



Western Sullivan Public Library

BOARD MEETING AGENDA

Regular Board Meeting

December 11, 2023

Tusten-Cochecton Branch, 5:30pm

- I. Call to Order
- II. Pledge of Allegiance
- III. Adoption of Agenda
- IV. Public Comment Period
- V. Approval of November 13, 2023 meeting minutes
- VI. Financial Reports
 - a. Treasurer's Report
 - b. Monthly Financial Reports through December 10, 2023Payment of Bills through December 10, 2023
- VII. Director's Report
- VIII. New Business
 - a. Library Budget Vote and Trustee Election Date
 - b. Rebid DEL HVAC Project
 - c. Disaster Plan/Situation Manual Update
- IX. Old Business
 - a. Plans for DEL Restoration
- X. Committee Reports
 - Building
 - Personnel
 - Donations
 - Finance
 - Bylaws
 - Nominating
 - FOL Liaison
 - Executive
- XI. Dates to Remember
 - a. See monthly [online newsletter](#)
- XII. Correspondence
- XIII. Adjournment

Next Meeting: Monday, January 8, 2024, Delaware Free Branch



Western Sullivan Public Library

I. New Business

- a. Library Budget Vote and Trustee Election Date: Potential date for the 2024 vote is Wednesday, April 24, 2024.
- b. Rebid DEL HVAC Project
- c. Disaster Plan/Situation Manual Update

II. Old Business

- a. Plans for DEL Restoration



Western Sullivan Public Library

Regular Board Meeting

November 13, 2023

Delaware Free Branch, 5:30pm

Unapproved Minutes

Members Present: Barbara Winfield, Pam Reinhardt, Francis Cape, Kevin McDonough, Amber Novikov, Sue Bodenstein, Phyllis Haynes, and Linda Pomes.

Absent: Evan Eisenberg

Staff Present: Audra Everett, Director.

Call to Order: At 5:30 p.m. the meeting was called to order by President Linda Pomes with the Pledge of Allegiance.

Adoption of Agenda: On a motion by Kevin McDonough and seconded by Barbara Winfield, the agenda as amended was approved by unanimous consent.

Approval of Meeting Minutes: On a motion by Francis Cape and seconded by Sue Bodenstein, the October 10, 2023, meeting minutes were approved as amended by unanimous consent with the exception of Kevin McDonough who abstained.

Financial Reports:

- a. On a motion by Amber Novikov and seconded Phyllis Haynes, the monthly Treasurer's Report was approved by unanimous consent.
- b. On a motion by Kevin McDonough and seconded by Barbara Winfield, the monthly Financial Reports through November 12, 2023, were approved by unanimous consent.



Western Sullivan Public Library

- c. On a motion by Pam Reinhardt and seconded by Kevin McDonough, the payment of the bills through November 12, 2023, were approved by unanimous consent.

New Business:

- a. On a motion by Sue Bodenstein and seconded by Amber Novikov, the 2024 Holiday closings were approved by unanimous consent.
- b. On a motion by Kevin McDonough and seconded by Francis Cape, the amended 2024 Board Meeting Schedule was approved by unanimous consent.
- c. On a motion by Barbara Winfield and seconded by Pam Reinhardt the membership: regular policy revision was approved by unanimous consent.
- d. On a motion by Phyllis Haynes and seconded by Amber Novikov the public notice bulletin board policy revision was approved by unanimous consent.
- e. On a motion by Barbara Winfield and seconded by Sue Bodenstein the materials selection/collection development policy revision was approved by unanimous consent.
- f. On a motion by Pamela Reinhardt and seconded by Kevin McDonough, the early payment to the retirement of \$48,702.00 was approved by unanimous consent.

Old Business:

- a. On a motion by Kevin McDonough and seconded by Barbara Winfield to go out to bid for the DEL Restoration project with January 2nd, 2024 at 4:00PM was set as the date for the bid opening and approved by unanimous consent.



Western Sullivan Public Library

Adjournment: On a motion made by Kevin McDonough and seconded by Francis Cape, the board voted by unanimous consent to adjourn the meeting at 6:02pm.

Amber Novikov
Secretary

Western Sullivan Public Library

Balance Sheet

As of June 30, 2024

	<u>Jun 30, 24</u>
ASSETS	
Current Assets	
Checking/Savings	
200 · Operating Account - 8139	11,564.56
204 · Credit Card Transfer Acct- 7669	1,233.65
205 · WSPL IMM Acct - 1647	
Adelaide Schadt - Jeff Branch	10,000.00
205 · WSPL IMM Acct - 1647 - Other	1,197,286.24
Total 205 · WSPL IMM Acct - 1647	<u>1,207,286.24</u>
206 · Capital Fund - 8355	302,830.44
210 · Petty Cash	
Petty Cash-DEL	50.00
Petty Cash-JEF	50.00
Petty Cash-NAR	50.00
Total 210 · Petty Cash	<u>150.00</u>
Total Checking/Savings	<u>1,523,064.89</u>
Other Current Assets	
A391 · Due From Other Funds	3,224.38
Total Other Current Assets	<u>3,224.38</u>
Total Current Assets	<u>1,526,289.27</u>
TOTAL ASSETS	<u><u>1,526,289.27</u></u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Other Current Liabilities	
L-Accrued Liabilities	9,487.88
SUI Payable	1,347.07
607 · NYS & Local Retirement	65.14
637 · Due to Retirement	12,176.00
691 · Deferred Revenue	2,300.00
Total Other Current Liabilities	<u>25,376.09</u>
Total Current Liabilities	<u>25,376.09</u>
Total Liabilities	25,376.09
Equity	
909 · Fund Balance - WSPL	302,723.58
910 · Reserve Fund Balance	90,478.25
911 · Retained Earnings	550,427.34
Net Income	557,284.01
Total Equity	<u>1,500,913.18</u>
TOTAL LIABILITIES & EQUITY	<u><u>1,526,289.27</u></u>

Western Sullivan Public Library
Capital Fund Check List
 July 1 through December 9, 2023

<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Memo</u>	<u>Split</u>	<u>Amount</u>
Jul 1 - Dec 9, 23						
Check	08/13/2023	1010	Delaware Engineering, D.P.C.	VOID: Application # 1BG WSPL-G-22	JEF Parking Lot 2021	0.00
Check	08/13/2023	1011	Delaware Engineering, D.P.C.	VOID: Application 1A WSPL-G-22	JEF Parking Lot 2022	0.00
Check	08/13/2023	1012	Poley Paving and Construction Corp.	Application # 1BG WSPL-G-22	JEF Parking Lot 2021	-1,425.00
Check	08/13/2023	1013	Poley Paving and Construction Corp.	Application 1A WSPL-G-22	JEF Parking Lot 2022	-24,225.00
Check	09/11/2023	1014	Poley Paving and Construction Corp.	Application 2B & 3B WSPL-G-22	JEF Parking Lot 2022	-38,540.00
Check	09/11/2023	1015	Poley Paving and Construction Corp.	Application # 2A & 3A WSPL-G-22	JEF Parking Lot 2021	-50,505.00
Check	10/05/2023	1016	Delaware Engineering, D.P.C.	Invoice 22-2541-5	JEF Parking Lot 2022	-2,535.00
Check	10/05/2023	1017	Delaware Engineering, D.P.C.	Invoice 22-2433-2	JEF Parking Lot 2021	-2,000.00
Jul 1 - Dec 9, 23					Total	-119,230.00

Western Sullivan Public Library
Operating Account Check List
 November 12 through December 9, 2023

Type	Date	Num	Name	Memo	Split	Amount
Nov 12 - Dec 9, 23						
Check	11/13/2023	19164	Verizon	845 887 49679 346 24 5	74106.6 · Elevator Service	-32.74
Check	11/14/2023	19165	NYS & Local Retirement System	VOID: 2024 Annual Invoice	90108 · Annual Retirement	0.00
Check	11/20/2023	19173	Cash	VOID: Cash replenishment for NAR	Petty Cash-NAR	0.00
Check	11/27/2023	19167	NYS & Local Retirement System	2024 Annual Invoice	90108 · Annual Retirement	-48,702.00
Check	11/27/2023	19168	NYSEG	1001-1281-077	Fuel & Electric-JEF	-500.23
Check	11/27/2023	19169	NYSEG	1001-0704-798	Fuel & Electric-NAR	-169.60
Check	11/27/2023	19170	CMS Medicare Insurance	Medicare #1AM1VN3QK06	90608 · Employee Health Insurance	-494.70
Check	11/27/2023	19171	MVP Health Care, Inc.	Group # 412828/Sub 0001	90608 · Employee Health Insurance	-2,695.48
Check	12/09/2023	19174	Postmaster	postage JEF	Postage	-66.00
Check	12/09/2023	19175	Cochection Oil, Inc.	Account # 283-1	Fuel & Electric-NAR	-255.91
Check	12/09/2023	19176	Cash	Cash replenishment for JEF	Petty Cash-JEF	-18.51
Check	12/09/2023	19177	Amazon Capital Services	Acct # A1W8QRKQNHJDJEH	601.2 · Amazon Business	-474.41
Check	12/09/2023	19178	Cardmember Services	acct ending 4182	601.1 · Jeff Bank Visa	-799.70
Check	12/09/2023	19179	Laura Moran (reimb)		Fines & Fees-DEL	-37.00
Check	12/09/2023	19180	Spectrum - Charter Communications	Account # 107605001	-SPLIT-	-459.90
Check	12/09/2023	19181	Delaware Valley Farm & Garden	Acc. #100706	Library Supplies - DEL	-64.44
Check	12/09/2023	19182	Casey Zier	Gingerbread cookies	Children's Programs	-125.00
Check	12/09/2023	19183	Village of Jeffersonville	Acct 00349	Sewer & Water-JEF	-115.92
Check	12/09/2023	19184	Fox Ledge, Inc.	Account 005821	-SPLIT-	-19.55
Check	12/09/2023	19185	Ehrlich		-SPLIT-	-65.00
Check	12/09/2023	19186	NYSEG	1003-8570-692	Fuel & Electric-DEL	-20.70
Check	12/09/2023	19187	NYSEG	1001-3155-188	Fuel & Electric-DEL	-20.70
Check	12/09/2023	19188	Staples Contract & Commercial	Cust RCH 1721174	-SPLIT-	-519.13
Check	12/09/2023	19189	Pete's Market	cust #845	-SPLIT-	-7.97
Check	12/09/2023	19190	Peck's Market	Acct 4394 & C966	-SPLIT-	-154.42
Check	12/09/2023	19191	DJS Plumbing & Heating	Inv. # 12464	-SPLIT-	-175.00
Check	12/09/2023	19192	Joseph E. Schultz	invoice #3078	-SPLIT-	-194.75
Check	12/09/2023	19193	United Healthcare Insurance Company	Member ID 351736481-1	90608 · Employee Health Insurance	-268.50
Check	12/09/2023	19194	AARP Medicare Rx Preferred (PDP)	Member ID: 0217026071 J Swendsen	90608 · Employee Health Insurance	-40.90
Check	12/09/2023	19195	Audra Everett (reimb.)		Travel & Continuing Education	-30.79
Check	12/09/2023	19196	MaryAnn Paparella		-SPLIT-	-2,050.00
Check	12/09/2023	19197	Christina Mace		Bookkeeper	-680.00

Western Sullivan Public Library Operating Account Check List November 12 through December 9, 2023

Check	12/09/2023	19198	Buck Brook Alpacas	2023-12-01 Felted Wreaths	Adult Programs	-162.00
Check	12/09/2023	19199	OverDrive, Inc.	Cust ID 1052-1001	Digital Downloads - WSPL	-28.50
Check	12/09/2023	19200	Kanopy LLC		Digital Downloads - WSPL	-584.00
Check	12/09/2023	19201	Kohler Lumber Company Inc.	Invoice 133250, 133666	Materials	-41.96
Check	12/09/2023	19202	Sullivan County Democrat	Acct # 13570	Advertising	-63.10
Check	12/09/2023	19203	The River Reporter		Advertising	-54.16
Check	12/09/2023	19204	GOVCONNECTION, INC.		-SPLIT-	-257.30
Check	12/09/2023	19205	Safeguard Business Systems	invoice 9003082915	Office Supplies - JEF	-267.49
Check	12/09/2023	19206	Brodart Co.	Account 311663	-SPLIT-	-281.52
Check	12/09/2023	19207	Midwest Tape LLC		-SPLIT-	-1,410.42
Check	12/09/2023	19208	Baker & Taylor Books #510486		-SPLIT-	-2,144.70
Check	12/09/2023	19209	MVP Health Care, Inc.	Group # 412828/Sub 0001	90608 · Employee Health Insurance	-8,086.44
Check	12/09/2023	19210	Cash	Cash replenishment for NAR	Petty Cash-NAR	-9.57
Liability Check	11/13/2023	E-pay	NYS Income Tax	141825007 6 QB Tracking # -190943002	-SPLIT-	-722.97
Liability Check	11/17/2023	19166	Commissioner of Taxation and Finance	E-034204795-E003-8	609 · Income Execution	-177.18
Liability Check	11/17/2023	eft dd	Direct Deposit Split		611 · DD for savings/c'king	-250.00
Liability Check	11/17/2023	E-pay	IRS USA Tax Payments	14-1825007 QB Tracking # -191107002	-SPLIT-	-4,241.48
Liability Check	11/27/2023	19172	Commissioner of Taxation and Finance	E-034204795-E003-8	609 · Income Execution	-177.18
Liability Check	11/27/2023	E-pay	NYS Income Tax	141825007 6 QB Tracking # 321173998	-SPLIT-	-729.32
Liability Check	12/01/2023	eft dd	Direct Deposit Split		611 · DD for savings/c'king	-250.00
Liability Check	12/01/2023	E-pay	IRS USA Tax Payments	14-1825007 QB Tracking # 320988998	-SPLIT-	-4,260.48
Liability Check	12/04/2023	eft ers	NYS & Local Retirement System	51404	-SPLIT-	-801.02
Paycheck	11/17/2023	2023111701	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111702	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111703	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111704	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111705	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111706	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111707	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111708	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111709	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111710	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111711	Employee		-SPLIT-	
Paycheck	11/17/2023	2023111712	Employee		-SPLIT-	

Dec 9, 2023

Western Sullivan Public Library Operating Account Check List November 12 through December 9, 2023

Paycheck	11/17/2023	2023111713	Employee	-SPLIT-	
Paycheck	11/17/2023	2023111714	Employee	-SPLIT-	
Paycheck	11/17/2023	2023111715	Employee	-SPLIT-	
Paycheck	11/17/2023	2023111716	Employee	-SPLIT-	
Paycheck	11/17/2023	2023111717	Employee	-SPLIT-	
					Total Payroll 2023-11-17 -14,876.40
Paycheck	12/01/2023	2023120101	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120102	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120103	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120104	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120105	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120106	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120107	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120108	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120109	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120110	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120111	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120112	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120113	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120114	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120115	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120116	Employee	-SPLIT-	
Paycheck	12/01/2023	2023120117	Employee	-SPLIT-	
					Total Payroll 2023-12-01 -14,878.19
Nov 12 - Dec 9, 23					Total -114,014.33

Western Sullivan Public Library Profit & Loss Budget vs. Actual

	<u>Jul 1 - Dec 9, 23</u>	<u>Budget</u>	<u>\$ Over Budget</u>
Ordinary Income/Expense			
Income			
1001 · Real Property Taxes	1,063,613	1,063,613	0
2082 · Library Charges	1,666	1,763	(97)
2083 · Library Chgs-Registrations	896	2,000	(1,104)
2401 · Interest & Earnings	96	220	(124)
2655 · Sales, Other	143	44	99
2705 · Gifts & Donations	741	1,587	(846)
2770 · Grants-Miscellaneous	0	1,014	(1,014)
3003 · State Grants - Miscellaneous	2,710	2,700	10
Total Income	<u>1,069,865</u>	<u>1,072,941</u>	<u>(3,076)</u>
Gross Profit	1,069,865	1,072,941	(3,076)
Expense			
74101 · Salaries	195,826	231,272	(35,446)
74101.7 · Special Projects	0	220	(220)
74102 · Equipment	390	2,866	(2,476)
74104 · Materials	31,020	32,728	(1,708)
74104.6 · Databases & Software	3,939	3,791	148
74105.1 · Daily Operating Expenses	5,716	9,567	(3,851)
74105.3 · Repairs/Maint of Lib Equip	0	220	(220)
74105.4 · Daily Maint & Repairs	7,335	5,731	1,604
74105.5 · Building Maintenance	0	15,430	(15,430)
74105.6 · Insurance Policies	16,631	19,498	(2,867)
74106.1 · Phone, Internet, Cable Services	2,759	3,549	(790)
74106.2 · ILS & IT	17,017	17,987	(970)
74106.4 · Fuel & Electric	4,561	11,022	(6,461)
74106.5 · Sewer & Water	603	2,425	(1,822)
74106.6 · Elevator Service	163	175	(12)
74106.7 · Cleaning Services	10,250	11,573	(1,323)
74106.8 · Operating Overhead Expenses	1,101	4,409	(3,308)
74107.1 · Professional Services	4,115	8,950	(4,835)
74107.3 · Programs and Events	4,208	5,290	(1,082)
74107.9 · Other Expenses	306	2,359	(2,053)
90000 · Payroll Expenses	113,376	97,165	16,211
Total Expense	<u>419,316</u>	<u>486,227</u>	<u>(66,911)</u>
Net Ordinary Income	650,549	586,714	63,835
Net Income	<u><u>350,549</u></u>	<u><u>586,714</u></u>	<u><u>63,835</u></u>

Western Sullivan Public Library

Treasurer's Report

Report for: December 11 2023
 Month and Day Year

General Fund: Operating Account - Jeff Bank Account ending in 8139

Balance on hand as of:	<u>October 31, 2023</u>	\$71,960.01
Plus Deposits:		
Accounts Receivable	\$301.25	
Transfers from IMM	\$65,000.00	
Interest	\$0.78	
Other	<u>\$48,702.00</u>	
Total Deposits		\$114,004.03
Less Disbursements:		
Transfer to IMM	\$0.00	
Operating Expenses	<u>\$71,337.32</u>	
Total Disbursements		\$71,337.32
Balance on hand as of:	<u>November 30, 2023</u>	<u><u>\$114,626.72</u></u>

General Fund: IMM Account - Jeff Bank Account ending in 1647

Balance on hand as of:	<u>October 31, 2023</u>	\$257,357.50
Plus Deposits:		
Annual Tax Portion & PILOT	\$1,063,613.00	
Interest	\$17.74	
Other	<u>\$0.00</u>	
Total Deposits		\$1,063,630.74
Less Disbursements:		
Transfers to Operating Fund	\$65,000.00	
Transfer to Capital Fund	<u>\$48,702.00</u>	
Total Disbursements		\$113,702.00
Balance on hand as of:	<u>November 30, 2023</u>	<u><u>\$1,207,286.24</u></u>

Western Sullivan Public Library

Treasurer's Report

Report for: November 13 2023
 Month and Day Year

General Fund: CC Transfer - Jeff Bank Account ending in 7669

Balance on hand as of:	<u>October 31, 2023</u>	\$1,233.65
Plus Deposits:		
Credit Card Payments	<u>\$0.00</u>	
Total Deposits		\$0.00
Less Disbursements:		
Transfers to Operating Fund	<u>\$0.00</u>	
Total Disbursements		\$0.00
Balance on hand as of:	<u>November 30, 2023</u>	<u><u>\$1,233.65</u></u>

Capital Fund: Building Improvements - Jeff Bank Account ending in 8355

Balance on hand as of:	<u>October 31, 2023</u>	\$302,830.44
Plus Deposits:		
Transfers from IMM	\$0.00	
Interest	\$0.00	
Other	<u>\$0.00</u>	
Total Deposits		\$0.00
Less Disbursements:		
Transfers to Operating Fund	<u>\$0.00</u>	
Total Disbursements	\$0.00	\$0.00
Balance on hand as of:	<u>November 30, 2023</u>	<u><u>\$302,830.44</u></u>
Account opened December 10, 2019		



Western Sullivan Public Library

DIRECTOR'S REPORT

December 11, 2023

Building/Equipment:

The company that supplied the coin-op copiers at each of the branches no longer supports the machines. We now own the machines and the contents of the coin collector.

The water fountain at the Jeffersonville Branch was removed due to a malfunction. Each branch has water coolers for public use.

Finance:

See reports.

Personnel:

No report.

Professional Development/Meetings:

11/15/2023: (Even More) New Laws in the Library webinar with Stephanie Adams, Esq.

11/20/2023: WSPL Programmers/Tech meeting

12/8/2023: SUPLA meeting

WSPL Staff Meeting is scheduled for December 18, 2023. Sullivan 180 will be there to discuss wellness at the workplace and give us ideas for reviving our wellness committee. The library will close at 1:00PM.

Programs:

[View newsletter.](#)

Ciera applied for the 2024 Arts for Sullivan Grant through the DVAA for an Open Mic series with Liz Huntington. Kristen is hosting gingerbread cookie decorating again at the Delaware Free Branch during Dickens on the Delaware. Dale is working on reviving the teen tech program. He started last month in collaboration with the Tusten youth group.

Strategic Plan Progress:

We continue to discuss the plan with the staff and will review 2023 progress and come up with plans for fulfilling the rest of the goals in 2024 in January.

Monthly Statistics:

See statistics in "Other Items" on libguide.



Western Sullivan Public Library

Other:

View the [RCLS calendar](#) at www.rcls.org for upcoming Trustee trainings.

As we prepare for the migration to Koha, the new integrated library system, the branches are evaluating their collections, weeding, and then performing inventories of all collections so records are accurate.

Advocacy Day is set for February 7, 2024. Four buses will be going to Albany. Registration is open on the RCLS calendar.

The RCLS Gateway App that gives our patrons access to the library catalog is no longer available. Below is the message RCLS posted on their social media:

Regrettably, the RCLS Gateway App is currently inactive due to ongoing issues with our vendor. Rest assured, our team is actively engaged in securing a new mobile app solution for member libraries and their patrons. We're committed to ensuring a seamless experience and will promptly announce the launch of the new app via our website and social media platforms, which is expected to be completed by the end of January 2024.

In the interim, please utilize your library's Aspen Discovery catalog directly on your mobile device to manage your account, place holds, and explore our library resources. Additionally, we recommend continuing to utilize the Libby App to access your eContent. Thank you for your ongoing support and understanding as we move forward.

Patrons can still access the online catalog via our website.

Western Sullivan Public Library
 Monthly Reports for All Branches for November 2023

November Circulation	Callicoon	Jeffersonville	Narrowsburg
Adult Books	510	598	468
Young Adult Books	67	19	41
Children's Books	328	349	260
Periodicals	0	22	5
Audiobooks	34	14	13
Museum Pass (Apr-Dec)	1	1	0
DVDs	364	435	146
Other	14	35	0
2023 Totals	1318	1473	933
2022 Totals	1508	1590	972

Wireless usage per branch

	November 2022	November 2023
Callicoon	3521	1394
Jeffersonville	1569	1089
Narrowsburg	1622	814
Total	6712	3297

Computer Use

	November 2022	November 2023
Callicoon	64	101
Jeffersonville	44	47
Narrowsburg	28	31
Total	136	179

Internet/Social Media

	November 2022	November 2023
Instagram followers	1103	1216
Facebook followers	1126	1272
Metaverse video views	4,080	422
Website users	932	1,906
Website sessions	1662	2877
Website page views	2518	3621
Podcast Downloads	83	11
Monthly eNewsletter	1 email sent to 643 subscribers	397 opens/ 47 clicks
Mailchimp weekly email blasts	3 emails sent to 1,531 subscribers	602 avg opens/24 avg clicks

e-Circulation

Type	Nov 2022	Nov 2023
Callicoon e-content	332	458
Jeffersonville e-content	498	711
Narrowsburg e-content	233	351
Kanopy films (# of videos played)	491	481
Total	1554	2001

Curbside Pickup Appointments

Callicoon	0
Jeffersonville	0
Narrowsburg	1

Patron Count at the Library

	Nov 2022	Nov 2023
Callicoon	636	735
Jeffersonville	772	904
Narrowsburg	726	667
Total	2134	2306

Reference Questions

	Nov 2022	Nov 2023
Callicoon	101	118
Jeffersonville	53	149
Narrowsburg	116	86
Total	270	353

Monthly Volunteer Hours

Callicoon	20
Jeffersonville	7.5
Narrowsburg	19

Date	Program	Platform(s)/ Type	Target Audience	Attendance
11/1/2023	Game Club	In-Person	Adult	1
11/2/2023	Sewcial Circle	In-Person	Adult	8
11/3/2023	First Fridays	In-Person	Adult	29
11/6/2023	Narrowsburg Knitters	In-Person	Adult	11
11/7/2023	Let's Play!	In-Person	Youth	16
11/8/2023	Game Club	In-Person	Adult	1

11/8/2023	Candlemaking	In-Person	Adult	5
11/8/2023	Tusten Youth Club	In-Person	Youth	3
11/9/2023	Sewcial Circle	In-Person	Adult	6
11/10/2023	STEAM Activated Origami	In-Person	Youth	8
11/10/2023	Jeffersonville Book Club	In-Person	Adult	4
11/13/2023	Narrowsburg Knitters	In-Person	Adult	7
11/14/2023	Tween Spa	In-Person	Youth	4
11/16/2023	Sewcial Circle	In-Person	Adult	7
11/17/2023	Storytime	In-Person	Youth	7
11/17/2023	Craft Lovers	In-Person	Adult	3
11/20/2023	Narrowsburg Knitters	In-Person	Adult	7
11/21/2023	Let's Play!	In-Person	Youth	10
11/21/2023	Fabric Snowflakes	In-Person	Adult	9
11/27/2023	Narrowsburg Knitters	In-Person	Adult	12
11/28/2023	Homeschool Lego Club	In-Person	Youth	2
11/29/2023	Tusten Youth Club	In-Person	Youth	6
11/29/2023	Narrowsburg Book Club	In-Person	Adult	1
11/29/2023	Cricut Meet Up	In-Person	Adult	4
11/30/2023	Sewcial Circle	In-Person	Adult	8

Tech Programs

11/1/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	1
11/6/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	4
11/13/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	1
11/14/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	2
11/15/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	3
11/20/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	4
11/27/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	2
11/28/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	2
11/29/2023	Hybrid Open Technical Support	In-Person	Adult, PCC	2

Western Sullivan Public Library
Fuel & Electric YTD Comparison
July 1 through December 9, 2023

	<u>Jul 1 - Dec 9, 23</u>	<u>Jul 1 - Dec 9, 22</u>
Ordinary Income/Expense		
Expense		
74106.4 · Fuel & Electric		
Fuel & Electric-DEL	816.73	1,988.83
Fuel & Electric-JEF	1,785.21	2,044.08
Fuel & Electric-NAR	1,959.52	2,197.72
Total 74106.4 · Fuel & Electric	<u>4,561.46</u>	<u>6,230.63</u>
Total Expense	4,561.46	6,230.63



Western Sullivan Public Library

DISASTER PLAN/SITUATIONAL MANUAL

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EMERGENCY SERVICES CONTACT INFORMATION

Sullivan County Sheriff	845-794-7100
NYS Police	845-292-6600 (Liberty) 845-252-3212 (Narrowsburg)
Wayne County Sheriff	570-253-2641
Honesdale State Police	570-253-7126
Fire Department	911
Ambulance	911
911 Non-Emergency	845-583-7100
Poison Control Center	1-800-222-1222

Please refer to the *Sullivan County Directory* booklet for town and other county contacts

Human/Social Services Contact Information

Sullivan County Family Services	845-292-0100
Sullivan County Safe Passage for abuse victims	845-292-5700
Wayne County Human Services	570-253-5102
Wayne County Victims Intervention Program	570-253-4401

Local Schools

Sullivan West Central School District	845-482-4610
Sullivan County BOCES	845-295-4000

Maintenance/Utilities Contact Information

Bottled Water Company	Fox Ledge	570-448-9000
Electric Company	NYSEG	800-572-1131
Electrician	American Electric	845-932-8111
Elevator	Mobility Elevator & Lift Co	973-618-9545

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Western Sullivan Public Library

Exterminator	Ehrlich	845-791-7225
Garbage	Waste Management	866-909-4458
Handyman	Joe Schultz	845-887-5524/cell 423-0000
Heating/Cooling Systems	JEF - ASTAR (heating/cooling)	845-305-5753
	DEL- DJS (heating)	845-887-6309
	NAR - DJS (heating)	845-887-6309
	<u>Heckman Refrigeration</u>	<u>845-856-7129</u>
Janitorial Services	Double Clean	570-445-4090
Locksmith	Dill Safe and Locksmith	845-434-6590
Oil Company	DEL - Fowler Oil Co., Inc.	570-253-2686
	NAR - Cohecton Oil, Inc.	845-932-8483
Plumber	DJS Plumbing & Heating	845-887-6309
Snow Removal	JEF - Derek Hahn	845-807-1701
	DEL - Derek Hahn	845-807-1701
	NAR	pending
Telephone Company	Spectrum Business Class	877-636-3278
Telephone (inside lines)	Bedik Communications	845-794-8084

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Insurance

Insurance Company	Mike Preis, Inc.	845- 482-5510
Agent/Contact:	David Bodenstein	

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Other

Legal Advisor	Marvin Newberg	845-794-8415
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LIBRARY STAFF/BOARD OF TRUSTEE CONTACT INFORMATION (after working hours)

Director	Audra Everett	845-482-5260, 845-428-1208 (cell)
Board President	<u>Linda Pomes</u>	<u>845-252-3411</u>

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Western Sullivan Public Library

TABLE OF CONTENTS FOR SITUATIONS/DISASTERS

<i>PAGE</i>	<i>SITUATION/DISASTER</i>	<i>PAGE</i>	<i>SITUATION/DISASTER</i>
4	Aggressive Behavior/Assault/ Threatening Behavior/Verbal Abuse	10	Loitering
4	Alcohol/Drug Abuse/Smoking	10	Medical Emergencies
4	Animals in the Library	11	No Water
5	Attire	11	No Heat/Air Conditioning
5	Complaints	12	Person in Distress
5	Disruptive Behavior	12	Phone/Mail/Electronic Threat and Suspicious Object
6	Eating/Drinking in the Library	12	Power Outage
6	Earthquakes/Tornadoes	13	Restroom Emergencies
6	Elevator Emergency	13	Shelving Collapse and Other Structural Accidents
7	Epidemic/Pandemic Situations	13	Sidewalk/Parking Lot Maintenance
7	Equipment Failure	13	Solicitations
7	Evacuation Procedure	13	Telephone Failure
8	Fire	13	Unattended Children
8	Flooding and Water Damage Leaks	14	Vandalism and Theft
9	Fumes, Toxic Events, Chemical Spills	14	Appendix
9	Hostile Situation/Shooter		



Western Sullivan Public Library

EMERGENCY SITUATION PROCEDURES

In all cases of emergency, contact the Director to apprise of situation.

Disaster Kits are located at all three branches. In Jeffersonville, the kit is in the upstairs bathroom closet. In Narrowsburg, the kit is located in the upstairs supply closet. In Callicoon, the kit is located in the upstairs vault. Kit contents are listed below:

Flashlight	Lysol spray can	Duct Tape	Scissors	Paper towels
Disposable latex gloves	Dust masks	Plastic Sheeting	Battery-operated radio	Extra batteries for radio

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AGGRESSIVE BEHAVIOR/ASSAULT/THREATENING BEHAVIOR/VERBAL ABUSE

- Listen and respond calmly.
- Attempt to notify other staff in the building. If staff feels **threatened** or in danger, the police should be contacted immediately. In the case of physical assault, call 911. Keep patrons and staff protected and away from incident if possible. Complete appropriate *Incident Report* form and notify Director.

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ALCOHOL/DRUG ABUSE/SMOKING

- **If a patron is actively engaging in alcohol or drug use or is smoking inside the library**, staff should calmly ask the patron to leave because they are violating our *Code of Conduct*. Notify supervisor of situation. If patron will not leave and continues engaging in these activities, notify the Director and call the police if **so** instructed. Never make physical contact or argue with patron. Complete *Patron Incident Report* form.
- **If there is evidence that a patron is under the influence of drugs or alcohol**, calmly assist the patron in obtaining what they are looking for and notify supervisor. If patron does not leave after being assisted, the supervisor on duty will explain our *Code of Conduct* and ask the patron to leave. Notify the Director and follow instructions if patron refuses to leave. Complete *Patron Incident Report* form.

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ANIMALS IN THE LIBRARY

- **If a pet enters the library** and is not **assisting** a patron with a disability, staff should politely ask patron to take animal outside of the library. If the patron refuses, notify supervisor. Supervisor should ask the patron to leave with the pet. If patron refuses, notify Director and follow instructions.

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Western Sullivan Public Library

- **If a wild animal enters the library**, assess the situation. For pests, contact supervisor, who will call the local exterminator and contain the animal, if possible. For wild animals that pose a threat, notify the Director and call the police for further instruction. If the animal bites or scratches anyone, suggest they wash the wound immediately and provide them with supplies from our first aid kits if necessary. Complete *Patron Incident Report* and/or *Employee Incident Report* form.

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ATTIRE

- **If a patron**, enters building with no shirt or shoes, staff should inform them of our *Code of Conduct* and politely ask them to leave. If patron refuses, supervisor will again ask the patron to comply or leave. Follow *Aggressive Behavior/Assault/Threatening Behavior/Verbal Abuse* instructions if situation escalates.

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COMPLAINTS

- Listen to patron calmly. Do not get defensive.
- Without arguing, make sure you understand what the complaint or question is.
- If it is the library's mistake, admit it to the patron without placing specific blame.
- If patron is questioning a policy or procedure, and you are unable to explain it, refer them to a supervisor. If patron wants to complain further, take down the contact information and give to Director.
- For specific complaints about materials, refer patron to supervisor. Supervisor will follow the *Reconsideration of Work Procedure*.

DISRUPTIVE BEHAVIOR

- If a patron is, violating any *Code of Conduct* policies, ask patron to stop the disruptive behavior, referring to our policy.
- If behavior continues, ask patron to leave the building.
- If patron refuses, notify supervisor, who will ask patron to leave the building.
- If patron becomes confrontational, notify Director and contact police if necessary. If patron leaves after police have been called, call the police back and let them make the decision on whether to cancel the call.
- Complete a *Patron Incident Report* form.

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Western Sullivan Public Library

EATING/DRINKING IN THE LIBRARY

- Patrons who consume food or beverages in the library are responsible for any spills, litter, or damages. Food or beverages are not permitted near any library electronic equipment—see *Code of Conduct*. If patron is not following rules, inform them of our *Code of Conduct*.
- If they do not cooperate, notify supervisor. Supervisor should reiterate what was said and, if patron still refuses, should ask them to leave. Notify Director of situation.

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EARTHQUAKES/TORNADOES

- **In the event of a tornado**, move to the basement, instructing all patrons to do likewise. Do not stand near any heavy furniture or appliances. Listen to local radio stations for instructions, both during the tornado's passage and after it has passed. If any patrons or staff are trapped or injured, provide assistance. Do not move any seriously injured individuals, unless there is obvious, immediate danger. Call 911 for assistance if needed. Evacuate the building, if it is safe to do so, and do not return until the building has been deemed safe.
- **In the event of an earthquake**, stay in the building and take shelter within a doorway, in a narrow corridor or under a heavy desk or table. Stay away from windows, mirrors, overhead fixtures, filing cabinets, book shelves, and electrical equipment. After the earthquake has ended, listen to local radio stations for instructions. If any patrons or staff are trapped or injured, provide assistance. Do not move any seriously injured individuals, unless there is obvious, immediate danger. Call 911 for assistance if needed. Evacuate the building, if it is safe to do so and do not return until the building has been deemed safe.

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Commented [3]: This last line could use some clarification. Should the building always be evacuated after a tornado, even if there is no apparent damage, as long as it seems safe to do so? What if a storm is still going on -- say, rain and moderate wind, which would make evacuation uncomfortable if not unsafe?

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ELEVATOR EMERGENCY:

- If someone is trapped inside an elevator, have them activate the elevator emergency help button. The elevator emergency phone calls directly to the Ambulance and Fire Dispatch, which will notify the appropriate responders when there are injuries or life-threatening hazards.
- If the elevator emergency help button was activated on accident, please call the 911 non-emergency number (845-583-7100) to report that there is not a real emergency. If 911 non-emergency line is not called and notified that there is not an emergency, they will send emergency personnel to the library. If there is a real emergency, please proceed with the instructions below.
- If you are outside an elevator and know or suspect that someone is, trapped inside the elevator, contact the appropriate emergency personnel.
 - Keys for the elevator are located in the office closet in the key box. The electrical panels for the elevator are located in the mechanical room in the new addition space in the basement. The door to the mechanical room must be locked at all times. The Branch Manager and the Director are the only ones with keys to the room.

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Western Sullivan Public Library

- Notify Director of the situation.
- When reporting an elevator failure, provide the following:
 - Caller's name;
 - Location (e.g., building, address, floor);
 - Location call back number;
 - Problem (e.g., stalled, stuck between floors, people trapped);
 - Number of people trapped;
 - Any injuries, life-threatening conditions or additional information.

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EPIDEMIC/PANDEMIC SITUATIONS

During times when the library is affected by an epidemic or pandemic, recommendations and regulations from state and local government agencies, public health officials, and the Ramapo Catskill Library System will be followed. All staff, volunteers, and patrons will be required to comply with the library's *Code of Conduct*, *Infectious Disease Protocol*, and other guidelines set forth by the Board of Trustees and the library Director.

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If anyone refuses to comply after being asked to follow library policy and procedures, the Branch Manager and/or Director will intervene. If noncompliance continues, staff are instructed to call the police.

EQUIPMENT FAILURE

- **For equipment**, such as computers, printers, etc., check power cords and surge protectors. Restart machines. If unable to fix, notify Branch Manager who will investigate further and who will then contact our computer technician. For computers supported by RCLS, call 845-243-3747 for further assistance. Notify your Branch Manager and the Director. **For internet and wireless issues**, reset the modem and the access point by unplugging them for 30 seconds and plugging back in. Wait one minute for everything to reboot and try again. If problem is not resolved, notify the Branch Manager and call RCLS for further assistance at 845-243-3747.

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EVACUATION/SHELTER-IN-PLACE PROCEDURE

If you are instructed to remain indoors:

1. Stay inside
2. Close all door and windows
3. Tune into local radio or televisions stations
4. Avoid unnecessary use of phones, including cell phones

If you are instructed to evacuate:

If you are at the Jeffersonville Branch, please evacuate to the Town of Callicoon Town Barn located at 31 Wahl Road. For further information, please see the Town of Callicoon's Emergency Management Plan

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Western Sullivan Public Library

If you are [at the Delaware Free Branch](#), please evacuate to the Delaware Valley Job Corps Center located at 9368 State Route 97, Callicoon. For further information, please see the Town of Delaware's [Emergency Management Plan](#)

If you are [at the Tusten-Cochecton Branch](#), please review their Emergency Management Plan Info and emergency contact numbers at <http://www.townoftusten.org/emergency-info.html>.

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FIRE

- **If the fire is small**, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety. Notify your supervisor of the location and extent of the fire.
- **Call 911 if the fire cannot be put out with an extinguisher.** The smoke detectors may sound an alarm to notify the library [staff, patrons, and](#) community room users of the potential threat. Otherwise, notify [staff, patrons and](#) community room users to **evacuate the building**. When possible, a staff member should be at each exit to guide patrons. When evacuating persons with disabilities, ask how you can help before giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person. To help confine the fire, close all doors and windows in the area being evacuated. Follow the instructions from the Fire Department and do not return to the area until cleared by emergency personnel.

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In case of a fire, do not use the elevator. Direct all patrons and staff to use the stairs.

FLOODING AND WATER DAMAGE/LEAKS

- Notify the Director [and ask for instructions](#).
- In an emergency, and if possible, turn off the main water valve and the circuit breaker marked for the pump.
- Call the plumber.
 - In Narrowsburg, the main water valve for the building is located in the last storage room across the hall from the Historical Society room. The valve is in the upper left, back corner. This room is locked at all times. The circuit breaker box is located on the lower level in the children's craft closet. This room is also locked at all times. [The key is located in the drawer at the circulation desk and in the office downstairs](#).
 - In Jeffersonville the main water valve is located in the front closet of the community room and the circuit breaker boxes are located in the foyer at the bottom of the stairs.
 - In Callicoon the main water valve is in the furnace room, on the basement level, in the back right-hand corner. The circuit breaker boxes are located in the hallway to the furnace room on the basement level.
- If there is a flood, remove Library materials from lower shelves first. Move books [to a dry area](#).

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Western Sullivan Public Library

- Water leaks coming from the ceiling could be related to the roof. For any water leaks, protect area of damage with plastic sheeting located in the disaster kit. However, if a section of the ceiling may fall, close the building.
- If the outside faucets are leaking, the shutoff is in the boiler room at Callicoon, under the sink in the workroom at Jeffersonville, and in the boiler closet at Narrowsburg.
- **Contact your local town water district in an emergency:**
 - For the Tusten-Cochecton Branch: Narrowsburg Water District, 210 Bridge Street, Narrowsburg; 845-252-7376
 - For the Jeffersonville Branch: Jeffersonville Water Department 17 Center Street, Jeffersonville; 845-482-4275
 - For the Delaware Free Branch: The Callicoon Water Company, 39 Lower Main Street, Callicoon; 845-887-4425 Michael Gorr

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FUMES, TOXIC EVENTS, CHEMICAL SPILLS

- If a suspicious substance is found in the library area, leave the substance where it is. Do not take any action that might spread it to another area. Call 911. Call the Director to apprise them of the situation. Evacuate the building if necessary.
- Report any unusual odors or fumes to supervisor. Clear the area. If people are showing symptoms of a problem, dial 911 for emergency aid. Notify Director and complete the incident form.

HOSTILE SITUATION/SHOOTER

If the shooter is outside the building:

- Turn off all lights and close and lock all windows and doors.
- Close all window blinds and curtains.
- If you can do so safely, get all individuals on the floor and out of the line of fire.
- Call **911** with your location
- Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by an officer or first responder.

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If the shooter is inside the building:

- If it is possible to flee the area safely and avoid danger, do so.
- Contact **911** with your location if possible.
- If flight is impossible, lock all doors and secure yourself in your space.
- Close all window blinds and curtains.
- Get down on the floor or under a desk and remain silent.
- Get individuals on the floor and out of the line of fire.
- Wait for the “all clear” instruction.



Western Sullivan Public Library

If the shooter comes into your building:

- Attempt to get the word out to other staff.
- Call **911** if possible.
- Do not challenge. If flight is impossible, attempt to negotiate with the individual.
- Put distance between yourself and the offender.
- If possible keep an escape route behind you.
- Demonstrate an interest in solving the problem.

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Reporting suspicious individuals

- Do not approach a suspect individual yourself.
- If you suspect the person is armed or see a weapon, call **911** immediately.
- Report a suspicious-looking individual or activity to **the police**.
- Give your location, name, and reason for calling.
- Be ready to supply a physical description of the individual: age, weight, hair color and length, clothing, facial hair and any other distinguishing features.
- If the individual is in a vehicle, attempt to get the vehicle make, model and color as well as the license plate number, if possible.

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LOITERING

- People not using the **library** and its services will be considered to be loitering and will be asked to leave the premises. If person/people refuse to leave, notify supervisor. Supervisor will **make the same request** and, if person/people refuse, **will** notify Director and call the police. Complete a *Patron Incident Report* form.

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MEDICAL EMERGENCIES

Staff members should exercise caution when administering first aid, **even of a minor nature**, because of the **risk to** the injured individual and the potential liability of the staff member. Without **specialized** training, it is not advisable for the staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

- **If a staff member or volunteer is seriously ill or injured**, notify your supervisor immediately. Call 911 if needed. Do not try to administer medical treatment unless advised by the emergency personnel. Do not attempt to move a person who has fallen and who appears to be in pain. After the incident is over, fill out an incident report and notify the Director.
- **If a patron appears to be ill or injured**, notify your supervisor immediately. Call 911 if needed. Do not try to administer medical treatment unless advised by the emergency personnel. Do not attempt to move a person who has fallen and who appears to be in pain. Do not discuss possible causes of an accident or any conditions that may have contributed to the cause. After the incident is over, fill out an incident report and notify the Director.

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Western Sullivan Public Library

All three branches have a first aid kit on hand. No medication, including aspirin, should ever be dispensed to the public or to staff.

First Aid kits locations:

Narrowsburg	Jeffersonville	Callicoon
At the circulation desk <u>on the shelf under the thermostat</u>	Far left cabinet over the sink in the staff workroom	In the downstairs office

There are two facilities associated with [Garnet Health](#), located in Sullivan County. One is the medical center located at 68 Harris-Bushville Road, Harris, NY 12742, and the other is the Grover M. Hermann Hospital Division, located at 8881 Route 97, Callicoon, NY 12723.

NO WATER

- **Close the Library to the public.**
- **Notify the Director and ask for instructions.** The Director must authorize the expense of building repairs.

NO HEAT/AIR CONDITIONING

Notify the Director and ask for instructions. The Director will make the decision about closing if necessary. The Director must authorize the expense of building repairs.

Please be aware of where the furnaces are located:

- In Narrowsburg, the furnace is located in the third door on the left on the lower level. This room is locked at all times. The key is located in the drawer at the circulation desk and in the office downstairs. Call DJS Plumbing & Heating at 845-887-6309.
- In Jeffersonville, the HVAC system is located in the back parking lot. In case of no heat, call ASTAR.
- In Callicoon, the furnaces are located in the furnace room at the back of the building in the basement. There are two furnaces. The furnace on the left-hand side operates for the basement and first floor. The second furnace is on the right and operates for the second floor. In case of no heat, call DJS Plumbing & Heating at 845-887-6309. The main shut-off switch is located by the door right before you enter the furnace room.

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Western Sullivan Public Library

PERSON IN DISTRESS

If either anyone in the library is in immediate danger, call 911.

If the person is not in immediate danger, recommend that they reach out to one of the county's services.

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PHONE/MAIL/ELECTRONIC THREAT and SUSPICIOUS OBJECT

- **In the event of a telephone threat**, remain calm. Alert another staff member and **try to gather more information**. As soon as you hang up, **call the police**, if another staff member has not already done so. Promptly write down as much information as possible. Do not discuss the threat with other staff. If evacuation is ordered, follow evacuation procedure. Notify Director.
- **In the event of the receipt of a written/electronic threat or a suspicious package**, keep anyone from handling it (if it is a letter or package) or, altering it (if it is electronic) and notify your supervisor immediately. Call the police and then write down any information you can remember about receiving the threat or package. Remain calm and do not discuss the threat with other staff members. If evacuation is ordered, follow evacuation procedure. Notify Director.
- If the library receives an obscene phone call, hang up immediately and notify Manager. If calls continue, notify Director, who will decide whether to call the phone company or the police.

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POWER OUTAGE

Close the library to the public if the electricity is not restored within a few minutes. If power is not restored within 30 minutes, staff should secure the building and leave, but should be reachable in case power is restored during their shift. Assist patrons in exiting the building. Check all bathrooms to make sure patrons are not trapped inside without light. If any of emergency lights fail to operate, or if an exit light by a door is not working, advise the Director, so they may be repaired.

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There are flashlights located in each disaster kit and extra batteries are on hand. In Jeffersonville, extra batteries are located in the supply closet. In Narrowsburg, extra batteries are located in the drawer next to the cash box drawer at the circulation desk on the upper level. In Callicoon, extra batteries are located in the manager's office. An AM/FM radio that operates on batteries is located in each disaster kit.

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In case of a power outage, do not use the elevator. Direct all patrons and staff members to use the stairs. Turn off computers, electronics, and lights at the start of a power outage. If possible, DO NOT RUN ANY WATER.

Call NYSEG to report the power outage at the Library: **1-800-572-1131**

If the power comes back on during regular library open hours, staff must return to work. Notify Director and ask for instructions.

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Western Sullivan Public Library

RESTROOM EMERGENCIES

- If toilet(s) or sink(s) are overflowing, turn off water valve underneath.
- Notify supervisor and put an out-of-order sign on door. Try to plunge the sink or toilet.
- If [this is](#) unsuccessful, the [M](#)anager should notify the Director and call the plumber.

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SHELVING COLLAPSE AND OTHER STRUCTURAL ACCIDENTS

- In the event of shelving collapse or structural accident, contact a supervisor immediately.
- Check for injuries to staff and/or patrons.
- Call 911 if necessary.
- Cordon off the area affected by the collapse or accident.
- Arrange for temporary storage of books, media, and/or equipment that was located on the shelves.
- [N](#)otify the Director [and ask for instructions](#). [F](#)ill out an incident report.

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SIDEWALK/PARKING LOT MAINTENANCE ISSUE

Notify [M](#)anager of situation.

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If parking area [needs plowing and/or shoveling and this has not been done](#) before library opens, the [M](#)anager should call the person who plows and/or shovels.

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Staff should check the sidewalks and parking areas and salt if necessary.

SOLICITATION

If a company calls looking to sell to the library, take a message. If person is insistent on speaking with [M](#)anager or Director, transfer call. Manager should ask for information to be sent via e-mail and not make any decisions about purchasing over the phone. Solicitation by our vendors should be by appointment only.

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TELEPHONE FAILURE

Inform [M](#)anager of failure. Notify Director and use cell phone or e-mail if available to contact [Spectrum](#), (for service issues) or Bedik Communications (for phone [system](#) issues).

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UNATTENDED CHILDREN

- If a child under age 12 is left unattended in the library, let them know that they will need to be accompanied by a parent or someone who is at least 16 years of age. Notify caregiver of this policy immediately when they return to pick up child.



Western Sullivan Public Library

- Do not provide food, money, transportation, or medical care to child. Follow the *Unattended Children Policy* guidelines.
- If child is not picked up after the library closes, contact the child's parent or caregiver. Notify supervisor. If there is only one staff member at the library at closing, supervisor will need to come back until child is picked up. If child is not picked up within 30 minutes, contact the police.
- Complete a *Patron Incident Report* form and notify Director.

VANDALISM AND THEFT

It is considered vandalism and illegal to knowingly write upon, deface, tear, cut, or destroy library materials, equipment, furnishings, or property. It is also considered illegal to tamper with computer equipment, including hacking software, probing the network, removing peripherals, or pirating electronic content.

Any patron who is thought to have stolen or mutilated library materials will be treated in a courteous, sensitive and professional manner. When staff members approach a patron on such an issue, they should assume that the individual has made an honest mistake until it is determined otherwise. Staff members will not detain a patron unless they are certain that the patron has attempted to permanently deprive the library of material or that the customer has mutilated library material.

If staff has reason to believe that a theft is being committed, or has knowledge of library thefts, contact a supervisor. The Director will be contacted.

Witnessing a patron conceal items and/or approach the exit with library items without having approached the circulation desk or a staff member is sufficient reason to stop that patron and request that they show all items which might belong to the library. Patrons suspected of possible theft should be observed, but should not be approached until such time as they attempt to exit the building.

In case of a theft, notify the Director and call the police first to report the theft.

If a patron believes a personal item of theirs has been stolen at the library, have the patron contact the police.

For vandalism in progress, notify Director and call the police.

If vandalism is not in progress, assess damage and notify Director for further instructions.

Appendix

- [RCLS 55+ Guide](#)

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