are camping on the porch.
  - There is a fair amount of drug use and build up of trash, strong, bad odors, and most troubling, human excrement on the sidewalk. Staff must walk by/through this to get to their jobs from their cars. Facilities staff are unfortunately regularly having to remove human waste from the sidewalk.
  - Additionally, some patrons that have been banned from the library due to harassment and/or violence toward staff/patrons are now going to hang out on the porch and harass library staff as they walk to work.
  - This is presenting a health and safety issue for staff, as well as people camping out at the home.
  - City of Binghamton is issuing code violations, which owners minimally address, but owners are not paying county taxes and mostly ignoring communications from the county and city.
  - Suggestion to mount a really bright spotlight and cameras on the library, pointed at the property. There are lots of vacant properties/squats around. This one is literally in the middle of the library property, so the goal is just to make the squat less attractive to stay at.
  - Possible permanent resolutions:
    - Private buyer purchases it and fixes it up
    - City acquires it
    - Both of the above solutions will take a long time given the unresponsive homeowners.
  - Will this come back and make the library look anti-homeless?
    - The concern is not that people are sleeping there. It's the excrement on the sidewalk, the smell, and the harassment of employees. The library works with many homeless patrons everyday and has made concerted efforts to train staff to connect people to services, started the Peer Mentoring program, etc.
- Prospective Trustees
  - Emily Pape and Kelly Sullivan, both of Vestal - both found us through the work of the marketing committee (Success!)
  - Emily Pape
    - From Iowa, by way of Michigan. Been in Vestal for 17 years.
    - Health economist, United Healthcare
    - History in nonprofits (Care Compass)

- Works in the Medicaid space
  - Interested in joining board because her Mom is a retired librarian, and she has school-age children
- Kelly Sullivan
  - Renewable Discipline Leader - engineering and project management
  - Works in local land development projects
  - ASCE – Ithaca Section Younger Member Group President, 2012-2020 - found a love of mentorship there
  - Tier Energy Network - helping get local clean energy sector up and running
  - Wants to help strengthen community, set positive example of giving back/being active citizen for her children
- Q&A
  - Term length
  - Committees - how many, when they meet, etc.
  - Rebecca weighs in that we are a well-functioning and likable board! 🌸🏆 Thanks Rebecca!

## OLD BUSINESS

- 2025 Budget proposal
  - A new system/format is in place, so everyone is still learning this
  - There is also a narrative letter that goes with the spreadsheet, which was not reviewed during this meeting
  - Starts with Revenue at top. “2025 Budget” is the request column.
    - Line 562 - TRANSFER FROM GENERAL FUND is our request from the county. We are submitting a request of \$1,783,293 - up 18% from last year. There will be a meeting with the county in a few weeks to review the budget and the increased request.
    - Line 189 - OTHER LOCAL GOVERNMENTS is from the City of Binghamton, our other major source of funding.
    - Line 808 - OTHER STATE AID is from NYS. This is a prediction.
  - Salary and Benefits
    - Fairly significant raise for everyone across the board - proposed by the union, coming from the county to make county wages more competitive across all departments. Includes both a \$0.50 per hour for everyone, plus a 3% COLA raise.
    - New positions drive a lot of the 18% increase. These include:
      - FT Senior Account Clerk
      - FT Library Assistant - Programs and Outreach Coordinator (Bachelor's Degree)
      - PT Librarian 1 (Reference and Youth Services)
      - Promotion for current Youth Services Librarian 2 to Librarian 3, recognizing years of service and leveling position up to level of Info Services.
  - Contractual Expenditures
    - Tried to put 3% increase in most areas to meet inflation
    - More funding to digital resources - services like ebooks, NYTimes, Newspapers.com, etc.
    - Everything in these lines requires contracts or bidding
  - Chargebacks
    - Money in our budget that is going to other county departments, for example Security or IT.
    - These are set by the county
  - Debt



- Emergency hours will be in place for likely another month or two more.
    - We are hiring a new clerk soon and will be beginning interviews for a Librarian 1.
    - We also have a temporary PT librarian (30 hours/week), and she's been a big help.
    - Josias and Sherry have been helping cover reference desk phones, everyone is doing more than their job description right now. We are trying to move quickly to not burn out staff.
    - Need to more widely post the Librarian 3 job to increase the applicant pool.
  - Misinformation has been spreading about how the library handles homelessness and bans
    - Info is being spread in part by banned patrons
    - We are very careful not to abuse our code of conduct ban policy. People get banned for violent behavior, stalking, multiple instances of verbal harassment of staff and patrons, etc. Patrons are banned for violations of our Code of Conduct, they are *never* banned for their housed/unhoused status.
    - It's upsetting to see the library brought up repeatedly as an example of why the unhoused rights legislation is needed, considering how much work we do to make the library a space for all members of the community, including the unhoused population.
      - It is noted that the library may be coming up as an example during this City Council debate in part because of our uniqueness as an institution - there is no other place to hang out and get resources without having to buy something, other than the parks (sort of. They don't have the indoor space/computers/internet/etc that the library does).
  - Facilities
    - Air handlers are here and ready to go in! Looks like it will happen during the week of Indigenous People's Day. Library will have to be closed to the public. Will be an opportunity to do offsite training with staff.
- Staff Reports
  - Reports are stripped down because everyone is super busy due to the staff shortages
  - Drop in programs (expected) due to reduced staff/hours
- Committee Reports
  - Strategic Plan Committee
    - Laura Haynes met with all departments for feedback, some goals have been moved to 2025 due to staffing
    - Garden grant is in place
    - Youth Services updates are going out to Educators
    - Seed Library is in place
    - Report will come out in November
  - Finance Committee
    - Reviewed the budget, as you saw
  - Nominating Committee
    - Been working with Emily Pape and Kelly Sullivan
  - Personnel Committee
    - Taking notes on the new performance review plan
  - Marketing Committee
    - Thank you for your work to get the new trustee candidates!
    - No current action items

- Going to work with Laura to identify action items in a couple months
- DEI Committee
  - Meeting next Tuesday
- Policy Committee
  - Spoke about current activities/plan above.

**Motion to move into Executive Session at 7:09pm: Charm Foster, Second Jeffri Boisvert. Passes unanimously.**

**Motion to exit Executive Session at 7:22pm: Sarah Glose. Second Al Buyck. Passes unanimously.**

**7:23pm pm Motion to Adjourn: Sarah Glose, Second Jillian Sandy. Passes unanimously.**

#### ATTACHMENTS

- June minutes
- 2025 Budget Proposal
- Policies
- Performance Review
- Code of Conduct
- Bylaws
- Lost items notice
- Resumes - Kelly Sullivan, Emily Pape, Jeremy Liss (Trustees only)



State of New York  
County of Broome Government Offices

Office of the Broome County Executive  
Jason T. Garnar, County Executive

July 22, 2024

Addiction Center of Broome County  
30 West State St.  
Binghamton, NY 13901

RECEIVED

JUL 29 2024

BROOME COUNTY  
ATTORNEY'S OFFICE

Re: Health Dept. - CA 10-1181

Dear Contractor:

By Permanent Resolution No. 222, duly adopted on 6/20/24, the Broome County Legislature has authorized the undersigned to forward to you this letter agreement. Broome County accepts your proposal, a copy of which is annexed hereto and incorporated herein as Exhibit "A", for professional services, but only on the following terms and conditions.

Addiction Center of Broome County (hereinafter "Contractor") agrees to provide harm reduction/stigma reduction services for the term 6/24/24-8/31/25, in accordance with the Contractor's proposal (Exhibit "A"), the specifications attached here to and incorporated herein as Exhibit "B" and any plans and directions submitted to the Contractor by the County's Dept. of Health.

It is further understood that the Contractor will commence this work and will have all work required hereunder completed in a timely fashion and in compliance with any such time schedule as may be set by agreement of the Contractor and the County's Department of Health.

The County reserves the right to terminate this agreement at any time upon thirty (30) days written notice to the other party.

It is mutually understood and agreed that Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of the contract or the right, title, or interest therein, or his power to execute such contract, to any other person, company, or corporation without the express, previous, written consent of Broome County.

The Contractor agrees that in carrying out its activities under the terms of the Agreement that it shall not discriminate against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, sex, national origin, familial status, domestic violence victim status or military status and that at all times it will abide

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by the applicable provisions of the Human Rights Law of the State of New York as set forth in Section 290-301 of the Executive Law of the State of New York.

For the full and satisfactory performance of the work and services hereunder, the County shall pay the Contractor, subject to audit by the Comptroller of Broome County, an amount not to exceed Eighty Five Thousand Five Hundred Dollars (\$85,500.00).

It is understood and agreed by the parties that this Agreement shall be deemed executory only to the extent of money made available to the County through budgetary appropriations, and subject to budgetary limitations to carry out the purposes of this Agreement.

In consideration of this agreement, the Contractor agrees to indemnify, defend and hold harmless the County of Broome from and against any and all claims, suits, damages, costs, lawsuits, and expenses in any manner resulting from, arising out of or connected with the said work done or goods furnished by said Contractor.

Additionally, Contractor shall provide the County with a certificate of insurance evidencing coverages outlined in the specifications, attached hereto and incorporated herein as Exhibit "C". All insurance coverages shall be maintained in full force and effect during the entire term of this agreement.

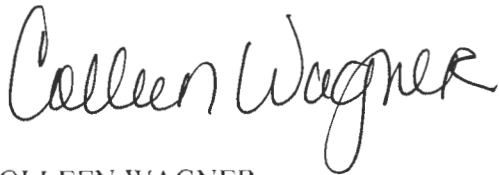
The Contractor agrees to comply with the HIPAA provisions attached hereto and incorporated herein as Exhibit "D".

If you are in agreement with the terms of this letter, please execute where indicated, in the lower left-hand corner of the letter, and **return the original to the Broome County Law Department, Edwin L. Crawford County Office Building, PO Box 1766, Binghamton, New York, 13902.** An extra copy is enclosed herewith for your records.

Enc.

Very truly yours,

ACCEPTED:  
ADDICTION CENTER OF BROOME  
COUNTY



COLLEEN WAGNER  
Deputy County Executive

By 

Title Executive Director

Date 07-23-24



**Exhibit A**  
**Addiction Center of Broome County**  
OD2A: LOCAL Harm Reduction/Stigma Reduction Projects

Contract for Professional Services with:  
Addiction Center of Broome County  
ATTN: Carmela Pirich  
30 West State Street  
Binghamton, NY, 13901

**DURATION OF CONTRACT:** June 24, 2024, through August 31, 2025

**RE:** OD2A: LOCAL Request for Proposals for Harm Reduction/Stigma Reduction Projects

**CONTRACT SERVICES:**

- ❖ Addiction Center of Broome County (ACBC) will retain a Harm Reduction Peer Navigator to conduct outreach to Persons Who Use Drugs (PWUD) in Broome County. This peer will provide PWUD with connections to harm reduction services.

**CONTRACT DELIVERABLES:**

- ❖ By August 31, 2025, ACBC will collect and share data at least monthly with BCHD on:
  - a. Number of referrals
  - b. Referral source
  - c. Type of referrals
  - d. Number of hours spent linking PWUD to harm reduction services
  - e. Number of Naloxone doses distributed by peer navigator
  - f. Zip codes of naloxone distribution
  - g. Setting of naloxone distribution (community, public safety, healthcare)
  - h. Number of drug checking technologies distributed
  - i. Zip codes of where drug checking technologies were distributed
  - j. Setting of where drug checking technologies were distributed (community, public safety, healthcare)
  - k. Number of health equity activities
  - l. Type of health equity activities
  - m. Qualitative and anecdotal data
- ❖ By August 31, 2025, ACBC will have retained a peer navigator to provide connections to harm reduction services care with PWUD in Broome County.

**CONTRACT COST:**

- ❖ Not to exceed a total amount of \$85,500, which will be used for the above contract period, based upon successful completion of contracted services, achievement of contract deliverables, and adhering to contract conditions.

**CONTRACT CONDITIONS:**

- ❖ Contracted staff must attend the Broome Overdose Action Collaborative (BOAC) meetings and a BOAC subgroup.
- ❖ Contracted staff, must conduct outreach to all vulnerable populations including but not limited to, urban, rural, communities of color, marginalized communities, or persons involved in the justice system.
- ❖ Contracted staff must work with BCHD Overdose Prevention Program (OPP) staff to conduct education in public safety, community, and healthcare settings when applicable.
- ❖ Contractor must work with OPP staff to submit data at least monthly and work with OPP staff to identify any additional data needs.
- ❖ Contractor must assist OPP staff with designing and implementing program evaluation components required by the OD2A: LOCAL grant.
- ❖ Contractor must get written approval via email of any purchases made to implement program initiatives, prior to purchasing, by the OPP staff.

- ❖ Contractor must meet with the OPP staff at minimum monthly, virtually or in-person, to update progress on grant deliverables.
- ❖ Contractor must submit vouchers bi-monthly, should an issue with this arise, the contractor must discuss and make prior arrangements with OPP staff.
- ❖ Contractor must report monthly on the contract deliverables and other reporting requirements determined by the Center for Disease Control (CDC). The OPP staff will work with the contractor on reporting requirements for the project period.
- ❖ Contractor must acknowledge and include a funding statement in media, social media or any publications.
- ❖ Contractors must present annually to BOAC with project progress, successes and barriers.
- ❖ Contractor must submit at least annually a success story that demonstrates or highlights the work being accomplished by this funding.
- ❖ Contractor must submit abstracts or presentation proposals on an ongoing basis for dissemination purposes at local, regional, state and national levels. Contractor must be willing to present in conjunction with OPP staff if selected.
- ❖ Contractor must announce funding and partnership via press release, social media or other publications.
- ❖ Contractor must provide a final report 30 days after the completion of the contract period.

Intro No. 22  
Date 6/20/24  
Reviewed by CD  
Co. Attorney CD  
Date 5/29/24

**RESOLUTION**  
**BROOME COUNTY LEGISLATURE**  
BINGHAMTON, NEW YORK

Permanent No. 2024-222  
Date Adopted 6/20/2024  
Effective Date 6/24/24

**Sponsored by:** Health & Human Services and Finance Committees

**Seconded by:** Hon. Matthew J. Pasquale

**RESOLUTION AUTHORIZING AN AGREEMENT WITH VARIOUS VENDORS FOR SERVICES RELATED TO THE DEPARTMENT OF HEALTH'S OVERDOSE DATA TO ACTION (OD2A) LOCAL GRANT FOR 2024-2025**

WHEREAS, the Director of Public Health requests authorization for agreements with various vendors for services related to the Department of Health's Overdose Data to Action (OD2A) Local Grant at a cost not to exceed \$430,500, for the period June 24, 2024 through August 31, 2025, and

WHEREAS, said services are necessary to address harm reduction and stigma reduction initiatives, now, therefore, be it

RESOLVED, that this County Legislature hereby authorizes an agreement with various vendors, attached as Exhibit "A" for services related to the Department of Health's Overdose Data to Action (OD2A) Local Grant for the period June 24, 2024 through August 31, 2025, and be it

FURTHER RESOLVED, that in consideration of said services, the County shall pay the Contractors the amounts listed on Exhibit "A". total amount not to exceed \$430,500 for the term of the agreements, and be it

FURTHER RESOLVED, that the payments hereinabove authorized shall be made from budget line 25010004.6004146.1011.2510716 (Subcontracted Program Expense), and be it

FURTHER RESOLVED, that the County Executive or his duly authorized representative is hereby empowered to execute any such agreements, documents, or papers, approved as to form by the Department of Law, as may be necessary to implement the intent and purpose of this Resolution.

COUNTY OF BROOME ) ss.  
STATE OF NEW YORK )

I, the undersigned, Deputy Clerk of the Legislature of the County of Broome, DO HEREBY CERTIFY that the above is an original resolution of such Legislature duly adopted on the 20<sup>th</sup> day of June, 2024, by a majority of the members elected to the Legislature of said County at a regular meeting of said Legislature.

I FURTHER CERTIFY that at the time said resolution was adopted said Legislature was comprised of fifteen members.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of said Legislature this 21<sup>st</sup> day of June, 2024.

Date sent to County Executive: June 21, 2024

Approved [Signature]  
County Executive

[Signature]  
Deputy Clerk, County Legislature  
County of Broome

Date [Signature], 20[Signature]

# Addressing Mental Health and Homelessness at the Broome County Public Library

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*Fall 2021 Grant Cycle*

## ***Friends of the Broome County Public Library***

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Mrs. Kathy Groover  
185 Court St  
Binghamton  
Binghamton, NY 13901

O: 607-778-6407

## ***Mr. Josias Bartram***

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Broome County Public Library  
185 Court St  
Binghamton, NY 13901-3503

josias.bartram@broomecounty.us  
O: 607-778-6407

# FollowUp Form

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## ***BACKGROUND***

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### **Project Name**

Addressing Mental Health and Homelessness at the Broome County Public Library

### **Amount Awarded**

\$75,000.00

### **Grant Period**

January 2022 - December 2023

## ***RESULTS***

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**Satisfactory completion of this report is a condition to receiving any future grants from the Conrad and Virginia Klee Foundation.**

### **Purpose and Goal(s) of Program/Project**

Our purpose is to address the interrelated goals of improved services for all patrons of the Broome County Public Library and the capacity of Library staff to better meet the needs of all patrons. We propose a two-year program of introducing counseling services in support of patrons who are homeless and/or experiencing mental health issues. Year One will be a pilot year of modest yet ambitious efforts, leading, through experience, to Year Two, at which time more substantial and tested long-range interventions can occur. Paralleling this work will be a program of staff in-service designed to promote understanding and supportive responses to patrons with these special needs. We further propose a session with the Library Board of Trustees in order to familiarize them with this fresh initiative.

The overarching goal is one of a supportive Library environment that:

- Responds to the evolving needs of patrons
- Gives staff the tools for addressing these needs
- Provides patrons and staff alike with a sense of safety, comfort and acceptance

The goal's achievement relies on a developing partnership among Library staff and service providers associated with Catholic Charities, the Mental Health Association of the Southern Tier, and the Coalition for the Homeless. Such partnerships began two years ago when the Library partnered with two local agencies in effecting a number of improvements in the Library facilities to the benefit of patrons with limited vision and mobility issues.

## Short-Term Objectives

By December 31, 2022, establish partnerships with area agencies for professional support in responding to the counseling needs of up to 30 patrons.

By December 31, 2022, initiate a pilot program of direct assistance to patrons who exhibit needs related to homelessness and/or mental health, working with up to 30 such individuals.

By December 31, 2022, introduce BCPL staff to appropriate supportive practices in relating to patrons with special needs.

By December 31, 2022, inform BCPL Board of Trustees of the program of support and engage them in understanding its value to both the Library itself and to the community.

By December 31, 2023, carry out a full assessment of Year One and institutionalize those practices proven to be of greatest value in meeting the needs of identified patrons.

## Attainment of Goals\*

Discuss how your program or project met (or was unable to meet) each of its goals and objectives.

I am proud to say that we have successfully achieved each of the goals that we outlined for this pilot phase of the program:

Respond to the evolving needs of patrons - We met this goal by creating a welcoming and safe space for our homeless patrons to congregate where services are available but are secondary to a genuine sense of community.

Give staff the tools for addressing these needs - We found that Peer Support Specialists fit very well into the culture of Libraries but are much better able to address the needs of our struggling patrons because they are drawing on their own lived experience. This was a successful model that can be expanded at the Broome County Public Library and replicated at other public libraries that serve similar communities.

Provide patrons and staff alike with a sense of safety, comfort, and acceptance - We've collected extensive qualitative data through interviews with Library patrons and staff that clearly supports are success with this goal.

The original five objectives cited in our proposal to the Klee Foundation have furnished the core guidelines for activity and achievement within this project. The objectives derived from a candid assessment of changing library patronage and community need. Public libraries represent one of the very few remaining community resources that are free, open to all, and which provide reliable shelter. Our partner in this initiative is Catholic Charities of Broome County, and the peer counselors are their employees. In the two and a half years the project has been operational, Broome County Public Library (BCPL) has established a fully staffed peer counseling/support resource, a drop-in center with amenities (including free coffee), and, to significant degree, a redefinition of BCPL services on behalf of patrons contending with homelessness, poverty, and mental distress.

Communicating progress and principal achievements is a central feature of the project. In 2022 we held a press conference to create broad public awareness of the program. BCPL staff have been engaged regularly in interactions with the peer counselors and have participated in a full day in-service program with a consultant who focused on improved understanding of the issues and realities faced daily by those patrons who seek counseling services. The project has been featured in BCPL's 2022 Annual Report, with a 2-page overview of progress. BCPL Director Josias Bartram convenes designated staff members, the peer counselors and staff from Catholic Charities on a monthly basis to ensure a clear and consistent flow of information. Lastly, BCPL has been invited to present at the Fall 2023 annual statewide conference of the New York Library Association in Saratoga Springs; this is very likely to lead to requests from other libraries to visit BCPL to observe the program in operation.

Solid results have been attained with all five original objectives.

## Outcome Measurement\*

Provide a summary of your evaluation activities and/or results.

A core ethos of this program is that we don't require personally identifying information from participants other than when it's necessary to connect them to services. Even when it is necessary, we don't collect or use this data. This is unusual in the context of peer support programs which most often exist in a public health or social services context, but it's important to building a sense of trust with patrons and is a part of the program that's rooted in library professional values. However, it does affect how we measure impact. Without personally identifying information, we are unable to track repeat visits other than anecdotally. Instead, our quantitative assessment tracks the total number of visits per day as well as the number of referrals. We've also collected a significant amount of qualitative/anecdotal data from patrons, peers and library staff through monthly interviews. By all of these measures, this is an extremely impactful program and this pilot phase has been an unqualified success. From April 2022 to June 2024, we had 10,970 patron visits, an average of 406 visits per month. There were 899 referrals over the same period, an average of 33 per month. Both of these metrics increased steadily throughout the duration of the pilot. The qualitative/anecdotal data will be instrumental in applying for the next round of funding and can be provided upon request.

## Unanticipated Outcomes

If applicable, please describe any additional outcomes not directly associated with the program/project's objectives (e.g. partnerships formed, additional funding support gained).

Additional support was provided by the Friends of the Broome County Public Library (\$15,000) and by trustees from the Klee Foundation (\$15,000).

## Lessons Learned\*

Comment on the lessons your organization learned through this grant. Think about:

- *What strategies/activities worked and what did not work?*
- *What would you do differently next time?*
- *What links have you made or would like to make between this project and other community needs or efforts?*

This is a question that I have given some thought as I plan for the next phase of the program. I didn't fully anticipate the extent to which the safe and welcoming space that our Peers have built would lead to a sense of community first and services second. This is a major strength that we plan to lean into. It's also clear that there is a huge unmet demand for these services in downtown Binghamton. We would like to expand the program both in terms of the hours that it's open and the referrals/services that are available. This is going to mean building deeper collaborations with a number of the partners that we've started working with, particularly DSS, the YWCA, ACBC, and the Health Department. On a less positive note, we didn't fully anticipate the unsustainable risks/stress of having one Peer working alone in the program space, which is somewhat isolated from the rest of the Library. We quickly discovered that it was necessary to overlap two Peers at all times, and this will certainly continue to be key going forward.

## Sustainability\*

How have you sustained, or will you sustain, the momentum and benefits of this program/project?

As the data above indicates, this has been an extremely successful program, and it has exceeded the original goals and objectives. The program is ongoing, sustained by generous support from the Friends of the Broome County Public Library and by several additional contributions made by Klee Foundation Board Members from their discretionary funds. This funding will sustain current operations at least through the end of November 2024. Our intention is to propose a slightly expanded program that draws on the experiences of the past 2.5 years and to seek funding for two more years of operations, including from the Klee Foundation. Our ultimate

goal remains integrating this program into the Library's regular operations and adding a Social Worker position to ensure a sustained impact.

## Impact\*

In your opinion, what was the most significant accomplishment or finding of your program/project?

Beyond the data that we collected, the most significant impact of this initiative has been as a practical demonstration of the synergy between peer support and libraries. Peer support provides libraries with a practical and effective approach to addressing the homelessness crisis that values lived experience and libraries provide peer support with a trusted institutional partner who values privacy, personal dignity and building relationships before offerings services. We are offering a model that can be easily replicated in other communities facing similar issues. With this goal in mind, we've presented our initial results at the New York Library Association Conference and the Binghamton Noon Rotary Club. Both of these presentations featured the entire project team, particularly the Peer Support Specialists, and were very well received. Additionally, I (Josias) will be giving a keynote address and leading a workshop session at the Libraries for Health Conference in Texas in November.

## Service Number

If applicable, please report the total number of individuals directly impacted by this program/project.

From April 2022 to June 2024, we had 10,970 patron visits, an average of 406 visits per month. There were 899 referrals over the same period, an average of 33 per month. Both of these metrics increased steadily throughout the duration of the pilot.

## Total Project Budget

\$90,000.00

## Did You Spend the Entire Grant?\*

As of today, has your organization spent the entire grant?

*If the answer is "Yes" please skip the next two questions.*

Yes

## Unspent Balance, If Any:

### Remaining Funds

If the entire grant has not been spent, please explain your plans and proposed timeframe for spending the balance.

*Your request may or may not be approved at the discretion of the Klee Foundation.*

## Financial Summary\*

Please attach a final income and expense statement for the program/project. If you received a general operating grant, provide this information for the fiscal year in which the grant was received.

Klee budget.pdf



## Project Budget Variance

If your project budget (or in the case of general operating grantees, your organizational budget) for the specified grant period varied significantly (more than 10%) from the original program/organizational budget, please explain variance, and any program/organizational changes that were made in response to the variance.

## Signature\*

Enter your full name, job title, and the date of Grant Report submission. (e.g., Anne Smith, Executive Director, December 15, 2021).

Josias Bartram, Library Director, 8/2/2024

By entering your signature information above and clicking "I Agree" below, you certify that the Foundation grant funds received were used solely for the purpose specified in your organization's grant application.\*

I Agree

# File Attachment Summary

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## *Applicant File Uploads*

- Klee budget.pdf

**Revenues      Expenses      Actuals - 7/31/23**

**Jan. 1 2022 - Dec. 31 2022**

Request from the Klee Foundation	75,000			
BCPL contribution - staff time	5,000	5,000	5,000.00	100%
BCPL contribution - operating budget	2,500			
Salary - peer counselors (39 hours/week @ \$15.50 per hour)		31,434	25,030.79	80%
Laptop and peripherals		800	911.48	114%
Supplies		316	958.16	303%
Training - BCPL and Four County Library System staff		4,000	2300	58%
Informaiton session - Friends and BCPL Boards		200	200	100%
Administrative costs		3,750	3,750	100%

**Jan. 1 2023 - Dec. 31 2023**

BCPL contribution - staff time	5,000	5,000	5,000	100%
BCPL contribution - operating budget	2,500			
Training - BCPL and Four County Library System staff		4,000	667.52	17%
Salary - peer counselors (39 hours/week @ \$15.50 per hour)		31,434	35,059.97	112%
Supplies		316	0	0%
Administrative costs		3,750	3,750	100%

**Jan. 1 2024 - March 15 2024**

Salary - peer counselors (39 hours/week @ \$15.50 per hour)			7,372.08	
<b>Total</b>	<b>90,000</b>	<b>90,000</b>	<b>90,000</b>	<b>100%</b>

Month	Days open	Total patrons	Referrals	security incidents	Types of support provided	Relevant examples/stories	Trends observed
March 2022	3	0	2	0	Referral for housing and DSS paperwork for food assistance.	When I mentioned to the first patron who came in that we helped with homelessness. He said he was homeless and how could I help him...Showing the need in the community right off the bat.	People asked for food because it was visible. People asking what we're about.
April 2022	26	66	33	0	Domestic violence number referral and educated about our services. Referral for STAP and hygiene products, use of phone, food, clothing, HEAP, SNAP benefits referrals, referral for grief support, ACE, senior facilities, 211 referral, YMCA B.C. Transit and actively listened to patrons along with a referral to Steppingstone.	April was the month we started getting some regulars.	There were a lot of referrals this month and gave hygiene products as well as food.
May 2022	26	132	17	1	Set up phone, directions to Lourdes walk-in, ACE referral, hygiene products, food and clothing, peer support, DSS paperwork, COVID test, explained program, referral to Legal AID and RISE NY and calling thrift store for a belt.	We had our first incident which needed security. Two of the regular patrons raised their voices at each other. One slammed his fist on the table and said, "Are you calling me a liar?!" We called security because we thought they might start fighting. The situation de-escalated by itself.	Hygiene, food and shirts were in demand
June 2022	23	318	14	3	Educated about services, STIC, referred to Social Security, Salvation Army for a woman, referred to DSS, HEAP, Samaritan House for furniture, public housing and directions	Patron said, "thanks for being here and helping; I call it the day program for me" she said, "and I tell as many people as I can about it."	In June had more incidents and developed closer repour with security. More people asking for help and then turning down the help provided for them.
July 2022	19	268	31	0	Homeless Coalition/YWCA with Efraim helping, finding community meals, Brandan referred to BHA and First ward, DSS referral and SNAP, food and shirts plus hygiene products from our cabinets, referral for mental health services, phone referral, warmline referral to CPEP, NA meetings and shower	A regular asked to play monopoly. It was one our regulars and a positive interaction. We've had with her without offering services. She still asked for food. One patron said it was nice to have a phone charger for convenience.	Patrons were becoming more comfortable asking for help when asked and educating them about our services
August 2022	23	367	37	0	-bus pass (2) -clothing -EBT activation -sheriff ID -DSS -Housing -Stepping Stone (2) -Educated about services -referral to bike shop -community meals -Credit union -metro phone (3) -deleted apps -called customer service -referred to Efram -apartment website -safelink and legal aid referred -gave food -shelter calls -shower calls -gave shirts -referred to senior help line -GED help	A patron said "it is good we are here and I will spread the word." A Patron called and gave us an update that he was doing well. A patron mentioned they like that we are here any time they need us, and anything they need they will come here. A Patron of the library named Kathy called catholic charities on 8/19/22 and spoke with GInger Dascano commending the peer program and complimenting Iris and Josh for their work at peer support. Kathy was grateful for the assistance recieved.	helping at least one patron a day except for 4 days in August.

September 2022	16	375	40	0	<p>bus route help, bus pass, signed someone up for the composting class, reentry phone, shower call, called ACBC twice, Clothing phone and food referral, gave hats, gave first aid kits to 2 people, meal referrals, gave MHASt address, Food resources, found EBT accepted location for a drink, hygiene packs to 3 people, deoderant to 4 people, called catholic charities twice, handed out masks, called 211 to ask about blankets, called ACBC twice, called samaritan house, called to get philharmonic tickets, email for document to new landlord, called cell phone company, let someone use phone. called healing house, called DSS, hotline for domestic and sexual abuse, offered peer support, called 211 for resources, SSI card and benefits, Saboxone in Ithaca, Apartment search, called VA for patron, workforce at the mall address.</p>	<p>a woman came in to update us as to her situation. She is starting school and has custody of her granddaughter.</p> <p>"You made a huge difference in my day" -Patron</p>	<p>more people are coming in for services and in general. more people with coffee and tea.</p>
October 2022	16	317	27	0	<p>clothes, called about blankets, filled out paperwork for court, outreach peer support, called workforce and provided address, called looking for social security checks, gave out phone number to Samaritan house, called social security and looked for a phone, helped fill out unemployment application, helped with temporary assistance, library card, helped with DSS and referred to GED program, referred to ACE, peer support for DSS, helped find an apartment, gave mac and cheese, gave out free meal information, helped with thanksgiving baskets, helped homeless find housing, clothing resources, helped with job search and create resume, referral to DSS, called for appointment, called for peer advocate, DSS referral to Efraim for hygiene and other help, helped apply for disability, unemployment and a sooner doctor appointment, referral to al-anon, called for service for phone, gave list for food, and pantry list, gave 211 # for shelter, gave Efraim's number and the number for STAP, helped with unemployment and referred her to workforce.</p>	<p>"I tell everyone about you and its great to have help."</p> <p>Richard found and is living in an apartment near the library.</p> <p>"you guys have been so good to me."</p> <p>helped woman get hired by Boces.</p>	<p>People are coming in with prior knowledge of our services.</p>
November 2022	12	274	38	0	<p>Phone calls:</p> <ul style="list-style-type: none"> <li>☑ Catholic Charities</li> <li>☑ Efraim for bus passes (2)</li> <li>☑ SSA for money Transfer (2)</li> <li>☑ M for dog shelter</li> <li>☑ Salvation army</li> <li>☑ Lawyers</li> <li>☑ IRS (Online also)</li> <li>☑ Landlord</li> <li>☑ Katie's closet</li> <li>☑ St. Cyril for clothing</li> <li>☑ Christ Episcopal for hours</li> </ul> <p>Helped patron order new phone sent Confirmation of email address patron got new phone looked up address for greater good grocery and housing provided peer support gave numbers for al-anon, Cpep, and catholic charities gave 2 pads to patrons service for jackets, free meds, and blankets clothing and food service Efraim referral for blankets gave number for park diner gave tickets to 6 people for the philharmonic</p>	<p>One patron came in three weeks in a row to have help with her free phone, we were finally able to get her a new one.</p>	<p>Coffee lasted 6 days Cameras were installed</p>

December 2022	13	297	60	4	<p>Phone calls.</p> <ul style="list-style-type: none"> <li>Greater Opportunities for housing</li> <li>Free phone</li> <li>SSI</li> <li>Potential employer</li> <li>Set up monthly phone payments</li> <li>Assurance wireless</li> <li>211 (2)</li> <li>Catholic charities (2)</li> <li>VOA-left messages</li> <li>Workforce</li> <li>Doctor</li> <li>Made appointment</li> <li>Salvation Army</li> <li>Office of the Aging</li> <li>Mental Health Services (2)</li> <li>NYSEG</li> <li>Greater Opportunities of Broome</li> <li>Alexander's to ask about a job</li> <li>DSS</li> <li>Bank</li> <li>Educated about library services</li> </ul> <p>Helped Patron:</p> <ul style="list-style-type: none"> <li>Get phone</li> <li>Fix USPS delivery address</li> <li>Save Efraim's number (6)</li> </ul>	<p>We received phone calls on how patrons were doing</p> <p>"Im going to keep coming in everyday"</p> <p>"When I dont know where to go you steer me in the right direction"</p> <p>"Appreciate your help" "we try" "you do more than try"</p> <p>"they help with all sorts of things"</p> <p>"I appreciate you"</p>	<p>Uptick of incidences</p> <p>Sugar and coffee last about 2 weeks</p> <p>Coffee is often gone at 11:30 am</p> <p>☐</p>
January 2023	14	452	38	2	<p>Supplies</p> <ul style="list-style-type: none"> <li>looked up air mattresses and pallets</li> <li>first aid pack</li> <li>handwarmers 18</li> <li>Toe warmers 7</li> <li>goodie bags 21</li> <li>Food bag 9</li> <li>hygiene products 3</li> <li>socks 5</li> <li>deodorant 2</li> <li>comb 3</li> <li>toothbrush</li> <li>toothpaste</li> <li>patron used phone to call catholic charities</li> <li>gloves 2</li> <li>scarf</li> <li>hat 2</li> <li>patron used phone to call parole officer, for a place being rented, DSS for SNAP and the bank</li> <li>let patron use phone to call the jail</li> <li>let patron call coordinated entry because they are staying at the Y</li> <li>razor</li> <li>shaving cream</li> <li>let patron use the phone to call Voices recovery center</li> <li>deleted apps off phone and tablet and downloaded facebook</li> <li>gave out copies of landlord form</li> <li>let patron use phone to call 211 to make tax appointment</li> </ul>	<p>"Every time I hang out with you I get a very vivid vibe."</p> <p>"I need coffee, I have a lot to do... thank God for this room."</p> <p>"Im so glad you guys are doing this... I remember when i came before it wasn't like this"</p> <p>A man stopped in to say thank you, he called DSS and got a place to stay and Food Stamps.</p>	<p>there is still an elevated number of significant events</p> <p>lots of people utilized the phone charger this month</p> <p>Higher volume of patrons and referrals.</p>

February 2023	15	408	26	1	<p>helped fill out DSS paperwork  Handwarmers 3  XL long johns  footwarmers 16  First aid Kit  Peer support  let patron use phone to get their belongings back  let patron use phone to call bank of America  patron called 211 for tax info  looked up the number to town and country apartments  called assurance wireless  called the bank  educated about Our House  Brown bag of food 3  helped call DSS for Temporary Assistance  Gave Hygiene products  Shaving cream 3  Razor 6  socks 2  deodorant  helped set up tablet  gave coloring sheets  gave plastic spoon</p> <p>referrals:  Support:</p>	<p>"I'm so glad you guys are here"  "It's nice to come back to Binghamton and see it getting better here"</p>	<p>Cups are missing, our C-cord was stolen, and there are more people drinking tea.</p>
March 2023	17	491	57	0	<p>Socks x 2  Gloves x 2  Food Bags x 2  Poncho  Footwarmers x 8  razors x 2  Helped with Tablet sim Card  Looked up Apartments online  Patron used phone to call lawyer  patron called voices recovery for services  patron called UHS  patron used phone  helped patron call case manager  helped with text now app  educated about DSS, rescue mission, and Greater Binghamton Health Center  Patron called social services  looked up Coleman burner stove for patron to see what kind of fuel it takes  patron called IRS  Patron used phone to call and get home (just got out of prison)  Patron called for work  called Samaritan house and St. Cyrils  patron used computer to apply for a job  gave advice on career and housing sources  patron called to set up tax appointment  patron called to order new bank card</p>	<p>someone came in for information on free clothing for professionals, she said her grandmother told her about us and to come in</p> <p>"just having a peaceful place to come and be quiet is great."</p>	<p>coffee cups have been going missing  no incidents this month  more activity in the room</p>

April 2023	15	453	39	1	<p>support:  used phone x 6  used phone to call friend in c-pep  used phone to call people they were meeting  gave razor and 2 shaving creams  used phone to call T-Mobile  used phone to call mint mobile  gave peer support x 4  helped delete apps off phone x 2  checked to see if library address would be ok to use  gave band aid  called 211 for medical assistance  gave footwarmers x 2  gave big soap  gave deodorant  gave toothbrush and toothpaste  gave soap pack x 3  called CVS about prescription  called Tioga opportunities  called opportunities for Broome  printed out papers for Conor  made copies of an ID and insurance card  Gave folder  made copies of a letter  made copies for a patron x 4  gave socks x 3</p>	<p>A man brought in a phone that he had found at the bus station, another patron came in and said the phone was his!</p> <p>patron was especially grateful for the meal list</p> <p>"I've just come to tell you that things are looking up. I've got my Catholic Charities back and am getting a place soon."</p> <p>"They always steer me in the right direction."</p> <p>patron said he tells everyone to come here and we will help them</p> <p>"have a blessed day, you blessed mine."</p> <p>patron came back and said they were able to see the doctor and used the community meal list too.</p> <p>"I came here just to tell you I've been in my apartment 3 months now!"</p> <p>"This place has become part of my routine. not based on what I see but the energy in the room."</p>	<p>We've seen many new faces, and also a lot of returning patrons.</p>
May 2023	18	563	22	0	<p>Support:  Conor and Kathy talked with 4 patrons  Patrons used the phone 32 times  helped to apply to assurance wireless  gave soap 6 soap packs  gave peer support 4 times  gave meal list  gave foot warmers 4 times  made copies of greater opportunities paperwork  helped with peer specialist work  gave food bag  activated phone and set up gmail  set up facebook for patron  gave 6 pairs of socks  helped find voicemail on phone  educated about library  helped activate bank card  sent email about online banking not working  linked phone to tablet  made 4 copies for patrons  gave out 10 razors  gave out 12 shaving creams  gave out 3 deoderants  gave out 2 soaps  looked up address and phone number for the Broome County Office Building  logged patron out of one facebook and into another</p>	<p>"I got my place, greater opportunities, 3 weeks!"  "this is why I keep coming back, its the only place I find peace."  "Thank you for the free entertainment."  "just moved into my apartment yesterday."  "you're a lifesaver"  "Thank you Pat for helping me, because of my condition its hard for me to fill out paperwork and know what to do."  "this is a nice relaxed place to come and hang out, the Endicott library doesn't have a room like this, I will definitely be back."  "thank you for the hand and foot warmers, they saved my life."  "I miss you when you're not here and I enjoy the relaxed environment."</p>	<p>The doors are closed when we leave now. People would like them to be left open but there has been less incidents and less stealing since we've been locking them.</p>



June 2023	15	475	30	1	<p>Support:</p> <p>Helped patron figure out bus route  let 16 patrons use the phone  looked up hotel prices  helped figure out voicemail  tried to fix pictures-gave advice to print them at walmart  2 patrons used the phone to meet someone  gave 7 toothbrushes  gave 5 toothpastes  gave 8 soaps  gave 3 razors  gave 8 shaving creams  gave 2 deoderants  gave 3 toilet papers  gave 5 socks  gave first aid kit  gave tissues  made new email for patron  offered peer support  fixed speech option on phone  helped fix issues on phone  2 patrons called YWCA  called social security administration  called fidelus care  called wilson hospital  called UHS</p>	<p>"I just came to say thank you for the advice for my nephew, he is trying out the reentry program today."</p>	<p>we gave out a lot of personal products this month, and not as many patrons are using the phone</p>
July 2023	12	394	support 37	0	<p>Support:</p> <p>searched for patrons stolen phone  called patron who needs a cab to get to apartments  first aid kit -3  tissues -1  toilet paper -1  toothbrush -2  deodorant -1  razors -3  antibacterial wipes -1  socks -2  shaving cream -4  made copies for patrons -3  helped activate cellphone -2  helped activate facebook messenger and update facebook -2  patrons used phone themselves -10  gave patron a pad  helped fix a phone  helped download McDonalds and burger king apps  gave out Ziplock bags -4  let patron use markers to make poetry shirts  helped patron fill out paperwork -2  gave out coloring sheets -2  copies contacts from one phone to another  gave peer support -6</p>	<p>"Imagine if you weren't here..."  Patron got a job in Buffalo NY working with troubled youths and got an apartment.</p>	<p>Patrons are going through 2 pots of coffee most days.</p>

August 2023	18	493	63	2	<p>Support          Patrons using library phone for personal calls to family members, DSS, Salvation army, other sites in Catholic Charities, Broome county jail, looking for free diapers, Mother and Babies, call their bank, ACBC and unemployment.          Gave out coloring sheets and coloring materials.          played games-Chess, Uno, Battle Ship          Listened to patrons talk about friend in jail, problems in love life, not having all their pets, and poor housing areas.          gave away 3 paperclips</p> <p>Referrals          Helped patrons apply for unemployment.          helped patron call unemployment and found his case pending          looked up apartments on Canal St for patron.          gave out landlord list for patron          gave out number and address for free showers          helped patron set up account for academy of peer services          gave out Conor's number          called different churches and food pantry for diapers          helped patron find social security office and DSS          gave out address for MHA          called Coordinated Entry for patron          called HUD for patron          called housing authority for patron          gave directions to Leroy and Clinton          gave out meal list to patron</p>	<p>Patron came in to tell staff about how she found an apartment          "this room is the reason I'm alive"          Patron came in to tell staff about a job they got          "This program has saved my life so many times, I'm not going to let anyone disrespect it"          "I want you to know I really appreciate what you guys are doing here</p>	<p>more people have been asking for help lately. the room has been quite lively lately, more people are coloring and playing games. many people come in just for peer support.</p>
September 2023	10	345	37	1	<p>Offered Peer Support x 18          played a game x 8          patron used phone x 38          gave patron pen x 3          made copies for patron          set up Bluetooth speaker on patron's phone          Patron colored          let patron use glue and paintbrush to fix shoe          looked up stretches for a pinched nerve and printed them out for patron          made copies and helped fill out retirement paperwork          charged cell phone and IPAD          gave:          socks x 7          hygiene products          lipsticks x 4          eyeliner x 2          underwear          comb x 3          first aid kit          piece of paper          toothbrush          toothpaste          deodorant          poncho x 2          ChapStick          emergency blanket x 2</p>	<p>gave number for showers x 2          helped fill out assurance wireless application          told about stepping stone for dog food          assurance wireless phone for patron          helped fill out SNAP paperwork          gave list of landlords x 3          gave number for 211          gave number for catholic charities emergency resources          gave number for Binghamton housing authority          gave referral for clothing x 16          gave laundry info          referred to salvation army for footwear          helped to find coordinated entry number          helped apply to Walmart          gave number to DSS          gave meal list x 8          gave number to UPS          called to see if clothing place had pants          gave info on Medicaid          called Tioga opportunities x 2          gave number for greater opportunities          gave referral to stepping stone          gave number to ACBC          gave number for hope dispensary for free meds          gave number for rescue mission</p>	<p>relevant examples/stories:          "thank you for helping me with this SNAP paperwork. I couldn't've done it without you."          -patron told us she was at the top of the list for housing          -there are people who don't know they need you yet          -in recovery they say it to do one good thing for yourself a day. I sleep well, get up and clean myself and come here and its been really good for me.          -I had a patron say she enjoyed our space. it was quiet and she enjoyed being able to get coffee or tea and the people were nice.          -I love how you guys set this up, it looks good          -you guys are awesome, i see why this place is here          -I got a job at Boscov's and you were helpful in that</p> <p>Trends:          People have been asking for more hygiene products</p>

October 2023	17	640	3744	2	<p>rererrals:  1st pres. for clothing -2  gave directions to 187 Robinson Street, 1st pres. and 2 main street.  gave info for the Samaritan house.  looked up the number for cars R us on front street.  gave landlord list -2  referral to 211 for coordinated entry  gave patron number for Medicaid  gave referral to DSS  gave referral to open swim at the YMCA for men  called first 1st pres... showers are closed.  gave 3 numbers for reentry  referred to family enrichment network  food pantries  laundry of love  directions to 9 Leroy street  gave Efraim's number- 2  gave advice to get a referral for opportunities for Broome  gave number for HUD  meal list  number for family and children's to see a psychiatrist and social worker  referral for Medicaid  directions and phone number for social security administration  looked up number for popeyes for a job  ACBC ran out of bus passes, we gave her the number for St. Patrick's  gave address to stepping stone</p>	<p>"I'm free! I'm off of parole as of yesterday!"  got thanked over and over again for the clothes I donated.  "I'm off my medicine now! I feel like my soul is saved."  patron found a dishwashing job.  "Miss, I just want you to know you're appreciated. This coffee thing is a life saver sometimes, really."  one of our patrons was happy he got 2 checks for SSD he was due.  patron moving to Syracuse, got a place and a job through the VA.  patron had an interview with Weis on Penn Ave  "I think it's making a difference. As long as people are respectful, they have a place to go and brush their teeth."</p>	<p>the number of supports is over 100 now</p>
November 2023	10	421	A19	0	<p>Referrals:  care management- 3.  looked up the location of Telegraph Rd.  referrals to 4 churches for volunteer work  gave address to MHASt and new location.  showed map of Lester Ave JC for job interview  landlord list- 4  called 211 for coordinated entry.  called volunteers of America  gave number for social security.  mothers and babies phone number and address  gave peer program number.  gave referral to hope and tech recovery challenge.  directed to YMCA for childcare.  gave number to catholic charities main St. office.  gave number for Medicaid transportation.  phone call to DSS</p> <p>Supports:  tissues- 13  patron used phone- 13  gave patron spoon- 4  napkins- 10  socks- 11  handwarmers- 7  toothbrush- 5</p>	<p>a patron started receiving his SSD checks and got his EBT card  a patron got interviewed at Applebee's  "I'm doing much better, thank you for everything."  "I appreciate you guys and how you help everyone."  "I finally got a job!"  A patron received money from the VA to get a ticket to Florida  Patron got a room at the YMCA</p>	<p>we were only open 10 days and yet had almost as many people as we usually do in a 17-day month.</p>

December 2023	11	452total	30	0	<p>referrals:  landlord list- 3  meal list- 10  DSS instructions  YMCA  number for bargain barn.  number for "get there" for rides to work- 2  ACBC  NOEP coordinator number for SNAP  address to ACBC  number to DSS and Assurance wireless  number to catholic charities  number to DSS  referred to ACBC  number for care management  referral to Broome County Workforce Now- 2  helped with application for financial aid  printed out financial aid application packet- 2  number for new horizons</p> <p>support:  patron used phone- 20  charged phone- 14  charged battery pack  charged tablet- 3  charged vapes- 6</p>		
January 2024	11	374 (34)	21	0	<p>supports:  Readers- 4  Peer Support- 18  Used Phone- 32  Gloves- 8  Spoon/fork- 32  Matches- 2  Markers- 4  Paperclip  socks- 30  Handwarmers- 21  Toothbrush- 3  Toothpaste- 2  Helped make phone call for bank card  Scarf and Headband set- 3  Makeup- 5  Charged Phone- 17  Comb- 3  Chapstick- 2  Band aids- 3  Antibiotic Ointment- 1  Deodorant- 3  Made Copies  patron used stapler  typed a letter for Patron  Paper Bowls- 26</p>	<p>You are my anchor   thankyou for everything you do   patron got a place to live   patron got a mental health appointment from Pat  calling for them</p>	

February 2024	11	376 (34.19	0	<p>Charged vape- 9          charged phone- 18          charged IPOD          Patron used phone- 20          Markers- 9          Uno- 2          Razor- 8          Handwarmers- 7          Tissues          matches          shaving cream- 2          garbage bag- 2          floss          Peer support- 16          community meals and pantries          socks- 10          ChapStick- 7          lipstick- 2          eyeliner- 3          napkins- 4          cup- 2          spoon          gloves- 4          toothbrush- 2          toothpaste          comb- 2</p>	<p>Patron looking for an apartment got help from VA and HUD and got food from Binghamton Housing Authority</p> <p>Patron volunteering at soup kitchen and the kitchen staff has a place for them to live</p> <p>Patron has housing</p> <p>Patron found St. Cyril's thanks to our directions</p> <p>"I'm getting my unemployment finally"</p> <p>"look at this, ooooooh, heaven" -patron sitting by phone ready to call 4 numbers</p> <p>"I got through and got appointments made!"</p> <p>Our patron has a job not and a one room apartment where he is out of the elements and he will soon be working full time and be intitled to benefits</p>	
March 2024	14	554 (39.18	1	<p>Hygiene Items- 54          Charged vape- 6          charged phone- 22          patron used phone- 14          helped activate phone- 2          put SIM card in phone          Gave coloring sheets- 6          clothing-14          Handwarmers- 10          Puzzle- 2          Glasses- 3          Locked bike- 3          lipstick- 14          Sketch page and markers- 6          gave eraser          copy of food flier          applied to Qlink wireless for patron          toothpaste          emergency blanket          razor- 2          readers          band aid and antiseptic wipes- 2          comb          shampoo          helped set up wifi for patron on phone and tablet</p>	<p>Patron was excited to get a job with Mirabito</p> <p>Patron has interview with Amazon</p> <p>patron got a job at Tully's at SUNY</p>	we're going through creamer quite fast

April 2024	18	681 (av	59 (average 1	<p>SUPPORT:</p> <ul style="list-style-type: none"> <li>peer support (35)</li> <li>Clothing (20)</li> <li>handwarmers (8)</li> <li>hygiene (44)</li> <li>gel pens used (5)</li> <li>used phone (37)</li> <li>charged phone (25)</li> <li>charged vape (12)</li> <li>charged powerpack (10)</li> <li>made copies (5)</li> <li>poncho (2)</li> <li>bowl (6)</li> <li>knife (2)</li> <li>fork (3)</li> <li>spoon (3)</li> <li>helped make PB+J</li> <li>took phone off airplane mode</li> <li>printed page for patron</li> <li>printed affordable housing application</li> <li>pencil sharpener</li> <li>uno</li> <li>dominos</li> <li>tried to fix phone setting</li> <li>helped delete items off phone</li> <li>helped activate tablet</li> </ul>	<p>"you two are a godsend, you've been here for me, you listen to me, and you've been through the same struggles I have."</p> <p>"I want to give you a hug as you've done so much for me."</p> <p>"I've got a job and a room on Saturday and I just want to thank you guys, you've been so supportive and helpful"</p> <p>"I'm going to tell someone about how helpful you guys are and how the program needs to keep going and get more money! who do I tell?"</p> <p>"This is such a nice space, I'm from NYC and I'm not saying they don't have anything for people, but this is a small city with such a nice place for people to come and enjoy themselves."</p> <p>"I appreciate everything you do to help me"</p> <p>patron has appointment with NEOP in peer room because they couldn't make it to JC</p> <p>"I checked out that place, that Stepping Stone, it is</p>	
May 2024	14	508 (36.2	referrals 21 1	<p>peer support 44</p> <ul style="list-style-type: none"> <li>clothing 25</li> <li>food 4</li> <li>hygiene 98</li> <li>patron used phone 16</li> <li>charged phone 20</li> <li>charged vape 2</li> <li>coloring sheets 12</li> <li>markers 7</li> <li>pencils 4</li> <li>erasers 1</li> <li>filled out paperwork for payee of patron</li> <li>activated phone 2</li> <li>topped up phone 2</li> <li>Ziplock bag 2</li> <li>paper bag 1</li> <li>bowl/spoon/fork/knife 9</li> <li>locked bike 1</li> <li>called phone company for patron 2</li> <li>copy of IRS document</li> <li>checked BC council for open houses</li> <li>helped fill out business ID</li> <li>\$20 donation went to family with baby so they could get to Marathon NY</li> <li>helped read text on phone</li> <li>poncho 3</li> </ul>	<p>"you really helped me, thank you, you're helping people a lot, it's great!"</p> <p>patron found housing at opportunities for Broome</p>	

June 2023	14	476 (34)	35 (2.5 daily)	0	<p>peer support 31  applied for government phone 2  clothing 6  food 1  hygiene 51  charged phone 28  charged battery packs 2  charged vape 4  patron used phone 24  charged tablet 1  fork 6  spoon 8  bowl 1  instructed where to get library cards  matches 2  coloring sheets 4  markers 1  looked up local events for patron and emailed them to him  phone assistance/paperwork  locked bike 3  Ziplock bag 5  uno 2  envelopes 2  looked up how to get a new ID and SSI card</p>	<p>"Saved my life" referring to the coffee</p> <p>a patron will be moving to housing in 1 year- Pat had helped with the initial paperwork</p> <p>patron got replacement ID, Birth Certificate, and more from our advice- he's very happy!</p> <p>Patron said he likes coming here because it is quiet, and they like both Pat and Iris. they're enjoying the tea</p> <p>a gentle man heard about our program through the community, so he stopped in. gave him a card</p> <p>a patron was happy as she was able to get a twin mattress through wagon train warriors working out of the salvation army.</p>	<p>its slowed down because it is summer</p> <p>its slower in the beginning of the month then it is at the end (probably due to people receiving their money)</p>
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BROOME COUNTY GOVERNMENT  
REVENUE AND APPROPRIATION SUMMARY  
BY DEPARTMENT

FUND: 3150 - Library Operating  
FUNCTION: D00000008 - Culture and Community Services  
DEPARTMENT: D40000000 - County Library

Account	2023 Actuals	2024 Budget	2024 YTD Actuals 5/31/24	2025 Budget Working	2025 vs 2024 Budgeted Dollars	2025 vs 2024 Budgeted Percentage
D00000008 - Culture and Community Services						
<b>A0000001 - Tax Items</b>	<b>88</b>	<b>0</b>	<b>0</b>	<b>0</b>	0	0.00%
5000010 - SALES AND USE TAX	88	0	0	0	0	0.00%
<b>A0000002 - Departmental Income</b>	<b>876,285</b>	<b>941,073</b>	<b>221,883</b>	<b>970,689</b>	29,616	3.15%
5000100 - LIBRARY COPY FEES	10,922	12,000	5,000	13,000	1,000	8.33%
5000177 - RENTALS & FEES	7,200	8,500	3,000	7,200	(1,300)	-15.29%
5000189 - OTHER LOCAL GOVERNMENTS	804,328	846,573	211,643	879,589	33,016	3.90%
5000426 - MISCELLANEOUS	6,835	10,000	2,240	6,900	(3,100)	-31.00%
5000431 - MISCELLANEOUS	0	15,000	0	15,000	0	0.00%
5000312 - RENTAL CHARGEBACKS	47,000	49,000	0	49,000	0	0.00%
<b>A0000003 - Use of Money</b>	<b>44,522</b>	<b>17,500</b>	<b>26,318</b>	<b>20,000</b>	2,500	14.29%
5000451 - INTEREST AND EARNINGS	43,532	17,500	26,318	20,000	2,500	14.29%
5000470 - VENDING MACHINE	118	0	0	0	0	0.00%
5000471 - COMMISSIONS	872	0	0	0	0	0.00%



<b>A0000007 - Misc Interfund Revenues</b>	<b>1,546,617</b>	<b>1,502,929</b>	<b>1,502,936</b>	<b>1,797,487</b>	294,558	19.60%
5000530 - REFUNDS OF PRIOR YEARS EXPENDI	3,085	0	1,086	0	0	0.00%
5000531 - GIFTS AND DONATIONS	0	500	0	300	(200)	-40.00%
5000545 - CREDIT CARD REBATES	0	100	0	0	(100)	-100.00%
5000546 - Trust Account Inflows	1,676	500	0	200	(300)	-60.00%
5000562 - TRANSFER FROM GENERAL FUND	1,541,707	1,500,059	1,500,059	1,795,072	295,013	19.67%
5000569 - TRANSFER - DEBT SERVICE FUND	149	1,770	1,791	1,915	145	8.19%
<b>A0000008 - State Aid</b>	<b>86,650</b>	<b>98,690</b>	<b>8,300</b>	<b>98,690</b>	0	0.00%
5000808 - OTHER STATE AID	86,650	98,690	8,300	98,690	0	0.00%
<b>A0000009 - Federal Aid</b>	<b>370</b>	<b>237</b>	<b>0</b>	<b>85</b>	(152)	-64.14%
5000952 - ARRA DEBT REIMBURSEMENT	370	237	0	85	(152)	-64.14%
<b>Rev Total for Dep: D4000000</b>	<b>2,554,532</b>	<b>2,560,429</b>	<b>1,759,438</b>	<b>2,886,951</b>	326,522	12.75%
<b>A0000010 - Personnel Service</b>	<b>937,344</b>	<b>1,090,580</b>	<b>421,879</b>	<b>1,272,270</b>	181,690	16.66%
6001000 - SALARIES FULL-TIME	770,502	920,950	361,960	1,063,629	142,679	15.49%
6001001 - SALARIES PART-TIME	122,685	149,560	40,774	186,519	36,959	24.71%
6001002 - SALARIES TEMPORARY	32,955	20,070	18,070	11,122	(8,948)	-44.58%
6001003 - SALARIES OVERTIME	11,202	0	1,074	11,000	11,000	100.00%
<b>A0000040 - Contractual Expenditures</b>	<b>515,543</b>	<b>475,656</b>	<b>221,734</b>	<b>518,490</b>	42,834	9.01%
6004012 - OFFICE SUPPLIES	2,899	2,000	1,450	2,060	60	3.00%

6004021 - BLDG MAINTENANCE SUPPLIES	643	1,000	618	1,030	30	3.00%
6004022 - FUEL AND HEATING SUPPLIES	15,518	26,000	8,315	26,000	0	0.00%
6004023 - BLDG AND GROUNDS SUPPLIES	6,360	4,300	1,921	4,429	129	3.00%
6004030 - FOOD AND BEVERAGES	0	100	0	0	(100)	-100.00%
6004048 - MISC OPERATIONAL SUPPLIES	3,875	5,785	41	5,000	(785)	-13.57%
6004055 - COMPUTER SOFTWARE AND SUPPLIES	67,582	70,684	69,619	72,461	1,777	2.51%
6004056 - COMPUTER EQUIPMENT(NON CAPITAL	2,343	5,000	311	4,000	(1,000)	-20.00%
6004070 - BOOKS ADULT SERVICES	91,287	67,550	27,890	69,577	2,027	3.00%
6004071 - JUVENILE BOOKS	54,142	54,000	24,105	55,620	1,620	3.00%
6004073 - SUBSCRIPTIONS	2,351	7,563	244	9,700	2,137	28.26%
6004074 - AUDIOVISUAL MATERIALS	26,414	33,000	10,262	25,000	(8,000)	-24.24%
6004075 - ELECTRONIC ACCESS MATERIALS	34,111	33,650	24,962	53,450	19,800	58.84%
6004100 - POSTAGE AND FREIGHT	1,930	700	724	1,400	700	100.00%
6004105 - DUES AND MEMBERSHIPS	1,174	1,500	0	1,500	0	0.00%
6004112 - BLDG GROUNDS AND EQUIP REPAIR	2,796	2,060	1,711	3,000	940	45.63%
6004113 - WATER AND SEWAGE CHARGES	2,976	3,200	946	3,200	0	0.00%
6004115 - ELECTRIC CURRENT	56,940	48,000	19,002	60,000	12,000	25.00%
6004117 - BUILDING AND GROUNDS EXPENSES	39,005	42,807	10,383	42,244	(563)	-1.32%
6004136 - OPERATIONAL EQUIPMENT REPAIRS	31,548	3,000	0	3,090	90	3.00%
6004137 - ADVERTISING AND PROMOTION EXPE	1,393	3,000	1,022	3,000	0	0.00%
6004138 - OTHER OPERATIONAL EXPENSES	29,224	16,000	8,699	20,000	4,000	25.00%
6004139 - Trust Account Outflows	16,314	0	0	0	0	0.00%
6004147 - OTHER PROGRAM EXPENSE	450	15,000	300	15,000	0	0.00%
6004160 - MILEAGE AND PARKING-LOCAL	998	700	212	700	0	0.00%
6004161 - TRAVEL HOTEL AND MEALS	3,642	2,000	77	2,000	0	0.00%
6004162 - EDUCATION AND TRAINING	2,655	2,000	702	2,000	0	0.00%
6004165 - ADVISORY BD/TRUSTEES EXPENSES	0	175	0	0	(175)	-100.00%

6004193 - HARDWARE MAINTENANCE	5,340	8,610	2,800	9,025	415	4.82%
6004196 - COPYING MACHINE RENTALS	5,735	7,000	3,720	18,000	11,000	157.14%
6004504 - OTHER FINANCIAL SERVICES	19	12	8	4	(8)	-66.67%
6004573 - OTHER FEES FOR SERVICES	5,878	9,260	1,692	6,000	(3,260)	-35.21%
<b>A0000041 - Chargeback Expenses</b>	<b>286,893</b>	<b>200,201</b>	<b>34,298</b>	<b>220,165</b>	19,964	9.97%
6004602 - INSURANCE PREMIUM CHARGEBACK	21,274	26,181	6,545	26,606	425	1.62%
6004604 - DPW SECURITY CHARGEBACKS	103,178	105,991	26,498	125,080	19,089	18.01%
6004606 - TELEPHONE BILLING ACCOUNT	5,733	5,963	0	5,882	(81)	-1.36%
6004609 - DATA PROCESSING CHARGEBACKS	53,523	56,892	5	57,499	607	1.07%
6004617 - DUPLICATING/PRINTING CHARGEBAC	116	166	0	92	(74)	-44.58%
6004618 - OFFICE SUPPLIES CHARGEBACK	3	8	-	6	(2)	-25.00%
6004619 - BUILDING SERVICE CHARGEBACK	5,000	5,000	1,250	5,000	0	0.00%
6004634 - Indirect Costs - Excess of Bud	98,067	0	0	0	0	0.00%
<b>A0000060 - Principal on Indebtedness</b>	<b>54,160</b>	<b>54,427</b>	<b>54,427</b>	<b>74,700</b>	20,273	37.25%
6006000 - PRINCIPAL ON SERIAL BONDS	6,582	6,849	6,849	7,123	274	4.00%
6006001 - PRINCIPAL ON BANS	47,578	47,578	47,578	67,577	19,999	42.03%
<b>A0000070 - Interest on Indebtedness</b>	<b>5,857</b>	<b>8,220</b>	<b>8,007</b>	<b>11,135</b>	2,915	35.46%
6007000 - INTEREST ON SERIAL BONDS	1,027	628	416	212	(416)	-66.24%
6007001 - INTEREST ON BANS	4,829	7,592	7,591	10,923	3,331	43.88%
<b>A0000080 - Employee Benefits</b>	<b>629,538</b>	<b>731,345</b>	<b>248,309</b>	<b>790,192</b>	58,847	8.05%
6008001 - STATE RETIREMENT	88,845	136,887	47,791	163,734	26,847	19.61%
6008014 - NYS ERS VDC EXPENSE	6,830	6,967	2,792	7,176	209	3.00%
6008002 - SOCIAL SECURITY	69,896	82,514	30,979	97,329	14,815	17.95%

6008004 - WORKERS COMPENSATION	5,808	6,304	1,576	6,889	585	9.28%
6008006 - LIFE INSURANCE	78	285	41	210	(75)	-26.32%
6008007 - HEALTH INSURANCE	113,352	143,359	52,319	183,198	39,839	27.79%
6008009 - RETIREE HEALTH INSURANCE	343,240	351,529	112,811	328,156	(23,373)	-6.65%
6008013 - HEALTH INS - RETIRE INCENTIVE	1,488	0	0	0	0	0.00%
6008012 - EMPLOYEE TUITION REIMBURSEMENT	0	3,500	0	3,500	0	0.00%

**Exp Total for Dep: D40000000**

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<b>2,429,335</b>	<b>2,560,429</b>	<b>988,653</b>	<b>2,886,951</b>	326,522	12.75%
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**Total for Dep: D40000000**

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<b>125,197</b>	<b>0</b>	<b>770,785</b>	<b>0</b>	-	-100.00%
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BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Public Services	POLICY # <b>3000-0</b>
	EFFECTIVE	February 8, 2024	
	SOURCE	BCPL Board of Trustees	
	SUPERCEDE	June 5, 2014	

## BORROWER REGISTRATION POLICY

### 1. ELIGIBILITY

- a. Library cards are free to anyone who wants to use the Broome County Public Library, regardless of where they live.
- b. To be eligible for a BCPL library card, adults must show a form of identification listed below.
- c. A parent's or guardian's identification and signature is required for children under 13. The child and parent or guardian must be present during the registration process.
- d. Youth 13 and over must show a form of identification if they choose to register for a library card without a parent or guardian.
- e. All BCPL library cards expire and need to be renewed after three (3) years.
- f. BCPL honors valid library cards from other members of the Four County Library System for all physical collections and most electronic resources.

### 2. IDENTIFICATION

- a. The following forms of I.D. are acceptable to verify a potential borrower's identification:
  - i. driver's license/permit (any state)
  - ii. interim license
  - iii. passport
  - iv. birth certificate
  - v. social security card
  - vi. green card
  - vii. insurance card
  - viii. automobile registration
  - ix. automobile insurance
  - x. sheriff's ID
  - xi. military ID
  - xii. prison discharge ID
  - xiii. prison discharge forms
  - xiv. credit/debit card
  - xv. EBT card
  - xvi. check book
  - xvii. lease agreement
  - xviii. pay stub
  - xix. school ID
  - xx. report card
- b. Binghamton University students living on campus must provide a valid form of identification along with their assigned BU Box number.

### 3. RENEWAL

- a. A patron's library card expires every three (3) years. Upon expiration, all fees must be cleared. The borrower must also show their library card. If the borrower does not have their library card, the first replacement card is free. Any library card replacement thereafter requires a \$1.50 fee.

- b. When a borrower cannot produce a card or pay all fines below \$5.00, one-day borrowing privileges can be granted by overriding the renewal process. This waiver is on a one-time basis. Note of such will be made on the patron's record.
  - c. No Library card renewals may occur if a patron has not returned or paid all fees.
4. INTERNET
- a. A library card or temporary guest pass is required to access or print from the Internet.
  - b. Temporary guest passes for internet access may be acquired at the Circulation Desk. Temporary passes are good for the day and are issued for 90 minutes. A form of identification must be shown to receive a temporary guest pass.
  - c. Internet printing from a temporary guest pass or library card is available at \$.15 per black and white page or \$.50 per color page at the Self-Service Station near the Circulation Desk.
  - d. The library card also performs like a debit card and patrons may place up to \$50.00 on the library card at the Circulation Desk. Printing can occur at one of the two print stations on the first floor of the library. \$.15/\$.50 per print will be removed from the library card at the time of printing.
  - e. The library does not refund money that has been placed on the library card for printing.

<b>BROOME COUNTY PUBLIC LIBRARY</b>  <b>POLICY &amp; PROCEDURE</b> <b>MANUAL</b>  <b>POLICY &amp;</b>  <b>PROCEDURE MANUAL</b>	SECTION	Trustees/County/City	POLICY #	<b>0290-0</b>
	EFFECTIVE	July 14, 2005	PAGE	1 OF 2
	SOURCE	Barbara Fiala, County Executive		
	SUPERCEDE	None		

## COUNTY EXECUTIVE ORDER

The following whistle blowers procedure should be distributed to all County employees.

The residents of the County of Broome are entitled to and demand a government committed to the highest standards of integrity, honesty, efficiency and accountability. Misconduct involving corruption, fraud, criminal activity, conflicts of interest, or abuse by county officers and employees undermines public confidence in government, and prevents government from operating honestly, efficiently and effectively.

County employees have a duty to report to the County any information concerning corruption, fraud, criminal activity, conflicts of interest, or abuse by another employee relating to his/her office or employment. New York State has Awhistle blowers@ law which protects County employees who report any instances of corruption, fraud, criminal activity, conflicts of interest, or abuse.

I, Barbara J. Fiala, County Executive of the County of Broome, by virtue of the authority vested in me by the Charter of the County of Broome and the Laws of the State of New York, do hereby order as follows:

1. Every County officer or employee shall promptly report to his/her department supervisor any information concerning corruption, fraud, criminal activity, conflicts of interest, or abuse by another County officer or employee relating to his/her office or employment, or by a person having business dealings with the County.
2. If a County officer or employee has any information concerning corruption, fraud, criminal activity, conflicts of interest, or abuse by his/her supervisor, the County employee or officer shall report said information to the County Attorney.
3. The knowing or intentional failure of any County officer or employee to so report information of improper governmental action shall be cause for removal from office or employment or other appropriate penalty.
4. Any County officer or employee who acts pursuant to this County Executive Directive by reporting improper governmental action as defined in Civil Service Law ' 75-b shall not be subject to dismissal or other disciplinary or adverse personal action. New York State Civil Service Law ' 75-b provides in part as follows:

A public employer shall not dismiss or take other disciplinary or other adverse personal action against a public employee regarding the employee=s employment because the employee discloses to a governmental body information: (i) Regarding a violation of law, rule or regulation which violations creates or presents a substantial and specific danger to the public health or safety; or to (ii) which the employee reasonably believes to be true and

reasonably believes constitutes an improper governmental action.

<b>BROOME COUNTY PUBLIC LIBRARY</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp;</b>  <b>PROCEDURE MANUAL</b>	<b>SECTION</b> Trustees/County/City	<b>POLICY #</b> <b>0290-0</b>
	<b>EFFECTIVE</b> July 14, 2005	<b>PAGE</b> 2 <b>OF</b> 2
	<b>SOURCE</b> Barbara Fiala, County Executive	
	<b>SUPERCEDE</b> None	

## COUNTY EXECUTIVE ORDER

5. Any supervisor who receives from an employee any information concerning corruption, fraud, criminal activity, conflicts of interest, or abuse shall immediately inform the County Attorney.
6. Whenever the County Attorney receives any information concerning corruption, fraud, criminal activity, conflicts of interest, or abuse, he/she shall investigate the matter and, if appropriate, notify the authorities, including but not limited to, the County Executive, Broome County and/or NYS Comptroller, Broome County District Attorney, NYS Attorney General and Broome County Board of Ethics.



BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Personnel	POLICY # <b>1319-0</b>
	EFFECTIVE	May 1, 2007	PAGE 1 OF 2
	SOURCE	Library Administration/BC Personnel	
	SUPERCEDES	January 12, 2004	

<b>TRAVEL EXPENSES</b>
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The following are guidelines and/or explanations of the Broome County travel rules and Regulations and the information which may accompany claims for reimbursement:

**A) PROCEDURE**

All claims for reimbursement of expenses for employees traveling outside of the County on Authorized County business are to be submitted on a County Voucher, together with the

following:

- 1) Approved "Travel Authorization Request" form
- 2) Daily travel expense form with required receipts and/or explanation of Charges.
- 3) Claim for mileage expenses if any.

**B) DEPARTURE AND ARRIVAL TIMES**

- 1) The time of departure from and arrival back in Broome County should be entered on the daily travel expense form.
- 2) The starting and adjournment times (first and last day only) of meetings, Conferences, etc., must be identified on the voucher.

**C) ITEMIZATION OF EXPENSES**

1) TRAVEL

Mode of Transportation

Documentation

Bus

Ticket Receipt

Plane

Mileage at rate per

contract

Garage Storage

Receipt

Tolls

Toll Receipts

If mode of transportation is difference than that authorized, reason for change must be given.

Even though no expense is claimed, mode of transportation must be identified.

If receipt for tolls are not available, the toll gate, or bridge should be identified and individual amounts listed.

BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Personnel	POLICY # <b>1319-0</b>
	EFFECTIVE	May 1, 2007	PAGE 2 OF 2
	SOURCE	Library Administration/BC Personnel	

## TRAVEL EXPENSES

### 2) Lodging

Hotel or Motel

Itemized hotel bill

The reason for the absence of lodging charges while on an overnight trip should be stated.

Room tax is not allowed while in New York State. Tax will be allowed for out of state hotels if the exemption certificate is rejected.

Tipping for bellman service is allowed at a rate approved in contracts.

### 3) Meals

Meals will be reimbursed on a per-diem basis (no receipts required) at the following rate:

#### All Locations

Breakfast	\$6.00
Lunch	\$8.00
Dinner	\$18.00

Reimbursement will be allowed when your appointment necessitates time of departure from home or office before 7:00 a.m. for breakfast, 11:00 a.m. for lunch, and 5:00 p.m. for dinner. To claim reimbursement for dinner, the time of arrival back to home or office must be after 6:00 p.m.

## D) OTHER

### 1) Registration

Receipt or some other evidence of registration fees required.

### 2) Taxi Fares

Points of origin and destination required.

### 3) Telephone Toll Charges

PERSONAL TOLL CHARGES NOT ALLOWED.

When claiming toll charges the person or office called must be identified.

### 4) Titled Miscellaneous

It is a requirement of Broome County and NYS that each employee must claim and certify their own expenses.

<p>BROOME COUNTY PUBLIC LIBRARY</p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p>	SECTION	Public Services	POLICY # <b>3001-0</b>
	EFFECTIVE	January 12, 2004	PAGE 1 OF 1
	SOURCE	Consolidated Laws of the State of New York	
	SUPERCEDES	March 1989	

## CONFIDENTIALITY OF LIBRARY RECORDS

**Civil Practice Law and Rules, Article 45, Section 4509**  
of the Consolidated Laws of the State of New York stipulates:

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

<p>BROOME COUNTY PUBLIC LIBRARY</p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p>	SECTION	Public Services	POLICY # <b>3102-0</b>
	EFFECTIVE	October 13, 2009	PAGE 1 OF 1
	SOURCE	BCPL Board of Trustees	
	SUPERCEDES	June 20, 2007	

## RESERVES POLICY

1. Patrons must be registered borrowers of the Broome County Public Library. There is a \$ .25 charge to reserve items.
2. All materials which can be checked out (books, magazines, books-on-tape and CD, Music CDs) may be reserved. This also includes materials in these formats which are on order.
3. Reserves may be placed from any on-line public access catalog at any Broome County Public Library location or from a home computer. Staff assistance with placing reserves will be gladly provided. Reserves may also be placed by staff at any library within the Four County Library System for their borrowers.
4. Patrons will be notified by email, telephone or post card when reserved items are available for pick-up. These items will be held at the circulation service desk for seven business days. Items requested by member libraries will be sent via the delivery van.
5. If the library is unable to supply any item because it is long overdue or missing, a cancellation notice automatically appears on the patron record. The patron may request the item through Interlibrary Loan, if applicable.

<p>BROOME COUNTY PUBLIC LIBRARY</p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p>	SECTION	Public Services	POLICY # <b>3104-1</b>
	EFFECTIVE	October 13, 2009	PAGE 1 OF 1
	SOURCE	Consolidated Laws of the State of New York	
	SUPERCEDES	none	

## DETENTION OF LIBRARY MATERIALS

### **Education Law Article 5, Part 2, Section 265**

Of the Consolidated Laws of the State of New York stipulates:

Whoever willfully detains any book, newspaper, magazine, pamphlet, manuscript or other property belonging to any public or incorporated library, reading room, museum or other educational institution, for thirty days after notice in writing to return the same, given after the expiration of the time which by the rules of such institution, such articles or other property may be kept, shall be punished by a fine of not less than one nor more than twenty five dollars, or by imprisonment in jail not exceeding six months, and the notice shall bear on its face a copy of this section.

<p>BROOME COUNTY PUBLIC LIBRARY</p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p> <p><b>POLICY &amp; PROCEDURE MANUAL</b></p>	SECTION	Public Services	POLICY # <b>3211-0</b>
	EFFECTIVE	January 12, 2004	PAGE 1 OF 1
	SOURCE	Library Administration	
	SUPERCEDES	February 2, 1987	

## INTERLIBRARY LOAN CHARGE OUT PROCEDURES

1. All material borrowed from non-BCPL libraries will have an I.L.L. charge-out slip attached to the cover. This slip must remain on the book.
2. Patrons must have their own valid B.C.P.L. card.
3. Library I.L.L. staff must:
  - a. Create a short entry in Dynix using either a 4CLS barcode or a temporary Dynix barcode.
  - b. Adjust the due date to the lending library's specification.
  - c. Supply patron name and phone number.
4. Overdue I.L.L. material will be assessed a 50¢ per day fine, with no maximum fine.
- 5.
6. All returned I.L.L. materials are to be placed in the wire basket at front desk for I.L.L. staff to discharge, return..





BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Public Services	POLICY # <b>3710-0</b>
	EFFECTIVE	January 12, 2007	PAGE 1 OF 1
	SOURCE	Library Administration	
	SUPERCEDES	January 12, 2004	

## TOURS

Groups wishing to tour the Library must give the Library at least two weeks notice prior to their desired date. Groups will be assigned to individual department heads, depending on interests of the organizations.

BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Public Services	POLICY #	<b>3900-0</b>
	EFFECTIVE	September 4, 2003	PAGE	1 OF 1
	SOURCE	Library Administration/BCPL Board of Trustees		
	SUPERCEDE	None		

## GROUP VISIT POLICY

The Broome County Public Library welcomes visits from groups, such as schools, daycare centers, and home-schooling groups. Groups of children must be accompanied by adults. Teachers or group leaders are responsible for group discipline and must remain with their groups for the duration of the visit.

Groups are free to use the Library facilities, as are all patrons. Special programming, however, must be arranged with Library staff before the group arrives at the Library. The Library cannot guarantee staff will be able to accommodate story time or activity requests for groups that have not made pre-arrangements.

<b>BROOME COUNTY PUBLIC LIBRARY</b>  <b>POLICY &amp; PROCEDURE</b> <b>MANUAL</b>  <b>POLICY &amp;</b>  <b>PROCEDURE MANUAL</b>	SECTION	Financial Management	POLICY #	<b>4510-0</b>
	EFFECTIVE	May 1, 2007	PAGE	1 OF 2
	SOURCE	Library Administration		
	SUPERCEDE	January 12, 2004		

## TRAVEL EXPENSES

The following are guidelines and/or explanations of the Broome County travel rules and Regulations and the information which may accompany claims for reimbursement:

### A) PROCEDURE

All claims for reimbursement of expenses for employees traveling outside of the County on authorized County business are to be submitted on a County Voucher, together with the following:

- 1) Approved "Travel Authorization Request" form
- 2) Daily travel expense form with required receipts and/or explanation of charges.
- 3) Claim for mileage expenses if any.

### B) DEPARTURE AND ARRIVAL TIMES

- 1) The time of departure from and the time of arrival back in Broome County is to be entered on the daily travel expense form.
- 2) The starting and adjournment times (first and last day only) of meetings, conferences, etc., must be identified on the voucher.

### C) ITEMIZATION OF EXPENSES

- 1) Travel

#### Mode of Transportation

Bus  
Plane

Garage Storage  
Tolls

#### Documentation

Ticket Receipt  
Mileage at authorized rate per contract

Receipt  
Toll receipts

If mode of transportation is different than that authorized, reason for change must be given.

Even though no expense is claimed, mode of transportation must be identified.

If receipt for tolls are not available, the toll gate, bridge should be

identified and individual amounts listed.

<b>BROOME COUNTY PUBLIC LIBRARY</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp;</b>  <b>PROCEDURE MANUAL</b>	<b>SECTION</b> Financial Management	<b>POLICY #</b> 4510-0
	<b>EFFECTIVE</b> May 1, 2007	<b>PAGE</b> 2 <b>OF</b> 2
	<b>SOURCE</b> Library Administration	
	<b>SUPERCEDE</b> January 12, 2004	

## TRAVEL EXPENSES

### 2) Lodging

Hotel or Motel

Itemized hotel bill

The reason for the absence of lodging charges while on an overnight trip should be stated.

Room tax not allowed while in New York State. Tax will be allowed for out of state hotels if the exemption certificate is rejected.

Tipping for bellman service allowed at rate as approved in contracts.

### 3) Meals

Meals well be reimbursed on a per-diem basis (no receipts required) at the following rate:

One rate all areas:

Breakfast  
\$ 6.00

Lunch \$ 8.00  
Dinner \$18.00

Reimbursement will be allowed when your appointment necessitates time of departure from home or office before 7 a.m. for breakfast, 11 a.m. for lunch, and 5 p.m. for dinner. To claim reimbursement for dinner the time of arrival back to home or office must be after 6:00

p.m.

D) OTHER

1) Registration

Receipt or some other evidence of registration fees required.

2) Taxi Fares

Points of origin and destination required.

3) Telephone Toll Charges

**Personal toll charges not allowed.**

When claiming toll charges the person or office called must be identified

4) Titled Miscellaneous

It is a requirement of New York State and County Policy that each employee must claim and certify to their own expenses.

BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Operations	POLICY #	<b>5110-0</b>
	EFFECTIVE	February 26, 2016	PAGE	1 OF 1
	SOURCE	Library Administration		
	SUPERCEDES	January 10, 2007		

## VEHICLE USE

Vehicles for library business use are available through the Broome County vehicle pool and should be used as a first option whenever an automobile is needed. Employees wishing to use a County vehicle must have prior approval from the Director. Reservations are to be made by the person attending the meeting or workshop.

<p>*BROOME COUNTY PUBLIC LIBRARY</p> <p>POLICY &amp; PROCEDURE MANUAL</p> <p>POLICY &amp; PROCEDURE MANUAL</p>	SECTION	Operations	POLICY #	<b>5120-0</b>
	EFFECTIVE	Oct. 1990 (rev. 01/14/04)	PAGE	1 OF 1
	SOURCE	Memo 9/29/90 R. Murphy, Claims Specialist Risk & Insurance		
	SUPERCEDED	Not Applicable		

## AUTOMOBILE LIABILITY INSURANCE

When employees or authorized volunteers are driving their personal automobiles at the request of the County, or are driving on County business, the Broome County Self-Insurance Plan is their excess insurer. The excess coverage begins when the policy limits of the personal automobiles' insurance have been exhausted.

County excess coverage applies to Bodily Injury Liability, Property Damage Liability, No Fault, and Uninsured Motorists only. The excess coverage does not apply to collision or comprehensive losses, which are damages to the insured automobile.

The limits of County excess coverages are:

Bodily Injury Liability - \$1,000,000 per accident with

Property Damage Liability - included

No Fault - \$50,000 per accident

Uninsured Motorists - \$100,000 per accident

BROOME COUNTY PUBLIC LIBRARY  POLICY & PROCEDURE MANUAL  POLICY & PROCEDURE MANUAL	SECTION	Operations	POLICY # <b>5170-0</b>
	EFFECTIVE	February 26, 2016	PAGE 1 OF 1
	SOURCE	Administration	
	SUPERCEDED	January 12, 2007	

**DIAL 911 EMERGENCIES FROM COUNTY TELEPHONES**

On December 21, 1992, the Enhanced 911 System became effective.

Due to the translation schemes of the New York Telephone Intellipath Centrex System, **IT IS NOT POSSIBLE TO DIAL 911 FROM COUNTY PHONES.**

**9-911** must be dialed from all County phones to reach Police, Fire, or Ambulance!

The following emergency reporting policy should be followed:

For **LIFE THREATENING EMERGENCIES DIAL 9-911** for Police, Fire or Ambulance.

Report the emergency to LIBRARY SECURITY. Call for Security over Library PA system.

Report the Emergency to your supervisor.



BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Operations	POLICY # <b>5254-0</b>
	EFFECTIVE	January 12, 2004	PAGE 1 OF 1
	SOURCE	Library Administration	
	SUPERCEDES	February 3, 1999	

## NON-PUBLIC HOURS & NON-PUBLIC AREAS

During open hours, the public areas of the Broome County Public Library are open and available to all employees of the library. However, employing Article III of the employment contract between Broome County and CSEA Unit #6151, Local 804, Library Administration exercises its right to make and apply rules and regulations for safety and security.

**NON-PUBLIC AREAS:** Only employees who are scheduled to work, on break, or on lunch time are allowed access to non-public areas. Employees who are not scheduled to work must inform their supervisor and/or the supervisor in-charge, in advance, of their intention to be in a non-public area and their purpose. *Non-public areas are any location designated by the "Staff Only" sign.*

**NON-PUBLIC HOURS:** For security reasons, exclusive of open hours, all employees who arrive more than 15 minutes prior to the start of their shift or leave 5 minutes past their shift must have their supervisor's approval and make every effort to obtain prior approval. Approval will not be unreasonably denied. Library management reserves the right to require all employees to vacate the library's non-public areas once a work shift is completed and the library is closed to the public. Open hours are the hours the library is open to the public.

- 1) All library staff members are required to leave the building at closing using the front doors. Staff is NOT to use any other door to exit to insure the public cannot and does not enter the building after closing.
- 2) Staff members are required to leave the building promptly at closing but absolutely no later than 5 minutes past closing (8:05 p.m. or 5:05 p.m.) without the consent of a supervisor.
- 3) If an employee's job responsibilities require him or her to be in the building longer than 5 minutes past closing, he or she must also notify the custodian-on-duty in advance.
- 4) After all staff members have either left the building or are accounted for, the custodians will turn on the alarms and begin a routine check of all areas of the library to be sure everyone has left.

*No part of this policy is intended or will supersede the provisions of the Fair Labor Standards Act.*

BROOME COUNTY PUBLIC LIBRARY  <b>POLICY &amp; PROCEDURE MANUAL</b>	SECTION	Operations	POLICY # <b>5270-0</b>
	EFFECTIVE	11/29/93	PAGE 1 OF 2
	SOURCE	County Law 179/Library Admin.	
	SUPERCEDES	na	

## FACILITY USE/MAINTENANCE/RECYCLING

Broome County's Mandatory Source Separation Law requires all businesses and individuals to separate their recyclables for collection. The law went into effect September 1, 1992. Under County Law 179, garbage haulers are prohibited from dumping designated recyclables in Broome County's Nanticoke Landfill.

The Library's recycling efforts are being coordinated by Management Associate Anne Roma-Skok and Custodial Supervisor Frank Harlec.

### RECYCLABLES

WHITE PAPER – Collected under recycling contract with ICS Industries.

MIXED PAPER – Collected under recycling contract with ICS Industries.

The following items are required to be recycled. All library areas are required to separate them from regular trash for recycling pick up:

CORRUGATED AND SINGLE LAYER CARDBOARD  
 PLASTICS  
 GLASS BOTTLES AND JARS  
 METALS

### WHO IS RESPONSIBLE?

**Every employee** is responsible for reducing waste and recycling in the library.

**Supervisors** are responsible for providing adequate and clearly labeled containers in their work area for the public as well as staff and also knowing who picks up recyclables.