



LIBRARY BOARD'S AGENDA – MAY 20, 2019

Monday – 3:00 pm
Northside Library
705 West Rio Road
Charlottesville, VA 22901

[The Library Board's Policy Committee will meet at 2:00 PM]

- 3:00 p.m. Call to Order & Disposition of the Minutes of the Previous Meeting**
- 3:05 Announcements & Public Comments**
- 3:10 Trustee Continuing Education-**
1. Patrick Kilmer, JMRL Central Reference Support Staff Supervisor, JMRL Interlibrary Loan (ILL) Services
- 3:20 New Business-**
1. Donation Acceptance
 2. FY20 Board and Budget Planning Schedule
 3. Streaming Media Contract
 4. Hands-Free Policies and Procedures
- 3:40 Committee Appointments and Reports-**
1. Policy Committee Report
 2. Nominating Committee Report
- 3:50 Old Business-**
1. FY20 JMRL Budget Discussion
 2. JMRL Five Year Plan Discussion
 3. Library Director Annual Objectives Discussion
 4. Policy 4.225 (Circulation Policies-Fines and Fees) Discussion and Voting
 5. JMRL's Administrative Services Agreement with the City of Charlottesville
- 4:20 Library Director's Report**
- 4:25 Other Matters**
- 4:30 Future Agenda Items**
- 4:35 Proposed Adjournment**





JEFFERSON-MADISON REGIONAL LIBRARY

201 E. Market Street | Charlottesville, VA
434.979.7151 | FAX 434.971.7035 | jmrl.org

FY2020 Library Board and Budget Schedule Option A

July 22, 2019	Board Meeting (Northside Library)
August 26, 2019	Board Meeting (Northside Library) - Library Board self-evaluation
September 13, 2019	Department and Branch Managers submit personnel and operational (non-equipment) budget requests
September 23, 2019	Board Meeting (Northside Library) - Library Board reviews Five Year Plan and sets budget objectives/guidelines; Trustees contact City Council and Boards of Supervisors about JMRL services
Early October	Personnel Committee meets to discuss personnel requests from library staff
October 28, 2019	Board Meeting (Northside Library) - Library Director and/or Department and Branch Managers present budget proposals to the Library Board; Library Board discusses and ranks budget requests, using recommendations from Personnel Committee
Early November	Budget Committee meets to draft 2020/2021 proposed budget and sends draft to Library Board
November 25, 2019	Board Meeting (Northside Library) - Proposed budget adopted by Library Board
December 23, 2019	Board Meeting (Scottsville Library) - Annual assessment of Library Director
Dec 2019- Jan 2020	Library Trustees and Library Director meet with City/County officials to discuss proposed budget
January 15, 2020	Legal deadline for submitting proposed budget to jurisdictions
January 27, 2020	Board Meeting (Louisa County Library)*
February 7, 2020	Department and Branch Managers submit equipment requests with justifications to Business Manager
February 24, 2020	Board Meeting (Greene County Library)*
March/April 2019	Budget work sessions with Albemarle, Charlottesville, Greene, Louisa and Nelson
March 23, 2020	Board Meeting (Nelson Memorial Library)*
April 17, 2020	Department and Branch Managers submit Friends' budget requests to Library Director
April 27, 2020	Board Meeting (Northside Library) - Library Board reviews Five Year Plan
May/June 2020	Budget adoption by jurisdictions
May 18, 2020	Board Meeting (Northside Library)
Early June 2020	Library Board Budget Committee meets to draft Final Budget and sends draft to Library Board
June 22, 2020	Board Meeting (Northside Library) - Library Board adopts Final Budget

*Any weather related cancellation will result in a rescheduled meeting the following Monday at the same time and location

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FY2020 Library Board and Budget Schedule Option B

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August 26, 2019	Board Meeting (Northside Library) - Library Board self-evaluation
September 13, 2019	Department and Branch Managers submit personnel and operational (non-equipment) budget requests
September 23, 2019	Board Meeting (Northside Library) - Library Board reviews Five Year Plan and sets budget objectives/guidelines; Trustees contact City Council and Boards of Supervisors about JMRL services
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May/June 2020	Budget adoption by jurisdictions
May 18, 2020	Board Meeting (Greene County Library)
Early June 2020	Library Board Budget Committee meets to draft Final Budget and sends draft to Library Board
June 22, 2020	Board Meeting (Nelson Memorial Library) - Library Board adopts Final Budget

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JMRL Director Objectives for FY20:

- Develop and implement website redesign project plan including guidelines for strategy, accessibility, mock-ups, and content management system (JMRL Proposed Five Year Plan Goal 2, Appendix A, FY20, Infrastructure).
- Implement online library card signup for in-area patrons (JMRL Proposed Five Year Plan Goal 2, Appendix A, FY20, Public Resources).
- JMRL's budgeting process will annually utilize goals and objectives from jurisdictional strategic plans in prioritizing and presenting budget objectives. The Library Board and staff will also review and potentially tie-in to goals and objectives from local school districts in this process (JMRL Proposed Five Year Plan Goal 5, Objective 3).
- In FY20, conduct a comprehensive review of JMRL's policy manual. Find redundancies in policies and simplify the manual. Determine best practices for sharing relevant policies with library users (JMRL Proposed Five Year Plan Goal 1, Objective 6).
- In FY20, craft a customer service statement and form a customer service committee to standardize the library's approach to service. The customer service philosophy outlined in the new statement should be integrated into staff training materials and assessments (JMRL Proposed Five Year Plan Goal 3, Objective 3).
- In FY20, work with Nelson County to implement an expansion of the Nelson Memorial Library. JMRL will support and sustain this expansion by working with fundraisers (see Goal 5, Objective 5), expanding and sustaining the Nelson Memorial collection (see Goal 4, Objective 3), and providing ongoing support for administrative, reference, and technical service needs in the expanded space (JMRL Proposed Five Year Plan Goal 6, Objective 1).

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CIRCULATION POLICIES FINES AND FEES [DRAFT]

(EFFECTIVE XX, 2019)

Fines (for library users 16 and up)*

Most items	\$	0.25 per day
Interlibrary loans and wireless hotspots		1.00 per day
DVDs, audio books, and 7-day loan bestsellers		0.50 per day
Maximum fine per item		10.00
Maximum fine per item for interlibrary loans		30.00
Maximum fine if paid in full		35.00

*The library does not charge **overdue** fines to juvenile ~~users~~ **accounts**

Replacing Lost or Damaged Materials (for all library users)

***A \$5.00 processing fee will be applied to all lost or damaged materials**

Most in-print materials (includes playaways, audio books)	List Price
Magazines	\$ 3.00
Volumes, video cassettes or DVDs in sets	15.00 per item
Audio book replacement parts	7.00 per item
Most out-of-print materials with no list price	15.00
Out-of-print fiction paperbacks with no list price	5.00
Out-of-print music CDs or replacement parts with no list price	10.00 per disc
Replacement for Audio Visual parts	10.00 per disc
Replacement of lost or damaged library card	1.00
Replacement of lost or damaged Book Club Kit title	10.00
Replacement of lost or damaged Book Club Kit bag	10.00
Replacement of lost or damaged wireless hotspot	100.00
Replacement of entire Book Club Kit	150.00

Special Notice

- Out-of-Area (non-resident) annual library card fee is \$30.00
- **Remote orders for 3d printing service fee to offset costs is \$0.10 per gram. Onsite and program related 3d printing is free of charge.**
- Interlibrary loan fee to offset postage costs is \$3.00
- Most materials circulate for three weeks. 7-day loan bestsellers circulate for one week.
- Book Club Kits circulate for six weeks with no renewals.
- Materials (except 7-day loan bestsellers and interlibrary loans) may be renewed twice if there are no outstanding holds.
- Per patron limits: Total Items: 75; DVDs: 5.
- An additional five dollar (\$5.00) nonrefundable service fee will be charged on lost or damaged items. If lost and paid items are returned in good condition within three months of payment, only the replacement fee will be refunded.
- Additional fees may be assessed for loss or damage of in-house and special items such as meeting room equipment, keys, Kill-a-Watts, nature backpacks, et al.
- Accounts with fines in excess of \$20.00 will be blocked until 50% of balance is paid.
- Accounts with items 60 days overdue or fines of \$35.00 or more will be given to a collection agency and a \$10.00 collection fee will be added to the account. Accounts will remain in collections until the balance is

paid in full.

ADMINISTRATIVE SERVICES AGREEMENT

THIS AGREEMENT is made and entered into on the 1st day of August, 201~~9~~³, by and between the City of Charlottesville, Virginia (hereinafter the "City"), and the Jefferson-Madison Regional Library (hereinafter "JMRL").

WITNESSETH:

For and in consideration of the mutual premises contained herein, the parties agree as follows:

1. **Scope of City's Obligation.** For the term of this Agreement, the City agrees to serve in the capacity as fiscal agent to the JMRL Board of Library Trustees (hereinafter "Board"), and as such, the City, primarily through its Departments of Human Resources, Information Services, and Finance shall provide personnel, financial, and computer/information services to the Board. These services shall include, but are not necessarily limited to the following:
 - a. Administration of the Board's personnel regulations. The Board adopts the City's personnel regulations as its own, except where specifically superseded in this document or in a Board personnel policy manual. The Board may adopt or revise its own personnel regulations as circumstances warrant. The City's Department of Human Resources shall be notified of any proposed revisions to city personnel regulations or Board personnel policy manual regulations prior to approval by the Board. The City's Department of Human Resources shall use reasonable efforts to inform Board employees of applicable regulations. See Paragraph 7 below.
 - b. Assistance in providing unemployment services and record keeping for purposes of payroll, retirement, health insurance, workers compensation, and other insurance, to the extent practicable. This assistance does not include procuring alternate services or coverage should the need arise for the Board.
 - c. Provision of financial accounting and bookkeeping services, including the processing and payment of bills, assistance with the procurement of goods and services, and payroll services.
 - d. All Information Technology Services as detailed in the "Information Technology Service Level Agreement" attached hereto as Exhibit "A."
2. **Description of Employer-Employee Relationship.** Notwithstanding any language in this Agreement which might suggest otherwise, Board employees receiving any services described herein shall remain employees of the Board and shall not be considered for any purposes to be City employees. Consistent with this provision, the Board and/or Board employees shall be charged the costs of all personnel services and benefits administered or extended under this Agreement.
3. **Board's Payment for Services.** In lieu of cash payment for personnel, financial, and computer/information services administered by the City pursuant to this Agreement, the Board shall pay to the City an annual fiscal agent fee equal to 2% of the Board's annual budget in order to cover the costs of these services. The Library cash balances shall accrue interest and the earnings shall be accrued to the Library fund, pursuant to the 2013 Regional Library Agreement~~Any cash balances shall be invested by the City and earnings accrued to each fund~~^[BJC2], pursuant to the 2013 Regional Library Agreement.
4. **Term.** This agreement shall extend for a term of three (3) years (from August 1, 201~~9~~³, to July 31, 20~~22~~¹⁶) and may be extended by mutual written agreement signed by both of the parties. Either party may terminate this Agreement during this term upon giving six (6) months' notice to the other party, subject to the terms of the 2013 Regional Library Agreement. This agreement is

subject to modification upon the mutual written consent of both parties.

5.4. **Nonappropriation of Funds.** This Agreement is subject to annual funding of City Departments obligated to perform the services specified herein. In the event any City Council fails to appropriate the funds necessary to perform such services, the Agreement shall be deemed canceled and of no effect provided notice of such cancellation is given to the Board within ninety (90) days of City Council's final approval of the annual City budget.

6.5. **Insurance.** The Board agrees to furnish a valid certificate of insurance naming the City as an additional insured solely ~~for as respects~~ the City's potential liability for the acts of the Jefferson-Madison Regional Library, the Library employees or Board members. Such insurance shall remain in effect during the term of this Agreement.

7.6. **Personnel Regulations Variances.** The Board's personnel regulations, while based upon the City Department of Human Resources Personnel Regulations, are separate and distinct. The following is a list of differences between the two at the time of the execution of this Agreement. Additional differences may be adopted by the Board at a later date, in accordance with section 1(a) above.

- The Library Board recruits and appoints the Library Director.
- The Library Director is the appointing authority for the Library.
- The Library Board establishes vacation and sick leave policies for its employees.

Specific sections of the City Personnel Regulations that are modified include:

6.1 (Under Approved Positions) Add the Library Board approves positions.

6.3 (Under Abolishing a Position) Add the Library Board approves the elimination of positions.

7.9.2 (Under Rules of Conduct) Library Board employees are not subject to mandatory pre-employment drug screening.

7.12.3 (Under Probationary Period – Duration) Add the Library's standard.

15 Section 15 (Compensation Plan) is replaced in its entirety by the Library Board's Compensation Plan.

13.8 (Under Grievance Procedure) Add (wherever department head is shown in Step II) the department head or the "Library Director." Under Step III, replace "City Manager" with "Library Board."

The Library's annual Holiday and Closed Schedule differs from the City of Charlottesville and is submitted for Board review each ~~June~~year. The annual schedule includes fourteen (14) leave days, 12 closed holidays and 2 personal leave days.

~~The Holidays/closed days (10) which are shared with the City are:~~

~~New Year's Day~~

~~Martin Luther King, Jr. Day~~

~~Presidents' Day~~

~~Thomas Jefferson's Birthday~~

~~Memorial Day~~

~~Independence Day~~

~~Labor Day~~

~~Thanksgiving Day and the day after Thanksgiving
Christmas Day~~

- ~~• The Library generally selects Christmas Eve as the 11th holiday.~~

- ~~• The Library generally closes on Veterans Day for all staff In-Service Day.~~
- ~~• The Library generally closes on Columbus Day as the 12th holiday.~~
- ~~• The Library generally closes on Easter Sunday and at 5pm on Thanksgiving and New Year's Eve.~~
- ~~• Staff has 2 personal leave days annually. (Eligible after 90 days of service.)~~

IN WITNESS WHEREOF, the City and the Board have executed this Agreement through their duty Authorized Representatives on the day and year first written above.

CITY OF CHARLOTTESVILLE

Approved as to Form:

BY: _____
COO/CFO

City Attorney or designee

JEFFERSON-MADISON REGIONAL LIBRARY
BOARD OF TRUSTEES

BY: _____
President

EXHIBIT "A"

INFORMATION TECHNOLOGY SERVICE LEVEL AGREEMENT

This Service Level Agreement documents the understanding between the City of Charlottesville's Department of Information Technology (City IT) and the Jefferson-Madison Regional Library (JMRL).

1. Support Services **included** in the Administrative Services Agreement fee:

A. City Data Center:

- i. Data Center rack space for servers belonging to JMRL
- ii. Daily backup of JMRL servers in the City Data Center

B. City Enterprise Applications:

- i. City Email – up to five (5) users
- ii. City Intranet (Citynet) – up to five (5) users
- iii. SAP – up to ~~four (4)~~six (6) users

C. JMRL Network:

- i. Connectivity:
 - a. Fiber from City Hall to JMRL (excluding service provider fees)
 - b. Internal LAN wiring
 - c. Internal networking switches
 - d. Internet Access (excluding service provider fees)
 - e. WAN connectivity (routes)
- ii. Security – Firewall configuration management

D. Service Request Resolution:

The City IT Helpdesk provides a single-point-of-contact for all requests relative to services included in this agreement.

When a service request is received, Helpdesk opens a Ticket. If feasible, the request is completed; otherwise, the Ticket is routed to the appropriate City IT staff member. Helpdesk tracks request completion progress and handles Ticket escalation when appropriate.

Response Time Guidelines – Although City IT makes every effort to meet these target timelines, they are not guaranteed.

Request Priorities	All requests will be classified into four (4) levels of severity.	<p>Severity I: The ability to conduct business has stopped (e.g., network is down)</p> <p>Severity II: Service is operational but seriously degraded (e.g., slow network Response times)</p> <p>Severity III: Problem or incident affects a single user (e.g., one user is unable to use a network printer)</p> <p>Severity IV: Requests for new services</p>
Request Reporting	All requests are sent to the Helpdesk.	<p>Business Hours (M-F 8am-5pm): Call (434) 970-3194 or Email helpdesk@charlottesville.org</p> <p>Non-Business Hours (Emergencies Only): Call (434) 260-0999</p>
Request Acknowledgement	Helpdesk staff will contact the requestor to acknowledge request receipt and provide a ticket number for reference.	<p>Business Hours (M-F 8am-5pm):</p> <p>Severity I: 30 minutes</p> <p>Severities II & III: 90 minutes</p> <p>Severity IV: 24 hours</p> <p>Non-Business Hours Emergency: Severity I only: 60 minutes</p>
Request Progress Update(s)	City IT staff will provide progress updates by email or phone.	<p>Business Hours (M-F 8am-5pm):</p> <p>Severity I: 1 hour</p> <p>Severities II & III: As appropriate</p> <p>Severity IV: By request</p> <p>Non-Business Hours Emergency: Severity I only: 2 hours</p>
Request Completion	The amount of time needed to complete a request depends on severity level and complexity.	<p>Business Hours (M-F 8am-5pm):</p> <p>Severity I: 2 hours</p> <p>Severities II & III: 6 hours</p> <p>Severity IV: As appropriate</p> <p>Non-Business Hours Emergency: Severity I only: 3 hours</p>

2. Support Services **not included** in the Administrative Services Agreement fee:

A. Application software

~~B. Book mobile satellite~~

~~C~~.B. _____ End-User devices (PCs, laptops, tablets, etc.)

~~D~~.C. _____ Internet service provider fees

~~E~~.D. _____ Printers

~~F~~.E. _____ Servers

~~G~~.F. _____ Wide-Area-Network (WAN) service provider fees

3. Information Technology Consultation and Strategic Planning Services **not included** in the Administrative Services Agreement fee but **available by request** at an hourly rate of \$100 per assigned IT staff member(s):

A. Data Center design and implementation planning for (but not limited to):

- i. Active Directory
- ii. Corporate messaging system
- iii. End-User device deployment and management (desktop PCs, laptops, tablets, etc.)
- iv. Server architecture

B. Network design and implementation planning for (but not limited to):

- i. Audio Visual technology (including video conferencing)
- ii. Network architecture for new facilities
- iii. VoIP telephony

C. Policies and Procedures development for (but not limited to):

- i. Data Security
- ii. Disaster Recovery and Business Continuity
- iii. IT related equipment replacement

4. JMRL Responsibilities:

- A. Communicate IT related issues and resolutions to JMRL staff
- B. Consult with City IT before purchasing or upgrading IT related equipment or software (excluding end-user devices)
- C. Cover all costs for hardware, software and vendor fees
- D. Designate a JMRL staff member to serve as a single point of contact
- E. Ensure all devices connected to the network are configured according to City standards
- F. Ensure all hardware and software is either covered by warranty or vendor maintenance agreement
- G. Manage and maintain software and hardware licenses
- H. Maintain current anti-virus operating system patches on servers and end-user devices.
- I. Provide City IT staff with physical access to buildings and equipment when required

CITY OF CHARLOTTESVILLE

"A World Class City "

Office of The City Manager

P.O. Box 911 • Charlottesville, Virginia 22902

Telephone 434-970-3101

Fax 434-970-3890

www.charlottesville.org



August 17, 2016

Mr. John Halliday , Director
Jefferson-Madison Regional Library
201 East Market Street
Charlottesville, VA 22902

Dear Mr. Halliday:

Thank you for your email expressing the Library's interest in extending the City/Library Administrative Services Agreement dated August 1, 2013 ("Agreement") for a new term commencing August 1, 2016 and continuing through July 31, 2019.

By our signatures below, we each verify our mutual agreement for continuation of the Agreement through July 31, 2019, subject to all of the terms and conditions set forth within the Agreement.

Maurice Jones
City Manager
City of Charlottesville

Brian LaFontaine
President
Jefferson-Madison Regional Library
Board of Trustees

cc: City Attorney's Office
Human Resources
Lance Stewart, Facilities Maintenance