



Document of Understanding Between the Monroe County Library System and its Member Libraries January 1, 2015 – December 31, 2017

This document sets forth the required services of the Monroe County Library System and its member libraries, the essential shared services provided by the System, and the responsibilities and expectations of member libraries in providing quality service to the public. New York State created library systems to expand the resources of all local libraries, enabling them to buy services and share resources cooperatively. By using the System for its collective buying power for such purchases as technology, digital content, and delivery, economies can result for all participants.

The Monroe County Library System is a coalition of member libraries that includes: Brighton Memorial Library, Brockport-Seymour Library, Chili Public Library, East Rochester Public Library, Fairport Public Library, Gates Public Library, Greece Public Library, Hamlin Public Library, Henrietta Public Library, Irondequoit Public Library, Mendon Public Library, Newman Riga Library, Ogden Farmers' Library, Parma Public Library, Penfield Public Library, Pittsford Community Library, Rochester Public Library, Rush Public Library, Scottsville Free Library, Webster Public Library.

The MCLS provides materials and programs to meet the informational, educational and recreational needs of individuals, member libraries and local governments through collaborative ventures in cost effective delivery of quality services; centralized delivery of selected services; and the fostering of fast, accurate access to materials, information, and services in a seamless, consistent, and uniform manner. Systems qualify for State Aid based on an approved five-year plan of service and annual budgets and reports. The current Monroe County Library System Five-Year Plan of Service covers 2012-2016. Revision of this plan will begin in 2015.

The Monroe County Library System Board of Trustees is responsible for the fiduciary oversight of the library system, establishing system policy, and supervising & evaluating the MCLS Director. System policies are defined as those that affect the entire system and are typically developed by the MCLS Director, with input and endorsement from member library directors, endorsement by member library boards, and ultimate approval by the MCLS Board. (*See Appendix F, MCLS Policy Approval Process*)

The System administrative structure consists of a System Director, two Assistant Directors, and a Finance Director who oversee system operations in the areas of Cataloging, Shipping & Delivery, Inter-Library Loan, Digitizing, Library Automation Services, Outreach, and Central Library Services. MCLS contracts annually with the City of Rochester and the Central Library of Rochester & Monroe County, whose employees provide direct service to the system members in the areas described above. (*See Appendix E, MCLS Organizational Chart*)

A System Services and Operations Committee (SSOC) consisting of the System Director and Assistant Director, the Assistant Director of the Rochester Public Library, the Library Automation Supervisor, the MCLS Town Director Liaison, and Member Library Directors from a small, medium, and large library meets monthly. The purpose of the SSOC is to:

- Act as an agenda-setting body for the Director’s Council.
- Research issues relating to systems services and operations in preparation for taking those issues to the Director’s Council.
- Oversee committees appointed by the Directors Council that relate to system services and operations.

This body will act as a mediator in any dispute regarding system services between a member library and the System Director. The By-Laws for the Directors Council (*see Appendix B, Directors Council By-Laws*) establish the term limits for the System Services and Operations Committee.

A Directors Council will provide guidance and review to the MCLS Director in all areas of system service delivery, planning, and execution. The Council will consist of one representative from each member library, with RPL Branches and RPL Central recognized as two separate entities each having their own vote. All votes in the Council shall be equal in weight. The Directors Council shall have an advisory role in the establishment of procedures, standards, policies, cost allocations, system growth planning and other matters related to network operations.

To facilitate a better cooperative approach to meeting mutual expectations for service, the following are understood by both the member libraries and the System. These are **Required** and **Shared** services.

A. System Services Required Under State Education Law:

1. The System will maintain and operate a union catalog to support resource sharing throughout the System.
2. The System will provide Outreach Services as mandated by section 90.3 of the Commissioner’s Regulations.
3. The System will support the Central Library as detailed under Section 90.4 of the Commissioner’s Regulations.
4. The System will inform members of State grant opportunities, and will administer any grants received by the System for the benefit of members as well as provide support for appropriate programs.

B Essential Shared Services:

These services are jointly supported and will require a fee or charge to the members as described in the cost share model included as Attachment A. Should cost or revenue associated with System Services exceed projections, an amendment to this agreement associated with cost shares will require approval of 2/3 of the member libraries.

The System will reduce or eliminate services to any member library that does not agree to the terms set forth in this document.

1. **Network**

- a. **Priority Support** - The System will provide access to and support of an Integrated Library System (ILS), and the telecommunications infrastructure which supports circulation and patron database management, public catalogs, internet, the system website, ePortal, email, reports, and other functions as agreed to by the members. The highest technology priority of MCLS is to provide for the efficient and cost effective operation of the library catalog, circulation module, patron databases, and internet.
- b. **Equitable Access** - MCLS recognizes that, in cooperation with its member libraries, managed growth of its telecommunications and technology infrastructure will result in equitable and fair access to all of its member libraries.
- c. **Transparency** - MCLS will manage the technology infrastructure with complete transparency and fully engage member libraries in the budget and decision making processes.
- d. **Bandwidth** - MCLS will monitor bandwidth and will regularly provide reports to the member library directors. Any library consistently using more than 80% of its bandwidth throughout the day for a month may request additional bandwidth, if the system has not already determined and approved the addition. In the event a library requests additional bandwidth without a recommendation from the Library Automation Services Department, a thorough and open review of the request will be conducted by MCLS and the SSOC. If after completion of this review it is determined that bandwidth is being used for direct patron services, additional bandwidth will be added pending available funding. The MCLS Director reserves the right to approve, without member library review, additional bandwidth for a member if it is clear the library meets the criteria stated above.
- e. **New Product Development** - MCLS encourages exploration of new products and services by its members. When a new service requires software development work for a fee, the system will pay the cost of development if the service or product will, at the present time or in the future, benefit more than one member library. If the development will benefit a single library only, that member library will bear the cost of development.

The MCLS Director reserves the right to decide if a service meets the criteria of benefitting more than one location. If a director believes the member library has been charged for a development cost unfairly, the director may appeal to the System Services & Operations Committee (SSOC) for a review of the decision.

- f. **Services to Small Libraries** – LAS will provide selected services to member libraries which have 15 or fewer computers on their local area network. Routine

maintenance of small library computers is the responsibility of the library and includes software updates (Windows, plugins, spyware, virus definitions) and weekly backups. System services provided to small libraries include:

- i. Provision of a base computer image for all new devices. The library will provide the needed software, and LAS staff will install and create the base image.
 - ii. Assistance with the installation of imaged computers, and installation of printers if compatible with the operating system.
 - iii. Installation of all proprietary software such as Carl and PCRes. LAS will not support software installed outside the base image.
 - iv. LAS staff will provide training on routine computer maintenance for small library directors as necessary.
2. **Delivery** - The System will provide a delivery service five days a week, Monday-Friday, for the interlibrary and system distribution of materials for the support of ILL service and other library materials.
 3. **Staff Development & Consultation** - The System will arrange training and consulting to member libraries on professional library issues and issues of computer and communications technology to encourage and enable member libraries to take advantage of the evolving information environment. The System will be available for consultation with member library boards and staff members on professional library issues and issues pertaining to general management. The System will provide strategic technological training in order to keep MCLS, and its members, on the leading edge of information technology.
 4. **Plan of Service** - Through the MCLS Directors Council, joint committees, and the hiring of a Town Liaison to the System, a means will be provided for making policy, service, and financial recommendations for the development and implementation of the MCLS Plan of Service. An annual Directors Retreat will be held in January where work priorities drawn from the Plan of Service will be evaluated for the prior year and set for the coming year.
 5. **Advocacy & Communication** - The System will support library development and advocacy, and will provide guidance on national, state, and regional issues.
 6. **Funding**
 - a. Pending increases in funding beyond the minimum required to support MCLS, the System will reserve or distribute additional funds after consultation with member library directors.
 - b. The System collects revenue via online fine payments; such revenue, minus operational costs to the System, is redistributed by the MCLS Finance Office to member libraries twice annually using a per capita formula. This distribution is typically done at the same time as cost share billing.

C. **Member Libraries Services Required Under State Education Law:**

1. Member libraries are expected to maintain and contribute to an up-to-date catalog of their holdings for a union catalog.
2. Member libraries are expected to provide borrowing privileges to patrons of other libraries in the System. This provision occurs in the MCLS Direct Access Plan. (*See Appendix C, Direct Access Policy*)
3. Member libraries are expected to provide, in a timely manner, the various reports and data required by the System and the New York State Education Department, Division of Library Development. Annual reports from each member library are required by New York State and must be completed and submitted by May 1 each year.

D. **Responsibilities/Expectations of Member Libraries:**

1. Through the MCLS Directors Council, member library directors are expected to participate in System planning for service and funding.
2. Member libraries are expected to participate in financial support for the cost of Shared Services. Cost shares are billed to member libraries twice a year, on or by May 30 and December 1. (*See Appendix A, MCLS Cost Shares*)
3. Member libraries are expected to participate in the Inter-library Loan service within the System area.
4. Member libraries are required to follow minimum technology and ILS standards as defined by MCLS, and are strongly encouraged to work towards standardizing fines, fees, and borrowing privileges whenever possible.
5. The MCLS Internet policy will serve as the standard for filtering in Monroe County. Member libraries are required to display the policy and have computer users acknowledge they have read it before using library computers. This requirement keeps the system in compliance with e-rate funding regulations. (*See Appendix D, MCLS Internet Access Policy*)
6. Shared Collection Development Agreement - Responsibilities/Expectations of Member Libraries
 - a. Member libraries are expected to spend a minimum of 4% of their materials budget on shared e-content for OverDrive. The percent to spend on e-content for the following year will be reviewed on an annual basis at the March Directors' Council meeting.

- b. In order to provide a quality digital collection and develop a more efficient purchasing method, member libraries may choose to designate a portion of their 4% contribution to the OverDrive Standing Order Plan (*See Appendix G, Collection Development for OverDrive Policy*). Annually, at the March Directors' Council meeting, MCLS will recommend costs for the OverDrive Standing Order Plan for the upcoming year. Participating libraries will be invoiced in May or December.

E. **Insurance and Liability:**

The Member Library shall provide its own insurance as it deems necessary. MCLS shall be named as an additional insured or shall otherwise recover any damages to equipment owned by MCLS. MCLS and the Member Library shall defend, indemnify and hold each other harmless, including officers and employees, from all liability, loss, damage, attorney's fees or claims of any character brought because of any injuries or damage received or sustained by any person, persons, or property on account of the operations of MCLS or the Library, or because of any act or omission of MCLS or the Library, or from any Claim under the Workers' Compensation Act.

F. ***Effective Date and Termination:**

By signing this document you are renewing membership in MCLS with all benefits, privileges and responsibilities as outlined above. This agreement shall become effective January 1, 2015 and will expire, December 31, 2017. This is a **three year agreement** with the option to renew at the set terms. It may be terminated by either party upon written notice to the other, no later than nine (9) months prior to the end of any calendar year. Any member failing to sign this document by March 31 of the calendar year forfeits its system membership.

Name of Member Library (please print)

President, Member Library Board of Trustees
(Signature)

Date

President, Member Library Board of Trustees
(Printed Name)

President, Monroe County Library System Board

Date

Appendices:

- Appendix A - Cost Share Chart
- Appendix B - DC By-Laws
- Appendix C - Direct Access Policy
- Appendix D - MCLS Internet Access Policy
- Appendix E - MCLS Organizational Chart
- Appendix F - MCLS Policy Approval Process Chart
- Appendix G – Shared Collection Purchase Agreement