



COUNCIL BLUFFS Public Library

Council Bluffs Public Library
Board of Trustee – Monthly meeting
Library Board of Trustee Room
Wednesday, June 26, 2024 4:30 p.m.

AGENDA

- I. Call to order
- II. Approval of Agenda
 - (1) Approval of Minutes for May 15, 2024 Board Meeting
- III. Public Comment (5 minute limit)
- IV. Correspondence and Announcements
- V. Financial Report and Approval of Bills
- VI. Old Business
 - (1) Policy 3.7 Registered Sex Offenders Against Minors (amended)
- VII. New Business
 - (1) Policy 2.14 Interlibrary Loan (amended)
 - (2) Policy 2.3 Electronic Resources(reaffirmed)
 - (3) Policy 3.3 Makerspaces (reaffirmed)
 - (4) Policy 3.4 Teen Services Patron Use (amended)
 - (5) Employee Personnel Policies 100, 300, 600 (reaffirmed)
 - (6) Employee Personnel Policies 400, 500 (amended)
 - (7) CIP Meeting Room Audio Upgrades quote and funding request
- VIII. Friends of the Library
- IX. Director's Report
- X. Trustee Teaching Moment – Cochran Kiosk
- XI. Next meeting – July 17, 2024 – 4:30 p.m.

Discover it here

Council Bluffs Public Library
Board of Trustees
May 15, 2024
4:30 PM

Present: Cindi Keithley (presiding), Alison Smith, Jared Tripp, Stacey Goodman, Leo Martin, Nicole Juranek, John Erixon, Abby Jares, Antonia Krupicka-Smith: Director
Absent: Ron Frascht, Theresa Martin

I. Call to Order

- The meeting was called to order at 4:30 PM by Cindi Keithley.

II. Approval of Agenda and Minutes

- A motion was made by Jared Tripp to approve the agenda. Second was made by Stacey Goodman. Passed unanimously.
- A motion was made by Jared Tripp to approve the April minutes with minor edits. Second made by Stacey Goodman. Passed unanimously.

III. Public Comment- none.

IV. Correspondence and Announcements- articles in the Council Bluffs Nonpareil and Antonia is doing monthly podcasts on Bluffs Country.

V. Financial Report and Approval of Bills

Leo Martin made a motion to approve the following:

\$270,314.43 for general fund,
\$18,584.42 for memorial fund,
\$0 for projects fund for a total of
\$898,898.85.

Second was made by John Erixon. Passed unanimously.

VI. Old Business

Registered Sex Offenders Against Minors Policy 3.7- Leo Martin moved to table the policy until next month. Abby seconded.

VII. New Business

1. Library Roof Replacement Presentation and Discussion.
Cody Smith, Facilities Superintendent for the city of Council Bluffs, spoke to the board and shared photos of our current roof deficiencies and potential plans and costs. Three options were presented.

2. Library Personnel Policy 208.11 Accumulated Leave (amended)
The mayor asked that the policy be reviewed to be more aligned with the city policy. Seven employees are currently impacted by policy change and are fully aware. Leo Martin made a motion to approve the amendment to be effective June 1, 2024 and waived additional readings. John Erixon seconded the motion.
3. Library Collection Management Policy 2.1 (amended) Edits were made to the policy on the last page, section 6 and 7. Jared Tripp moved to approve and waived additional readings. Seconded by Leo Martin.
4. Makerspace and Adult Programming Librarian Job Description. This indicates that a librarian is needed to oversee this space. John Erixon made a motion to approve, seconded by Abby Jares.
5. Library Clerk Description. This used to be a position at the library, then the title was changed to library assistant. Antonia is proposing a clerk position which would allow an employee to move laterally. This would be part-time. Jared Tripp made a motion to approve and waived any additional readings. Nicole Juranek seconded.

VIII. Friends of the Library

The Friends of the Library approved another board member. A strong focus on processes, with more than one person knowing the process. They are preparing for the annual sale, September 20-21.

IX. Director's Report

- Looking at changing the mission statement.
- Space- We have outgrown the current building, a physical second branch is being discussed.
- Collections-Look at updating materials, accessibility in languages, and continuing with diversity audit.
- Growing community partnerships.
- Blinds installed.
- Transitions in staffing- a high school page was hired; two library assistants were hired. two Teen Central positions are open.
- Summer Reading Program starts soon with prizes such as a daily pool pass, Christie Crème ice cream, Zaltes ice cream, and a grand prize of a book.

X. Teaching Moment: Our Community Read Recap

The author (for children) had 948 attendees and gave out 800 books. The author (for teens) had 867 attendees, with 104 registrations for Beanstalk. Waterfest had three hundred attendees.

XI. Adjournment

- The meeting was adjourned at 6:00 PM. Jared Tripp made a motion, seconded by John Erixon. The next meeting will be held on June 26, 2024 at 4:30 PM. (note: 4th Wednesday of the month)

Community Correspondence

May 2024

Comments:

A patron (a black man at computer) was talking out loud on his phone. I asked (staff person) to step in and tell him to keep it down or go outside. He became combative and deflective with (staff person) making excuses and referencing other people than his behavior. He ignored (staff person) and kept doing it. Patrons like myself came here to work and have quiet spaces, He completely disrespected me and (staff person).

As someone who has a disability and lives in the country, Hoopla is one of the only ways I can access e-books and audiobooks, as coming into town is a problem. As someone who is also poor, this severely limits my ability to access quality media. Please bring back Hoopla for your open access users. We need this media as much as everyone else.

(This patron was registered incorrectly and we corrected that so they continue to have access now.)

Hello, I was told by a friend that the library will NO longer be using Hoopla. However I never got that email? I was wondering what the story was with this.

(There was an email that went out to some card holders incorrectly that explained the removal of Hoopla access to open access users. Open access users are not residents of our service area, but they are residents of Iowa. They must have a library card with their home library to get an account with us, and we are allowed to limit what they do have access to. Because of the increase in demand for Hoopla from our residents we are trying this to see if we can reduce wait-times and stay within budget for our residents.)

Is there a supervisor I can talk to about an issue I've seen at a library branch? Someone neutral would be preferred.

(Director spoke via phone with this patron. Their concern was about a program they attended where they witnessed upset patrons that we were unable to help. They felt that staff was being dismissive to patrons. They also felt that staff was being sexist to them. Director assured patron that the matter would be looked into and retraining would occur if necessary. It was discovered upon conversation with the staff member that miscommunication had occurred about volunteering at the library as well as misunderstanding of the expectation of the program. Follow-up communication occurred with the patron. The patron continued to feel they were put in a position they were not comfortable. Director apologized for the experience. Patron continues to communicate with library director about unrelated things.)

Publicity:

The Daily Nonpareil

There were 20 articles published either online or in print pertaining to the library. 2 were about a presentation provided by the Historical Society of Pottawattamie County, 1 was about a community meeting, 2 were about the Czech folk costumes program, 1 mentioned the artist of the mural in the youth area, 2 promoted our partnership with All Care and their mobile Health Clinic, 1 promoted the Claude Bourbon concert, 2 promoted The Art of Speaking program, 2 mentioned Summerfest, 2 promoted the Basics of Wills and Revocable Trusts program, 2 mentions of the free meal site for summer, 1 large article on summer reading program with a follow up article on the program, and 1 article on the recycling center field trip.

Unleash CB Bulletin

There was an Unleash CB Bulletin each week of May listing the week's activities.

Other

There were 3 podcasts on Bluffs Country KXCB 106.5. 1 promoting the presentation provided by the Historical Society of Pottawattamie County, 1 was promoting the Czech Folk Costumes program, 1 was about the Claude Bourbon concert,

Newton News (online) – Wednesday, May 8, 2024: An article mentions the library as a location for a public feedback session with Black Hills Energy for their proposed rate increases. The meeting will occur on Monday, July 22 at 5:30 p.m.

Reviews:

5 star Google Review: Nice quite place to sit and read and get lost in the story

5 star Google Review: this library is a pretty nice library and you do get occasional entertainment with people that come in there acting just very bizarre. But other than that, staff is incredibly helpful and knowledgeable and patient. And somebody like me really appreciates that. I highly recommend the Council Bluffs library.

5 star Google Review: An excellent place to go with your family. The librarians are great & it is absolutely beautiful inside.

5 star Google Review: Wonderful library. Over 100 computer terminals, up-to-date models well maintained. I was there printing ebay labels. 10/per copy. Has plenty of parking. I feel it should be free parking. That's my only negative.

**CITY OF COUNCIL BLUFFS
YEAR-TO-DATE LIBRARY BUDGET REPORT**

		May 2024				
ACCOUNTS FOR:		REVISED	YTD	MTD	AVAILABLE	PERCENT
GENERAL FUND		Budget	EXPENDED	EXPENDED	BUDGET	USED
A14100 601000	SALARIES- REGULAR	1,382,515.17	1,222,905.23	153,472.22	159,609.94	88.5%
A14100 602000	SALARIES- PARTIME	389,740.28	324,487.36	42,250.01	65,252.92	83.3%
	TOTAL SALARIES & WAGES	1,772,255.45	1,547,392.59	195,722.23	224,862.86	87.3%
A14100 606400	HOLI-VACATION-SICK PAY	16,251.42	1,745.90	108.76	14,505.52	10.7%
A14100 611000	FICA	126,288.59	114,870.95	14,655.32	11,417.64	91.0%
A14100 613000	IPERS	157,856.00	144,621.21	18,306.54	13,234.79	91.6%
A14100 615000	GROUP INSURANCE	330,004.32	324,862.72	28,981.70	5,141.60	98.4%
A14100 619930	MILEAGE REIMBURSEMENT	2,500.00	1,788.59	175.82	711.41	71.5%
A14100 619950	MISC EMPLOYEE BENEFITS	1,500.00	1,071.86	191.51	428.14	71.5%
	TOTAL EMPLOYEE BENEFITS	634,400.33	588,961.23	62,419.65	45,439.10	92.8%
A14100 621000	DUES-MEMBER-SUBSC	3,000.00	2,867.40	50.00	132.60	95.6%
A14100 623000	TRAINING EXPENSE	2,000.00	1,090.96	-	909.04	54.5%
A14100 623010	TRAVEL EXPENSE	3,000.00	1,416.25	-	1,583.75	47.2%
A14100 623020	EMPLOYEE MEAL EXPENSE	1,000.00	47.39	-	952.61	4.7%
	TOTAL STAFF DEVELOPMENT	9,000.00	5,422.00	50.00	3,578.00	60.2%
A14100 637110	UTILITIES-GAS	15,000.00	10,155.77	1,646.62	4,844.23	67.7%
A14100 637120	UTILITIES-ELECTRIC	69,000.00	56,280.81	-	12,719.19	81.6%
A14100 637210	REFUSE COLLECTION	1,200.00	953.26	86.66	246.74	79.4%
A14100 637300	TELECOMMUNICATION	600.00	550.00	50.00	50.00	91.7%
A14100 637400	UTILITIES-WATER	3,000.00	1,826.39	-	1,173.61	60.9%
	TOTAL UTILITIES	88,800.00	69,766.23	1,783.28	19,033.77	78.6%
A14100 640200	ADVERTISING EXPENSE	3,000.00	2,163.41	103.40	836.59	72.1%
A14100 640300	TECHNOLOGY SERVICES	165,000.00	202,913.27	7,233.03	(37,913.27)	123.0%
A14100 640400	BILLING & COLL FEES	1,500.00	2,014.20	120.76	(514.20)	134.3%
A14100 640700	CONSUTANT EXPENSE	500.00	32.00	32.00	468.00	6.4%
A14100 641000	OTHER CNTRACTUAL SRVCS	70,300.00	44,557.64	63.00	25,742.36	63.4%
A14100 641410	PRINTING	1,000.00	322.48	-	677.52	32.2%
A14100 642000	LEASE PAYMENTS	5,700.00	5,463.34	-	236.66	95.8%
	TOTAL CNTRACTUAL SRVCS	247,000.00	257,466.34	7,552.19	(10,466.34)	104.2%
A14100 650200	FICTION & LARGE PRINT	35,800.00	30,906.92	3,908.62	4,893.08	86.3%
A14100 650210	PERIODICALS	12,000.00	2,879.59	-	9,120.41	24.0%
A14100 650211	AUDIO BOOKS	17,000.00	15,611.63	99.97	1,388.37	91.8%
A14100 650212	DVDs	27,000.00	13,807.60	1,088.33	13,192.40	51.1%
A14100 650213	MUSIC CDs	4,000.00	3,035.17	241.98	964.83	75.9%
A14100 650214	REFERENCE	6,000.00	3,441.66	523.80	2,558.34	57.4%
A14100 650215	DATABASES	86,600.00	82,068.39	-	4,531.61	94.8%
A14100 650216	YOUNG ADULT	16,000.00	15,836.33	2,557.99	163.67	99.0%
A14100 650217	VIDEO GAMES	8,000.00	8,033.42	164.62	(33.42)	100.4%
A14100 650218	E MATERIALS	60,000.00	53,934.72	4,999.99	6,065.28	89.9%
A14100 650219	NON-FICTION	20,000.00	16,306.89	2,619.25	3,693.11	81.5%
A14100 650220	KIDS BOOKS	30,000.00	28,477.78	2,940.54	1,522.22	94.9%
A14100 650221	SPANISH COLLECTION	2,400.00	2,457.96	610.00	(57.96)	102.4%
A14100 650400	MINOR EQUIPMENT	5,000.00	2,035.50	501.02	2,964.50	40.7%
A14100 650600	OFFICE SUPPLIES	7,000.00	6,040.28	638.47	959.72	86.3%
A14100 650700	LAUNDRY SERVICES	200.00	133.59	27.09	66.41	66.8%
A14100 650750	OPERATING SUPPLIES	16,000.00	12,945.37	73.79	3,054.63	80.9%
A14100 650810	POSTAGE & FREIGHT	9,000.00	7,000.00	-	2,000.00	77.8%
A14100 691000	TRANSFERS OUT	50,000.00	50,000.00	-	-	100.0%
	TOTAL COMMODITIES	412,000.00	354,952.80	20,995.46	57,047.20	86.2%
	TOTAL LIBRARY	3,163,455.78	2,823,961.19	288,522.81	339,494.59	89.3%

Expenses Outside of City Operating Budget/General Fund

FY 2023-2024

Type of Service	Fund Source	May-24
Adult Programming	Foundation	\$37.07
Board Game Collection	Enrich Iowa	\$57.96
Book Memorials	Various	\$442.50
eMaterials	Enrich Iowa	\$999.38
Foundation Author Series	Foundation	\$11,450.00
Friends Mailer	Friends	\$38.41
Imagination Library Books	Foundation	\$4,000.93
Incident Tracking	Foundation	\$2,500.00
Our Community Reads Authors	Foundation	\$4,126.98
Our Community Reads Incentives	Friends	\$45.00
Public Bulletin Board	Enrich Iowa	\$496.33
Strategic Plan	Foundation	\$340.94
Summer Reading Programs - Teen	Foundation	\$132.98
Summer Reading Programs - Youth	Foundation	\$193.11
Teen Programming	Foundation	\$730.00
Video Conferencing Camera	Enrich Iowa	\$1,198.00
Youth Programming	Foundation	\$242.87
TOTAL Gifts & Memorials:		\$27,032.46
Additional Expenses	Fund Source	May-24
24HR Remote Library Kiosk	Grants/Foundation	\$4,583.65
TOTAL Additional Expenses:		\$4,583.65

Received in donations and other funding during the month of May 2024:

\$75.00 in memory of Mark S. Whitney

\$10.00 in memory of Jo Weis

\$15.00 in memory of Linda Tanner & Wanda McNeal

\$10.00 anonymous donation

\$110.00 in memory of Janet D. Kabourek

\$200.00 IWF Belonging Mini-Grant

\$200.00 IWF Belonging Mini-Grant

\$1161.01 Friends of the Library

3.7 Registered Sex Offenders Against Minors

Adopted: June 17, 2009

Amended & Reapproved: April 18, 2012; March 18, 2015; March 21, 2018; May 19, 2021

POLICY:

In accordance with Iowa Code Chapter 692A, registered sex offenders convicted of sex offenses against minors may not be present upon or loiter within 300 feet of library real property without written permission of the Library Director.

PROCEDURE:

- The Library Director's decision may be appealed to the Library Board of Trustees. The Library Director may only give written permission as the result of a vote at a meeting of the Board of Trustees at which a quorum is present.
- Persons barred from library real property under the law remain entitled to library service. They may register for a library account directly with the Library Director, or their designee, via telephone or online. It is the responsibility of the library user to arrange for a courier to select, check out, and return materials to the library through possession of the library user's card. This account may be used to access the Library's online materials and databases.
- Persons barred from library real property under the law will not be served by the library's homebound delivery service.
- The issuance of a library card to individuals who have been convicted of a sex offense involving a minor does not grant those individuals permission to enter the library or to be present on library real property. Individuals convicted of a sex offense against a minor must follow proper library procedures and policies to request and obtain written permission to be on library real property, regardless of whether or not they possess a valid library card.
- Violations of this policy will be immediately reported to law enforcement.

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Amended & Reapproved: April 18, 2012; March 18, 2015; March 21, 2018; May 19, 2021

POLICY:

In accordance with [Iowa Code Chapter 692A, Subtitle 1 of Title 16 of the Code of Iowa](#), the Board of Trustees prohibits the presence of registered sex offenders convicted of sex offenses against minors may not be present on or loiter within 300 feet of real library property without written permission of the Library Director.

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- ~~• Background checks may be performed using the National Sex Offender Registry on employees, potential employees, and volunteers who are or will be working on library property. Persons not passing background checks or found on the National Sex Offenders Registry will not be considered for employment or volunteer placement.~~
- Violations of this policy will be immediately reported to law enforcement.

Commented [BA1]: After clarification with legal, they suggested keeping the first bullet point because it really shows that they must appeal to the library board and after that appeal they still need written permission from me once the board has voted.

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2.14 Interlibrary Loan

Adopted: July 21, 2021

Approved: July 21, 2021

POLICY:

The Council Bluffs Public Library strives to enrich, inform and empower our patrons through the acquisition of materials of great interest to them. As not all materials can be purchased by the Council Bluffs Public Library, Interlibrary Loan is utilized as an alternative way to attempt to fulfill patron requests.

PROCEDURE:

- Interlibrary Loan is available to library card holders in good standing who are:
 - Permanent residents of the city of Council Bluffs
 - Permanent residents of unincorporated and rural areas of Pottawattamie County
 - Permanent residents of cities with a library service contract
 - Owners of property in the city of Council Bluffs
 - Owners of property in unincorporated and rural areas of Pottawattamie County
 - Fee-based card holders

- Interlibrary Loan is not available to library card holders who are:
 - Iowa Open Access program participants
 - Temporary Housing cardholders in transitional, emergency, correctional, temporary or half-way housing
 - Unverified Juvenile cardholders
 - [Accessing services through LIT Accounts](#)

- The Council Bluffs Public Library will attempt to obtain materials submitted as an Interlibrary Loan request from libraries both inside and outside the state of Iowa, throughout the continental United States.

- The Council Bluffs Public Library will attempt to obtain the following types of materials through Interlibrary Loan:
 - Printed Books
 - Audiobooks on CD
 - DVDs
 - Music CDs
 - Video Games that have physical discs or cards.
 - Magazines
 - Articles

- Not all collections owned by the Council Bluffs Public Library will be made available to other libraries participating in Interlibrary Loan.

- On occasion, a fee may be required to borrow a certain item. The patron will be notified before the item is borrowed to verify it is an acceptable charge the patron is willing to pay.

COUNCIL BLUFFS PUBLIC LIBRARY
POLICY MANUAL

- Loan periods are set by the lending library. Interlibrary Loan items are subject to recall from the lending library at any time.
- Patrons must return any Interlibrary Loan item obtained by the Council Bluffs Public Library to the Council Bluffs Public Library.
- There is a nominal charge for excessive unclaimed Interlibrary Loans. There is no charge if the Council Bluffs Public Library is notified by the patron that the item is no longer needed or wanted prior to the item's due date. Cancellation requests can be submitted to ill@councilbluffslibrary.org.
- There is a nominal charge if an Interlibrary Loan item is returned without the corresponding item paperwork.
- Continual abuse of the Interlibrary Loan service may result in a loss of Interlibrary Loan privileges.
- The Council Bluffs Public Library may limit the number of active Interlibrary Loan requests patrons can have at one time.

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2.3 Electronic Resources

Adopted: May 1999

Amended & Reapproved: July 19, 2000; May 21, 2003; March 16, 2005; September 21, 2005; September 16, 2009; February 15, 2012; February 18, 2015; June 21, 2017; March 18, 2020; August 18, 2021

POLICY:

The Council Bluffs Public Library strives to provide materials to meet the cultural, informational, educational and recreational needs of the community in a variety of formats, including as electronic resources.

PROCEDURE:

- Electronic resources encompass digital content including downloadable, externally accessible, and in-house only access.
- Traditional selection criteria outlined in the Library Collection Management Policy (2.1) apply to the selection of electronic resources. However, due to the unique nature of electronic resources, additional consideration is also applied. Not all criteria need to be met in order for an electronic resource to be selected. Criteria includes:
 - Cost and sustainability, including one-time cost, ongoing costs, and subscription costs
 - Necessary for accreditation
 - Potential usefulness to our community
 - Search functionality
 - Technical considerations
 - Uniqueness of content
 - Usability and accessibility
 - User-friendly interface
- Since electronic resources represents an ongoing financial commitment that can increase annually, the Library will regularly evaluate each resource based on its value to the community relative to its cost. The evaluation of electronic resources is designed to ensure that the collection has met the goals and mission of the Library. Through this process, electronic resources may be added or cancelled. Many factors inform this review, including but not limited to cost, usage, overlap of content, and relevance to the community.
- While the Library endeavors to provide access to information of the highest quality, the Library specifically disclaims any warranty as to the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.
- The Library shall have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service, databases, or website.

COUNCIL BLUFFS PUBLIC LIBRARY
POLICY MANUAL

- The availability of information via the Library's Internet service does not constitute endorsement of the content of that information by the Library.

3.3 Makerspaces

Adopted: July 21, 2021

Approved: July 21, 2021

POLICY:

The Council Bluffs Public Library Makerspace encourages patrons to explore the creation and fabrication process. Tools, technology, and equipment are made accessible through structured programs and self-exploration in an effort to enrich, inform and empower our patrons.

PROCEDURE:

- The Makerspace is open to patron use during set hours.
- Adults, 18 years or older, and Teens, defined as those in 6th grade through 12th grade, may use the Makerspace. Youth under 6th grade may use the Makerspace if they are accompanied by parent or guardian, who the Library will consider the responsible party, or if they are participating in a Library sponsored program.
- Certain tools, technology, and equipment require a process of certification prior to use. Certifications can be completed through the Library's website.
- Certain tools, technology, and equipment may require personal protective equipment (PPE) in order to use or operate. If required, the Library will have PPE available for patron use.
- The Library may charge a nominal fee for certain consumable materials.
- Library staff must approve all patron-supplied materials before being used on or with Makerspace tools, technology, and equipment in order to reduce the risk of damage to said tools, technology, and equipment or harm to patrons.
- Patrons must return tools, technology, and equipment to their original locations, in the state they found them, and clean their workspace before departing.
- Food and drink are prohibited in the Makerspace.
- The Council Bluffs Public Library, its staff, and representatives are not responsible if a project is destroyed, does not print correctly, does not work, or does not turn out as expected. The patron understands that the Library, its staff and representatives are not responsible for any manufacturing defects or the quality of workmanship of any of the tools, materials, or equipment supplied through the Makerspace.
- The Council Bluffs Public Library reserves the right to halt, delete, or disallow the creation of items that, in its judgement, violates Federal Law, State Law, City Code, or library policies, including the creation of weapons, obscene materials, or illegal items. The Library reserves the right to disallow a patron's use of the Makerspace in its entirety.

COUNCIL BLUFFS PUBLIC LIBRARY
POLICY MANUAL

- Patrons assume all risk inherent to the use of the Makerspace and the tools, technology, and equipment are made accessible through the Makerspace (including those items available to check-out).
- Through use of the Makerspace and the tools, technology, and equipment made accessible through the Makerspace (including those items available to check-out), patrons are agreeing to assume the entire responsibility for the defense of and to pay, indemnify and hold the Library (including employees and volunteers) harmless from, and hereby release the Library from any and all claims, liability for damage to property or bodily injury (including death) resulting from the use, condition, operation, or possession of the equipment, including damage or injury caused by the negligence of the Library employees and volunteers or by the patrons' reliance on incorrect or negligent representations, instructions, or advice by the Library employees and volunteers. Patrons agree that no warranties, express or implied, including merchantability or fitness for a particular purpose, have been made by the Library in connection with any tools, technology, and equipment. In no event shall the Library be liable for special, direct, indirect, or consequential damages in connection to use of the Makerspace the tools, technology, and equipment are made accessible through the Makerspace (including those items available to check-out).

3.4 Teen Services Patron Use

Adopted: December 23, 2021

Approved: December 23, 2021

POLICY:

The Council Bluffs Public Library strives to enrich, inform and empower the community by maintaining an inviting and safe space for teens. Teens may socialize, hang out, use library resources on their own and during programs.

PROCEDURE:

- ~~Teens are defined as patrons aged 11 to 18, including those who have finished 12th grade throughout the summer until the school year resumes. Younger children may only be in Teen Central if they are the child of the teen. For example, if a teen is babysitting, they should be in the age-appropriate area of the library for the child being cared for.~~
- ~~Teens are defined as patrons in 6th through 12th grade, including those who have finished 5th grade the day after school gets out to those who have just finished 12th grade throughout the summer until the school year resumes.~~
- Only patrons in the above age group and their parent or guardian (including caregivers, tutors, or legal advocates) may be in Teen Central and are expected to abide by the library's behavior code.
- ~~Younger children may only be in Teen Central if they are the child of the teen. For example, if a teen is babysitting, they should be in the age-appropriate area of the library for the child being cared for.~~
- The Teen Department allows food and drinks with lids in designated areas only. Snacks must be dry, and cannot require heat or refrigeration unless they are part of a program.
- ~~The Teen Department computers and iPads are reserved for use by patrons aged 11 to 18. A family computer area is available on the second floor.~~
- Programs for teens are age-restricted to encourage social development and learning. Therefore, younger children and adults may not attend programs that are designated for teens. Supplies and program materials in Teen Central are provided for patrons who can use the space. Parents and other adults may not participate in programs or use program materials.
- Accommodations will be made for any individual who wishes to attend an age-appropriate program. Individuals must be accompanied by a caregiver if one-on-one attention is required.

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100 INTRODUCTION

Approved: November 1993

Amended: December 1998; July 2002; November 2005; July 15, 2009, April 15, 2015; June 17, 2020

The Council Bluffs Public Library operates under the authorization and provisions of City Ordinance 4123, 1975. The Library derives its financial support from City taxes allocated by the City Council. The Library is an independent agency of the City of Council Bluffs and is governed by a nine member Board of Trustees appointed by the Mayor and approved by the City Council. The Board of Trustees has charge, control and supervision of the building, the collection, the employees and the Library program.

The Board of Trustees has approved a body of policies and regulations which will govern the operation of the Library. Those policies and regulations which relate to personnel are presented in this handbook to offer a clear statement of policies to the employees of the Library. Nothing contained within this handbook should be construed to imply the existence of an employment contract between any employee and the Library. The Library reserves the right to review this handbook on a periodic basis and to make any changes, additions, or deletions to this handbook it deems necessary.

These policies and rules shall apply to all Library positions. If they come in conflict with federal, state or local law, the law shall supersede these policies. It is the responsibility of the Library Director and Department Managers to support these policies and to administer the Library personnel under their direction in compliance with the policies and rules adopted by the Board of Trustees. It is the responsibility of all Library employees to exercise their duties in accordance with these policies and rules. A copy of the Library's Employee Handbook shall be given to each employee who shall furnish a signed statement acknowledging its receipt.

In cases where issues or circumstances are not addressed by the "Council Bluffs Public Library Employee Handbook", the "Personnel Policies" of the City of Council Bluffs may be used as a guide until official Library policy can be adopted.

300 EMPLOYEE CONDUCT

Approved: November 1993

Amended: December 1998; July 2002; November 2005; July 15, 2009; October 26, 2011, April 15, 2015; June 17, 2020; June 16, 2021

301 BEHAVIOR OF EMPLOYEES

All employees are expected to conduct themselves in a manner which is conducive to the efficient operation of the Library and which will contribute to the benefit and safety of all employees and the general public.

Employees are expected to treat members of the public and fellow employees in a courteous manner and to refrain from behavior or conduct known to be offensive or undesirable, including but not limited to:

- the use of profanity or abusive language
- fighting or assaulting an employee or the public
- theft or destruction of the Library or another's property
- horseplay, pranks, or practical jokes

Conduct that interferes with Library operations, discredits the Library, or is offensive or undesirable to the public or fellow employees will not be tolerated and may result in disciplinary action.

301.1 WORK PERFORMANCE

Employees are expected to:

- Report to work punctually as scheduled and be at the proper work station, ready for work, at the assigned starting time
- Provide proper notice to their Department Manager when absent from work or unable to report for work on time
- Perform assigned tasks efficiently and in accordance with established quality standards
- Wear clothing appropriate for the work being performed
- Maintain the cleanliness and orderliness of their workplaces

301.2 ETHICS

Employees are expected to:

- Keep confidential all information or knowledge about Library patrons and personnel which was gained from Library conversations or records
- Avoid conflicts of interest and the appearance of such conflicts in dealing with Library suppliers, patrons, and other personnel
- Be governed by the State Ethics Laws and shall not accept any gift or valuable consideration that is given with the intent of influencing them in the performance of their duties
- Refrain from making solicitations or proselytizing Library patrons or personnel

301.3 USE OF WORKPLACE

Employees may not use Library storage areas for personal property.

Employees may not use the Library property for personal use outside of general public operating hours without Library Director approval.

302 USE OF DRUGS, NARCOTICS AND ALCOHOL

It is the policy of the Library to provide a Drug Free Work Place in accordance with all requirements of the Drug Free Work Place Act.

The Library Director and Department Managers are responsible for reasonable enforcement of this policy when, through observation, they have a reasonable suspicion that an employee is under the influence of alcohol or drugs.

302.1 PROHIBITIONS

The Library prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on its premises.

Alcoholic beverages are permitted on the premises, with the express permission of the Library Board.

This prohibition also covers all legal or prescription drugs which impair an employee's ability to perform his job safely or properly.

302.2 REASONABLE SUSPICION

Reasonable Suspicion is defined as a belief, based on objective facts, sufficient to lead a reasonably prudent person to suspect that an employee is under the influence of drugs or alcohol, so that the employee's ability to perform the functions of the job is impaired or so that the employee's ability to perform their job safely is reduced.

For example, any of the following, alone or in combination, may constitute reasonable suspicion:

- slurred speech
- staggering walk
- alcoholic odor
- aggressive behavior
- blood shot eyes
- the possession or observation of the ingestion of substances or alcohol

Employees reasonably believed to be under the influence of drugs, narcotics or alcohol shall be prevented from engaging in further work and shall be required to leave the premises.

The Department Manager or Library Director will arrange to have the employee detained, for a reasonable time, until the employee can be safely transported from the work site to their home or the City medical facility for testing.

302.3 SEARCH/SURVEILLANCE/TESTING

Employees, their possessions, and Library issued equipment and containers under an employee's control are subject to search and surveillance at all times while on Library premises or while conducting Library business.

Drug and alcohol testing will be conducted in accordance with State law.

302.4 DISCIPLINARY ACTION

Employees will be subject to Disciplinary Action, up to and including dismissal for the first offense, for:

- Bringing illegal, non-prescribed drugs and narcotics or alcoholic beverages to work
- Being under the influence of illegal, non-prescribed drugs and narcotics or alcoholic beverages while working
- Using illegal, non-prescribed drugs and narcotics or alcoholic beverages while working
- Dispensing, distributing, or illegally manufacturing or selling illegal, non-prescribed drugs and narcotics or alcoholic beverages on Library premises

302.41 COUNSELING

The Library may reserve the right to offer employees an opportunity to participate in an approved rehabilitation or drug abuse assistance program as an alternative to discipline.

Employees experiencing problems resulting from drug, narcotic, and/or alcohol abuse or dependency should seek counseling help.

An employee who is diagnosed as a drug abuser or alcoholic may be eligible for Sick Leave or may be granted an Unpaid Leave of Absence to undertake rehabilitative treatment. (*See Section 504: Employee Sick Leave; Section 606: Unpaid Leave of Absence*)

Job performance alone, not the fact that an employee seeks counseling, is to be the basis of all performance appraisals.

303 HARASSMENT FREE WORKPLACE

It is the policy of the Library to provide a work environment which affords all employees the right to work free from discriminatory or sexual harassment, intimidation, ridicule, and insult from Library personnel or patrons.

Harassment of Library employees or patrons on the basis of their sex, sexual orientation, race, color of skin, age, disability, national origin, religion, creed or having filed a discrimination complaint is a violation of Library policy and, City, State and Federal Civil Rights Laws.

Sexual or discriminatory harassment is illegal, unacceptable and will not be tolerated.

Sexual harassment occurs even if:

- It leads to no tangible or economic job consequences
- The person doing the discrimination does not possess the final authority to carry out the threat/benefit
- It is not of a sexual nature but occurs because of the sex of the harassed employee

- The harassed employee appears to be a voluntary participant or seems to accept the situation
- The harasser and harassed are of the opposite or the same sex

303.1 EMPLOYEE RIGHTS AND RESPONSIBILITIES

It is the duty of all employees to report any and all incidents of discriminatory or sexual harassment to the Library Director.

If the discriminatory or sexual harassment involves the Library Director, an employee should report any or all incidents to the Library Board President.

A harassed employee has the right to discuss the situation with the City's Civil Rights Office and to file a formal complaint with the Library, the City Civil Rights Office, the Iowa Civil Rights Commission, and the Equal Employment Opportunity Commission.

A harassed employee is entitled to be restored to the position and status which they held prior to the harassment.

A harassed employee is entitled to have the work environment restored to a non-hostile, neutral setting intolerant of discriminatory or sexual harassment.

303.2 LIBRARY RESPONSIBILITY

The Library will:

- Integrate equal opportunity in all parts of personnel and program management
- Review all policies and procedures as they effect equal opportunity
- Ensure compliance with relevant Federal, State and City Civil Rights Statutes
- Implement an internal system for auditing and remedying disparities in the work force
- Make every reasonable effort to prevent all forms of harassment from occurring

303.3 LIBRARY RESPONSE

All complaints of discriminatory or sexual harassment shall be promptly and fully investigated.

The Library shall take immediate and appropriate corrective action, when harassment is identified, directly or indirectly:

- To end the harassment
- To make the victim whole
- To prevent any recurrence
- To prevent retaliation for complaining about the harassment

303.4 EXAMPLES OF DISCRIMINATORY OR SEXUAL HARASSMENT

- Jokes, remarks, or innuendos that are sexual or discriminatory in nature about another person or such comments about women and men in general which result in intimidating, hostile or offensive work environment

- Abusing the dignity of a person through insulting or degrading remarks, threats, demands, conduct or activities
- One or more statements or acts of an unwelcome, unsolicited sexual nature which:
 - Unreasonably interferes with an employee's job performance
 - Creates an intimidating, hostile, or offensive working environment
 - Is made either explicitly or implicitly a term or condition of an employee's employment
 - The submission to, or rejection of, is used as a basis for employment decisions affecting the employee
- Threats, expressed or implied, to terminate, demote, withhold promotion or alter duties (or to cause same to occur) if sexual favors are not provided
- Acts of cornering, patting, pinching, touching or brushing up against another person's body that is sexual in nature
- Open speculation or inquiries about a person's sex life
- Presenting, promoting or failing to discourage the presence in the work place of art, humor, conduct, conversation or literature of a sexual nature, particularly if it is of a vulgar, offensive, demeaning or insensitive tone
- Display of sexually explicit material in the work place
- Subjecting an employee to demeaning and/or degrading activities in order to gain coworker acceptance, i.e. hazing
- Threats, demands or suggestions that an employee's work status is contingent upon the employee's toleration of such behavior
- Disciplining or terminating an employee because of worker incompatibility which is caused by prohibited discriminating, prejudiced or biased behavior

304 SAFE AND SMOKE-FREE ENVIRONMENT

Employees have a right to a safe and smoke-free environment.

Employees shall be expected to comply with all Library safety regulations and policies. Smoking is not permitted within the Library building or on Library property.

600 NON-ACCRUED LEAVE

Approved: November 1993

Amended: December 1998; July 2002; November 2005; July 15, 2009; October 26, 2011; November 21, 2012, April 15, 2015, December 13, 2017; June 17, 2020; October 27, 2021; November 17, 2021

601 HOLIDAYS

It is the policy of the Library to designate and observe certain days each year as holidays.

601.1 DESIGNATED HOLIDAYS

The Library is closed for:

- New Year's Day
- President's Day
- Memorial Day (Federal date)
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

Whenever any of these holidays fall on Sunday, the succeeding Monday shall be observed as the holiday. Easter is not a designated holiday, but the library will be closed on Easter.

601.2 HOLIDAY EVES

The Library will close at:

- 5:00 p.m. on Thanksgiving Eve
- 5:00 p.m. on New Year's Eve

Staff scheduled to work evening hours on those days shall work their total hours when the Library is open.

601.3 HOLIDAY LEAVE

Full-time employees will be given eight hours of paid leave for each observed holiday.

Part-time and seasonal/temporary employees are not eligible for Holiday Leave.

601.4 HOLIDAY LEAVE TIME COMPENSATION

When a holiday falls on an employee's day off, the employee shall be granted a floating holiday at another time. This floating holiday shall be taken before June 30th of the fiscal year in which the holiday occurred, as approved by the Department Manager.

When a holiday falls within a period of paid leave, the holiday shall not be counted as a work day in computing the amount of leave debited.

When a holiday falls within a period of leave of absence without pay, the employee shall not be paid for the holiday.

601.5 HOLIDAY IN-SERVICE TRAINING DAYS

The Library may use Veteran's Day, President's Day, or Martin Luther King Day as an all-day staff in-service training day.

If Veteran's day or President's Day are used for in-service training, full-time staff shall be granted a paid 8 hour floating holiday.

Part-time and/or seasonal/temporary staff will be paid for the hours in attendance.

This floating holiday shall be taken before June 30th of the fiscal year in which the holiday occurred, as approved by the Department Manager.

602 COURT LEAVE

It is the policy of the Library that any employee required to serve as a witness or juror in a Federal, State, County, or City Court or as a litigant in a case resulting directly from the discharge of official duties as a Library employee shall be granted leave with full pay to serve in that capacity.

Court Leave will not be granted when the employee is testifying relative to other litigation to which the employee is a party.

The employee may use another appropriate leave of absence in order to accommodate the need for time off for such service. *(See Section 500: Accrued Leave Benefits; Section 606: Unpaid Leave of Absence)*

602.1 COURT LEAVE VERIFICATION

An employee summoned for witness or jury duty shall present to the employee's Department Manager the original summons or subpoena from the court.

At the conclusion of such duty, the employee shall also present to their Department Manager a signed statement from the Clerk of the Court, or other acceptable evidence, showing the actual time of attendance at court.

602.2 COURT LEAVE COMPENSATION

Fees received for jury duty in a Federal, State, County, or City Court; or, from sources other than the Library shall be in addition to and irrespective of an employee's regular salary. *(See Section 408.2 Jury Duty)*
No employee shall receive witness fees paid from Library funds.

603 FUNERAL LEAVE

It is the policy of the Library to grant paid Funeral Leave to full-time employees in the event of a death in the family of an employee.

An employee is granted 5 days of paid Funeral Leave for the death of an employee's spouse, child, parent, sister, brother, grandparent, grandchild or another person living in the same household as the employee.

An employee is granted 3 days of paid Funeral Leave for the death of step-parents, mother-in-law, father-in-law, step-sister, half-sister, sister-in-law, step-brother, half-brother, and brother-in-law.

603.1 UNPAID OR ADDITIONAL FUNERAL LEAVE

Unpaid or additional Funeral Leave may be granted by the Library Director upon request.

The Library Director may request unpaid or additional Funeral Leave from the Library Board President.

Employees allowed such additional time may use other accumulated leaves or take leave without pay. (See Section 500: Accrued Leave Benefits; Section 606: Unpaid Leave of Absence)

603.2 OTHER FUNERAL LEAVE

The Library Director or designated Library Staff may represent the Library, on paid time, at appropriate funerals without requesting Funeral Leave.

604 VOTING LEAVE

It is the policy of the Library that any person entitled to vote in a general or special election, and who is scheduled to work during the entire time the polls are open, may take the necessary paid time to vote.

Notification for voting time should be given to the Department Manager the previous day.

The Department Manager shall designate the period of time to be taken.

605 MILITARY LEAVE OF ABSENCE

It is the policy of the Library that employees who are members of the National Guard, Reserves or any component part of the Military of this state or nation, or, who may be inducted into the Military Service of this state or nation, shall, when ordered by proper authority to active State or Federal Service, be entitled to a Leave of Absence from the employment for the period of such active State or Federal Service.

An employee who has been called up for active service shall be granted a Leave of Absence without loss of status and other benefits as provided by Federal and State laws.

The Library Director may make a temporary appointment to fill any vacancy created by any Military Leave of Absence.

605.1 MILITARY LEAVE VERIFICATION

The employee must request Military Leave by presenting to the Library Director a copy of the employee's order to active State or Federal Military Service.

606 UNPAID LEAVE OF ABSENCE

It is the policy of the Library to grant an employee an Unpaid Leave of Absence for personal reasons.

An Unpaid Leave of Absence shall not constitute a break in service.

An Unpaid Leave of Absence of more than 30 days shall not be credited toward retirement or toward meeting the service requirements used to determine benefits or salary.

606.1 REASONS FOR AN UNPAID LEAVE OF ABSENCE

Reasons for an Unpaid Leave of Absence may include, but not be limited to:

- a serious health condition that makes the employee unable to perform their job (*See Section 607: Family and Medical Leave Act*)
- caring for a member of the employee's immediate family (*See Section 505: Employee Family Sick Leave; Section 607 Family and Medical Leave Act*) who has a serious health condition
- caring for the employee's child after birth or placement for adoption or foster care (*See Section 607: Family and Medical Leave Act*)
- a personal or family emergency
- special study

If an Unpaid Leave of Absence is used for personal or family illness, if qualified, it can be counted as part of 12 weeks of unpaid, job-protected leave in any rolling 12 month period under the Federal Family Medical Leave Act.

606.2 UNPAID LEAVE OF ABSENCE APPLICATIONS

A full-time employee may apply for an Unpaid Leave of Absence after one year's continuous employment with the Library.

Such applications should be in writing to the Library Director, citing a specific period of time and the reason for the request.

30 days advance notice should be given when an Unpaid Leave of Absence is foreseeable, or notice should be given as soon as possible if the need is unexpected.

606.3 INSURANCE COVERAGE

Employees taking an approved Unpaid Leave of Absence of more than 30 days may continue their Group Health Insurance Plan coverage by paying the full cost of the insurance beginning with the first day of the next month. (*See Section 701: Insurance*)

Failure by the employee to make required payments, within 31 days of the Group Health Insurance Plan due date, shall result in termination of coverage.

606.4 RETURN TO SERVICE

Upon return to service, the employee shall be restored to their original or equivalent position and pay and shall retain all previously accrued benefits.

Failure of the employee to report to work, at the expiration of an Unpaid Leave of Absence, shall be considered as a resignation without notice. (*See Section 208.22: Resignation By Default*)

606.5 EXTENSIONS

Requests for extension of an Unpaid Leave of Absence shall be submitted in writing at least 7 days before the end of the Leave and may be approved at the discretion of the Library Director.

607 FAMILY AND MEDICAL LEAVE ACT

It is the policy of the Library to comply with the legal requirements and regulations of the Family and Medical Leave Act ("FMLA") which grants job-protected, unpaid, family medical leave to eligible employees for up to a combined total of 12 work weeks (or up to a combined total of 26 work weeks for a request involving item 6 below) in a rolling 12 month period for:

1. The birth of a child and to care for the newborn child within one year of birth;
2. The placement with the employee for a child for adoption or foster care and to care for the newly placed child within one year of placement;
3. To care for the employee's spouse, child, or parent who has a serious health condition; or
4. The employee's serious health condition that makes the employee unable to perform the essential functions of their job.
5. The need for leave because of "any qualifying exigency" arising out of the fact that the employee's spouse, son, daughter, or parent is an active military duty or has been notified of an impending call to active military duty status in support of a contingency operation.
6. The care of the employee's spouse, son, daughter, parent, or next of kin when such relative is a covered service member who is recovering from a serious illness or injury sustained in the line of military duty or active duty in a single 12 month period.

If both spouses are employed by the Library, they will be allowed up to 12 combined weeks of FMLA leave for items one, two, and parent under item three.

To qualify for FMLA the employee must have been employed by the Library for at least 12 months and worked at least 1,250 hours during the 12 month period immediately preceding the commencement of the leave.

The "definitions" and "procedure" for execution of this policy will align and follow those of the City of Council Bluffs as the administrator of the pay and benefits granted to Library employees.

400 PAY PRACTICES

Approved: November 1993

Amended: December 1998; July 2002; November 2005; July 15, 2009; October 26, 2011; April 15, 2015; June 17, 2020; June 16, 2021

The Board of Trustees of the Library has the authority to establish salaries and benefits for all Library employees.

401 PAY ADMINISTRATION

Library employees are paid on a biweekly basis, on the Friday following the end of each biweekly pay period.

Pay periods begin on a Saturday.

If the payday falls on a holiday, payment shall be made on the preceding regular work day.

Direct Deposit into your bank account is the mandated method for paying wages.

402 DEDUCTIONS

402.1 MANDATORY DEDUCTIONS include Federal and State Income Tax, Social Security, Medicare, IPERS (Iowa Public Employees Retirement System), and any legal/court ordered garnishments.

402.11 SOCIAL SECURITY (FICA)/MEDICARE

All Library employees are enrolled in the social security system.

The employee's share is deducted from each paycheck.

The Library pays the employer's share for each employee.

402.12 IOWA PUBLIC EMPLOYEES RETIREMENT SYSTEM (IPERS)

All employees, except high school students, are enrolled in this mandated state-wide pension program based on IPERS regulations.

The employee's share is deducted from each paycheck.

The Library pays the employer's share for each employee.

402.2 EMPLOYEE AUTHORIZED DEDUCTIONS

All employees may choose to participate in:

- Deferred compensation plans are available

402.3 GROUP HEALTH INSURANCE

The Library offers a single coverage Group Health Insurance Plan for full-time employees who choose to participate.

An employee shares the cost of this insurance through a semi-monthly deduction from their pay check.

Additional premium charges for family coverage shall be at the employee's expense in accordance with the City Family Health Insurance payment schedule.

(See Section 701.1: Group Health Insurance Plan)

403 STEP INCREASES

It is the policy of the Library to follow the City Non-Union salary/step schedule.

Eligible full-time and part-time employees receive salary/step increases July 1st of each year if hired prior to January 1, 2021. Eligible full-time and part-time employees hired after January 1, 2021 receive salary/step increases on their hire date anniversary.

404 COST OF LIVING ADJUSTMENTS

Library employees will receive cost of living-adjustments if applicable at the same rate approved for City Non-Union personnel. This rate is dependent on City Council approval and will occur on July 1.

405 LONGEVITY PAY

Longevity pay is given to a continuous full-time employee based on years of service in accordance with the City Longevity Schedule.

Longevity pay begins after 10 years of continuous employment.
Longevity Pay is prorated by years of service and paid on each paycheck.

406 OVERTIME

Regular full-time and part-time employees receive compensatory time for time worked over 40 hours during a scheduled work week period.

Seasonal/Temporary employees receive overtime based on Department of Labor regulations.

407 REIMBURSEMENTS

Reimbursable expenses will not be considered as a means of compensation.

407.1 VEHICLE USAGE

Use of a personal vehicle for Library business must be pre-approved.

Use of a personal vehicle for pre-approved travel shall be reimbursed at the city approved mileage rate.

All employees using personal vehicles for Library business may be required to have a current copy of their Driver's License and proof of car insurance on file with City Human Resources.

407.2 TRAVEL EXPENSES

Travel requests must be pre-approved.

Registration fees, meals, mileage and other travel expenses shall be paid subject to Library approved limitations.

Alcoholic beverages will not be reimbursed.

Receipts are required for reimbursement.

Fraudulent expense claims may be cause for dismissal.

Travel expenses and accompanying receipts not paid by City credit card shall be submitted on a Travel/City Business Expense Reimbursement Request as soon as the travel is completed. All receipts from purchases made by City credit card shall be submitted to Office ~~Administrator~~ Manager as soon as travel is completed.

408 COMPENSATION FOR SERVICES RENDERED ON LIBRARY TIME

408 .1 HONORARIA

Library employees may not accept pay or honoraria for services rendered during regular work hours.

Payment may be accepted during regular work hours only if the employee takes accumulated leave (*See Section 500: Accrued Leave Benefits*) or unpaid leave (*See Section 606: Unpaid Leave of Absence*) during the time of the service.

An employee may accept reimbursement, by the organization for which the services are being provided, for expenses incurred while providing that service, such as meals, lodging, mileage or fuel, photocopies, registration or fees, etc.

If the employee receives reimbursement by an organization for incurred expenses they may not submit those same expenses to the Library for reimbursement.

If an employee receives unsolicited cash honorarium for services rendered during regular work hours, that honorarium will be added to Gifts & Memorial Fund.

408.2 JURY DUTY

Fees received for jury duty in a Federal, State, County, or City Court; or, from sources other than the Library shall be in addition to and irrespective of an employee's regular salary. (*See section 602.2: Court Leave Compensation*)

500 ACCRUED LEAVE BENEFITS

Approved: November 1993

Amended: December 1998; July 2002; November 2005; July 15, 2009; October 26, 2011; December 21, 2011; September 19, 2012, April 15, 2015; June 17, 2020; October 27, 2021

It is the policy of the Library to provide leave benefits for continuous full-time Employees.

501 VACATION LEAVE

It is the policy of the Library to grant annual Vacation Leave with pay for continuous full-time employees.

501.1 ACCRUAL/ELIGIBILITY

Vacation Leave is accrued bi-weekly and awarded anytime after vacation time is accrued.

Vacation Leave begins accruing from the date of employment.

Employees are eligible to use vacation only after completion of the probationary period. (*See Section 205.1: New Employee Probation*).

501.11 FULL-TIME EMPLOYEES

Full-time employees accrue annual paid Vacation Leave according to the following schedule:

- Library Director: 4 weeks (160 hours) per year
- Manager: 4 weeks (160 hours) per year
- Librarian: 3 weeks (120 hours) per year
- All other positions: 2 weeks (80 hours) per year

501.12 PART-TIME EMPLOYEES

Part-time employees do not accrue annual paid Vacation Leave.

501.13 SEASONAL/TEMPORARY EMPLOYEES

Seasonal/Temporary employees do not accrue annual paid Vacation Leave.

501.2 ADDITIONAL VACATION CREDIT

An additional one week vacation credit is earned by full-time employees, with the exception of Department Managers and the Library Director, after they have completed 5 years continuous employment.

The additional week will begin accruing on the service date following 5 years of continuous employment.

501.3 SCHEDULING

Earned Vacation Leave for non-exempt full-time employees may be taken by the hour or portion of an hour and scheduled anytime during the year.

Earned Vacation Leave for exempt full-time employees must be taken in full day (8 hours) or partial day (4 hours) increments.

Vacation requests will be dealt with in a timely manner.

An employee should plan vacations with consideration given to program responsibilities, deadlines, and adequate staffing of the Library.

A minimum of one month's advance notice is expected for extended vacations (40 hours or longer).

Vacation scheduling conflicts shall be resolved on a first come first served basis.

Total accrued but unused vacation for an employee shall not at any time exceed twice their accrual rate. Upon separation from employment, compensation for unused vacation leave shall be made.

Vacation Leave has to be approved by the Department Manager and the Library Director before time is taken.

501.4 SEPARATION FROM EMPLOYMENT

Upon separation from employment, compensation for unused Vacation Leave shall be made. *(See Section 208.11: Accumulated Leaves)*

502 CASUAL LEAVE

It is the policy of the Library to provide to eligible employees eight hours of paid leave each fiscal year to be used as a floating holiday.

502.1 ELIGIBILITY

One day of casual leave is granted to all continuous full-time employees between July 1 and June 30. Casual leave may not be carried over to the next fiscal year. If the leave is not used in the fiscal year it is received, it is lost. No employee shall be granted casual leave until after completion of the initial probationary period.*(See section 205.1: New Employee Probation)*

502.11 FULL-TIME EMPLOYEES

Full-time employees are granted eight hours of paid leave as Casual Leave.

502.12 PART-TIME EMPLOYEES

Part-time employees are not granted Casual Leave.

502.12 SEASONAL/TEMPORARY EMPLOYEES

Seasonal/Temporary employees are not granted Casual Leave.

502.2 SCHEDULING

Casual Leave for non-exempt full-time employees may be taken by the hour or portion of an hour and scheduled anytime during the year.

Casual Leave for exempt full-time employees must be taken in full day (8 hours) or partial day (4 hours) increments.

An employee should plan Casual Leave with consideration given to program responsibilities, deadlines, and adequate staffing of the Library.

Casual Leave scheduling conflicts shall be resolved on a first come first served basis.

502.3 SEPARATION FROM EMPLOYMENT

Upon separation from employment, an employee will be paid for any unused Casual Leave. (*See Section 208.11: Accumulated Leaves*)

503 PERFECT ATTENDANCE LEAVE

It is the policy of the Library to award Perfect Attendance Leave to all continuous full-time employees.

Perfect Attendance Leave must be taken as accumulated leave rather than as earned pay.

503.1 ACCRUAL/ELIGIBILITY

Perfect Attendance Leave is credited to an employee at the end of each quarter.

Accrual of Perfect Attendance Leave shall not exceed 32 hours.

An employee shall be eligible for Perfect Attendance Leave after the first full calendar quarter following completion of 6 months employment. (*See Section 205.1: New Employee Probation*)

503.11 FULL-TIME EMPLOYEES

Full-time employees earn 8 hours paid Perfect Attendance Leave for each calendar quarter in which perfect attendance is recorded.

Absences for Sick Leave, documented tardiness, and/or Unpaid Leaves of Absence will prevent an employee from receiving Perfect Attendance Leave.

Absences for other leaves such as Vacation, Funeral, or Jury Leave will not prevent an employee from receiving Perfect Attendance Leave.

503.12 PART-TIME EMPLOYEES

Part-time employees are not eligible for Perfect Attendance Leave.

503.12 SEASONAL/TEMPORARY EMPLOYEES

Seasonal/temporary employees are not eligible for Perfect Attendance Leave.

503.2 SCHEDULING

Earned Perfect Attendance Leave for non-exempt full-time employees may be taken by the hour or portion of an hour and scheduled anytime during the year.

Earned Perfect Attendance Leave for exempt full-time employees must be taken in full (8 hours) or partial day (4 hours) increments.

An employee should plan Perfect Attendance Leave with consideration given to program responsibilities, deadlines, and adequate staffing of the Library.

Perfect Attendance Leave scheduling conflicts shall be resolved on a first come first served basis

503.3 SEPARATION FROM EMPLOYMENT

An employee will not be paid for any unused Perfect Attendance Leaves upon separation from employment. *(See Section 208.11: Accumulated Leave)*

504 EMPLOYEE SICK LEAVE

It is the policy of the Library to grant paid Sick Leave to all continuous full-time employees in order to provide a recuperative period to employees who are unable to work because of a non-job related physical or mental illness or injury.

Paid Sick Leave shall also be granted to attend appointments for health care services.

504.1 ACCRUAL/ELIGIBILITY

Employee Sick Leave is accrued bi-weekly.

Accrued Sick Leave shall accumulate to a maximum of 60 days or 480 hours.

504.11 FULL-TIME EMPLOYEES

Sick Leave for full-time employees is accrued at the rate of eight hours per month.

504.12 PART-TIME EMPLOYEES

Part-time employees are not granted Sick Leave.

504.13 SEASONAL/TEMPORARY EMPLOYEES

Seasonal/temporary employees are not granted Sick Leave.

504.2 SICK LEAVE USE

Sick Leave must be earned before it can be used.

Sick Leave for non-exempt full-time employees may be taken by the hour or portion of an hour.

Sick Leave for exempt full-time employees must be taken in full day (8 hours) or partial day (4 hours) increments.

Employees should notify their Department Manager as soon as possible of any scheduled health care appointments.

Immediately upon return to work, the employee shall submit a request **in the time keeping program**.

Any employee absent for 3 or more consecutive days of scheduled work will notify their department manager and Library Director so appropriate steps can be taken in accordance with the Family and Medical Leave Act. (See *Section 607: Family and Medical Leave Act*).

When returning from extended illness of 2 weeks or more, injury or surgery, a signed work release statement from the attending physician is required before returning to work.

Sick Leave may be counted towards 12 week job-protected, family medical leave to eligible employees, under the Family Medical Leave Act, when used for a qualifying event. (See *Section 607: Family and Medical Leave Act*).

504.3 SICK LEAVE VERIFICATION

The Library reserves the right, at any time, to require proof of illness, injury, or other uses of Sick Leave.

An employee may be required to furnish a statement signed by an attending physician. This statement should include:

- the extent and nature of the illness or injury.
- the incapacity of the employee to work.
- the employee's physical ability to return to work.

The Library will not be liable for any expenses resulting from the doctor's verification.

The Library may make a written request for medical examination by a City Physician to determine the eligibility of an employee to:

- remain at work.
- remain on sick leave.
- return to work.

The cost of such an examination will be paid by the Library.

False or fraudulent use of Sick Leave shall be cause for corrective action or termination.

504.4 SEPARATION FROM EMPLOYMENT

Any accumulated Sick Leave at the time of termination shall not be paid.

505 EMPLOYEE FAMILY SICK LEAVE

It is the policy of the Library to grant paid Sick Leave to continuous full-time employees who are unable to work because of a serious illness in the employee's immediate family.

An employee may use up to 40 hours of Sick Leave per fiscal year when their presence is needed to care for an employee's immediate family including spouse, child, parent (includes one who has "in loco parentis" standing), who have a serious health condition such as an injury or illness.

An employee's use of Sick Leave for the care of an immediate family member may be counted towards a 12 week leave under the Federal Family Medical Leave Act. (See *Section 607: Family and Medical Leave Act*).

An employee may be required to furnish a statement signed by an attending physician. This statement should state that a family illness existed for the period of the absence which required the employee's attendance.

Employee Family Sick Leave will not count against Perfect Attendance.

505.1 OTHER LEAVE OPTIONS

The employee may use other accumulated leaves or take leave without pay if additional leave is needed. (See *Section 500: Accrued Leave Benefits; Section 606: Unpaid Leave of Absence*)

The extent and requirements for such leave shall be in conformity with State and Federal laws.

506 ADMINISTRATIVE LEAVE

It is the policy of the Library to provide 40 hours of annual paid leave to exempt employees. Hourly employees are not granted this leave.

506.1 PROCEDURE

Executive, administrative or professional employees who are classified as "exempt" shall be eligible to receive administrative leave upon the date of hire or upon the date when they become eligible for administrative leave, whichever is appropriate.

Unused administrative leave shall not be carried forward past one year from the date granted. Unused administrative leave shall not be converted to cash upon termination of employment.

An exempt employee on an extended leave of absence shall not be granted any additional administrative leave beyond the amount the employee had prior to the extended leave of absence.

An exempt employee shall not receive both administrative leave and overtime compensation.

WE
MAKE
IT
SIMPLE

The Bizco logo is displayed in a large, bold, white sans-serif font against a solid red background. The letters are closely spaced and have a slight shadow effect, giving it a three-dimensional appearance. The background of the entire page features a repeating pattern of the same service categories in a smaller, lighter font.

City of Council Bluffs

6071- CB Library Updates 2024

September 19, 2023

Nate Wagner

Account Executive

1-800-950-2485 (sales)

402-323-4800 (direct)

402-323-4800 (main)

nwagner@bizco.com

AV Executive Summary

■ Statement of Work

An important note from Bizco's AV Division Director...

Valued Clients,

Due to extreme circumstances with the supply chain, product availability is constrained and cannot be guaranteed. Bizco cannot accurately estimate project timelines, as many products may be backordered for months, with no realistic ETAs from our distributors. Our manufacturers have adopted a First-In/First-Out model (FIFO). This means that orders are shipped in the order in which they are received. The best course of action for our clients is to plan ahead, place orders to secure a place in line, and be patient as we navigate this challenging time.

Not all products are affected, but many of the ones that we count on to deliver superior performance are significantly constrained. This means that many of your items may be shipped immediately, while others may take several months. While we wait, additional personnel and warehouse space is required to manage and safely store excess inventory. Unfortunately, this is an additional cost that we must pass on in the form of a handling fee. We must also collect a down payment to cover the cost of the product, or if preferred, we can progressively invoice monthly for just the items that have been shipped.

Your sales representative will work to determine which products are constrained, make substitutions where they can be made, and do their best to provide ETAs when available. We look forward to working with you on your project, and ask for your patience as we get through this tough spot together. In time, I'm sure we will be able to return to business as usual, but for now we will do everything in our power to make the experience as painless as possible for our customers.

*Thank you for your business,
Jeffrey Erb*

Statement of Work

The following statement outlines the activities to be performed by Bizco technicians while on the jobsite. It lists all major components, installed location and functional intent. Our quoted price includes only the activities listed here. Any requested changes or additions will be processed, with your approval, as change orders to the original project. Please review carefully, and pay close attention to all owner requirements as these must be completed prior to the arrival of our team.

Room A - Bizco will add two wireless microphone combo sets with an audio DSP to allow for audio conferencing, new speakers, a touch panel to control source selection for the TV and a new HDMI/USB-C wall plate.

Divisible Room B - Bizco will install two 85" displays on the long wall of the divisible room and one 85" on the short wall of the other room. Replace the existing 12 speakers and add a new 8 x 4 switcher, audio processor and three cameras to

General Assumptions

- Project will enter internal design review process upon acceptance of quote, submission of all required contract documents and receipt of **70% down payment or agreement to progressive payments**
- Once review is complete, product will be ordered.
- **PRODUCT AVAILABILITY & PROJECT TIMELINE CANNOT BE GUARANTEED AT THIS TIME.**
- Unless otherwise specified in the statement of work, all work is to be completed during normal business hours, M-F, 8AM-5PM.
- Site must be ready for scheduled work. If owner's site is not ready when installers arrive, Bizco's project completion date is subject to change and additional charges will apply.
- All owner furnished equipment (OFE) is to be on-site, available at the time of our installation.
- If owner chooses to receive and store product at their location, the owner is responsible for examining product, upon receipt. Any shipment with damage should be refused by the owner. Displays should be unpackaged and checked immediately for breakage, functionality. Bizco is not responsible for any damaged, non-functional goods received at owner's location.
- Bizco is not responsible for owner furnished equipment that is deemed non-working or incompatible.
- In cases where the AV equipment will be connected to the customer's wired or wireless network, the following must be completed prior to our scheduled arrival onsite:
 - Customer must provide necessary information for connecting AV equipment to network.
 - All required network ports must be installed and activated.
 - Customer is responsible for configuring their network to accommodate networked AV equipment.
- All required electrical outlets must be installed prior to our scheduled arrival onsite.
- All equipment will be installed in accordance with manufacturer's specifications. Alterations to the installation due to unforeseen environment issues (building vibration) or perceived instability will result in a change order at the owner's expense.

Shipping & Handling

- Quote may not include shipping or applicable sales taxes. Please review carefully.
- Any included shipping is for estimation purposes only.
- Actual shipping charges will be billed and will be based on owner's preferred delivery/installation schedule.
- A handling fee is included to offset storage and handling costs as many products remain constrained while others must be stored for long periods of time.
- All quote prices listed are good for 30 days. After 30 days, Bizco reserves the right to adjust prices and re-issue a new quote.

Service & Warranty

- Bizco warrants parts and workmanship for one year from substantial completion of a project.
 - Onsite services may be delayed up to 5 business days from the submission of a service ticket.
 - For expedited service, please consider purchasing the priority service agreement that is offered as part of your project.
 - Refer to the Service Agreement section of your quote for details
 - For assistance, call **402 323 4842** or email **AVservice@bizco.com**
-

Quote ID: AV.157666 Date: Tuesday, September 19, 2023 Expires: Wednesday, October 18, 2023

Prepared For: Mark Howard City of Council Bluffs 209 Pearl Street Council Bluffs IA 51503	Ship To: Mark Howard City of Council Bluffs 209 Pearl Street Council Bluffs IA 51503	Bill To: Mark Howard City of Council Bluffs 209 Pearl Street Council Bluffs IA 51503	Prepared By: Nate Wagner Bizco Technologies 402-323-4800 nwagner@bizco.com
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May not include shipping or applicable sales taxes. Any included shipping is for estimate purposes only. Actual shipping charges will be billed and will be based on owner's preferred delivery/installation schedule. Prices listed are good for 30 days.

Room A

Description	Qty	Price	Ext. Price
<i>Video Display System</i>			
Owner Provided TV	1	\$0.00	\$0.00
<i>Video Source Equipment</i>			
Owner Provided COmputer and Laptop	1	\$0.00	\$0.00
<i>Signal Routing & Processing Equipment</i>			
AirMedia 3200 Wifi	1	\$1,780.00	\$1,780.00
AirMedia 3200 Wifi			
Owner Provided Kramer VP-773	1	\$0.00	\$0.00
DM Lite® 4K60 4:4:4 Transmitter and 2x1 Auto-Switcher for HDMI® and USB-C® DisplayPort™ Signal Extension over CATx Cable, Wall Plate, White	1	\$770.00	\$770.00
DM Lite – HDMI® over CATx Receiver w/IR & RS-232, Surface Mount	1	\$310.00	\$310.00
<i>Audio Equipment & Accessories</i>			
Shure QLXD124/85 Handheld and Lavalier Combo Wireless Microphone System - 470 MHz to 534 MHz Operating Frequency - 30 Hz to 20 kHz Frequency Response - 330.05 ft Operating Range	2	\$1,600.00	\$3,200.00
4 Channel 60w per channel Amplifier - Low-Z and High-Z	1	\$1,190.00	\$1,190.00
QSC DSP	1	\$3,500.00	\$3,500.00
<i>Control Equipment & Accessories</i>			
ZeeVee Netgear M4250-10G2XF-PoE+ Ethernet Switch - 8	1	\$0.00	\$0.00

Room A

Description	Qty	Price	Ext. Price
Ports - Manageable - Gigabit Ethernet, 10 Gigabit Ethernet - 10/100/1000Base-T, 10GBase-X - 2 Layer Supported - Modular - Optical Fiber, Twisted Pair - PoE Ports			
7" Touch Panel - 1 for each room	1	\$2,380.00	\$2,380.00
4-Series™ Control System	1	\$770.00	\$770.00
<i>Cabling & Materials</i>			
Integrated System Cabling & Misc Hardware	1	\$300.00	\$300.00
<i>Services</i>			
Services (Including Design, Install & Testing)	1	\$10,530.00	\$10,530.00

Room A Subtotal **\$24,730.00**

Divisible Room B

Description	Qty	Price	Ext. Price
<i>Video Display System</i>			
Samsung Digital Signage Display - 84.5" LCD - High Dynamic Range (HDR) - ARM Cortex A72 1.70 GHz - 2.50 GB LPDDR4 - 3840 x 2160 - Edge LED - 500 Nit - 2160p - HDMI - USB - DVI - Serial - Wireless LAN - Bluetooth - Ethernet - Tizen 4.0, VDLinux - Bla	3	\$5,780.00	\$17,340.00
Chief Fusion X-Large Adjustable Display Wall Mount - For Displays 55-100" - Height Adjustable - 1 Display(s) Supported - 55" to 100" Screen Support - 250 lb Load Capacity	3	\$390.00	\$1,170.00
Chief Fusion 11.5" Pull Out Accessory - For Monitors 55-100" - Black - 55" to 100" Screen Support - 249.12 lb Load Capacity	3	\$580.00	\$1,740.00
<i>Video Source Equipment</i>			
12x Optical Zoom PTZ Network Camera, Includes PTZ-WMB1 wall mount bracket	3	\$3,890.00	\$11,670.00
<i>Signal Routing & Processing Equipment</i>			
DigitalMedia 8G+® 4K60 4:4:4 HDR Wall Plate Transmitter	1	\$770.00	\$770.00
DigitalMedia 8G+® 4K60 4:4:4 HDR Receiver and Room	1	\$1,390.00	\$1,390.00

Service Agreement Options

Description	Qty	Price	Ext. Price
<p>BizAV-BASIC - One year Included</p> <ul style="list-style-type: none"> • 1st year included with each new Bizco AV project <ul style="list-style-type: none"> ○ Includes service labor to troubleshoot, repair and/or replace warranted equipment sold & professionally installed by Bizco ○ Excludes service that is a result of changes made, post installation, by a 3rd party vendor ○ Excludes requests for additional labor that fall outside of the original project scope • After 1st year, one of the following will occur; <ul style="list-style-type: none"> ○ Client may purchase BizAV-Priority service contract ○ Client may request AV-Basic service (Time & Material) at the posted hourly rate ○ Bizco BizServe (IT Managed Services) clients will continue to get BizAV-Basic as part of their contract • Basic service wait times are up to 5 business days <ul style="list-style-type: none"> ○ Service hours are Monday-Friday, 7am to 6pm ○ Excludes US holidays <p>Equipment Warranty Repair/Replace <u>excludes</u> the following:</p> <ul style="list-style-type: none"> • Consumable items such as lamps, batteries, etc. • Equipment damaged by misuse • Equipment damaged by Force Majeure events • Consumer grade displays (may be warranted for an additional charge) <p>Current Posted "Time & Material" Service Rate (subject to change)</p> <ul style="list-style-type: none"> • <u>Hourly Rate</u> <ul style="list-style-type: none"> ○ \$150/hr ○ 2 hour minimum (includes drive time, to and from site) ○ Travel between Lincoln and Omaha, will only be billed one-way ○ Service manager may provide a "not to exceed" estimate* • <u>Material</u> <ul style="list-style-type: none"> ○ Equipment repair/replace subject to manufacturer's limited warranty ○ shipping & handling costs will be billed ○ bench fees will be billed ○ product replacement costs will be billed ○ any miscellaneous/material costs will be billed <p>*A detailed project quote may be prepared as an alternative to a "not to exceed" estimate. The project quote will run through our engineering department and may take up to 10 business days to complete.</p>	1	\$0.00	\$0.00

Service Agreement Options

Description	Qty	Price	Ext. Price
<p>BizAV-PRIORITY -- Annual Contract after 1st Year</p> <ul style="list-style-type: none"> • Monthly fee is based on system type and quantity <ul style="list-style-type: none"> ○ Contract may be billed monthly or annually • Includes service labor to repair/replace equipment sold & professionally installed by Bizco <ul style="list-style-type: none"> ○ Equipment repair/replace subject to manufacturer's limited warranty <ul style="list-style-type: none"> ▪ Does not cover shipping & handling costs incurred ▪ Does not cover bench fee costs incurred ▪ Does not cover product replacement costs incurred • Existing AV systems installed by others may also be covered when explicitly outlined in the contract <ul style="list-style-type: none"> ○ May require additional onboarding fees ○ May require additional hardware ○ Equipment repair/replace subject to existing manufacturer's limited warranty <ul style="list-style-type: none"> ▪ Does not cover shipping & handling costs incurred ▪ Does not cover bench fee costs incurred ▪ Does not cover product replacement costs incurred • Priority service wait times are within 3-5 business day <ul style="list-style-type: none"> ○ Excludes Weekends & US holidays <p>Exclusions</p> <ul style="list-style-type: none"> • <i>Consumable items such as lamps, batteries, etc.</i> • <i>Equipment damaged by misuse</i> • <i>Equipment damaged by Force Majeure events</i> • <i>Consumer grade displays (may be warrantied for an additional charge)</i> • <i>Changes/alterations/upgrades that fall outside the original project scope</i> 	1	\$3,600.00	\$3,600.00

Service Agreement Options Subtotal **\$3,600.00**

Director's Report

May 2024

In March I began attending monthly webinars from the Research Institute for Public Libraries on library data. Being data driven in our decision making is important and speaks to the value of being good stewards of public resources. As I near the end of my first strategic plan process at CBPL, I feel it is so important that we don't stop gathering data, analyzing it and using it to adjust our process over the next 3-5 years as we execute the plan that we develop. I believe doing this will only set us up for greater success when we come around to do another plan in the future.

The first three webinars that I attended this spring focused on identifying data and laying out a plan of what data we will collection and why. Basically we want to make sure that what we decide to measure provides the information we need to make decisions rather than just counting things to say we counted. I have been particularly excited by the 3-step approach to evaluating a program's success which takes into account both quantitative (how many people attended) as well as qualitative (what was the gained knowledge and how it was executed) for both community members and staff members. Looking at the full picture of inputs, outputs, and outcomes can be very challenging for services, resources, and programs, but the skills being taught in these trainings are really helping me to feel confident in our ability to implement a solid process of evaluation and assessment moving forward.

The next quarter of trainings will focus on collecting and analyzing data and the second half of the year will focus on using the data and developing a data-informed culture at your institution. I have intentionally written into the strategic plan utilizing the information and skills I gain to implement a system at CBPL which will help guide how we execute on service and program additions and removals.

A major focus of the month of May was finalizing the plan for the installation of the kiosk at Cochran Park. In mid-May we received a lot of moisture as well as the shelter for the kiosk. This was in perfect alignment as it facilitated a window for the shelter to be installed right away. Additionally electrical and network were scheduled to be installed at the location so that everything will be ready when the kiosk arrives in late June. This also allowed for me to feel comfortable planning the grand opening of the Cochran Kiosk location and finalizing the details related to the mural that will be installed on the machine itself as well as ordering the specialty cards that will be a part of the opening of this new location. Needless to say there were a lot of moving parts and dominos that need to line up to set this project towards completion. I am happy to say we are on track and all signs point to a successful install by July.

Facilities Update:

Work has been happening on the window sill in the youth area to address moisture that is making its way down the wall from condensation on the windows during transitional seasons. There is also damage on the window sill in the adult fiction reading area. A solution hasn't been landed on yet, but different options are being reviewed.

The various planter boxes have been filled by Parks and Recreation Horticulture division. The irrigation system has also been updated to a wireless system which is only the second wireless system to be installed in Council Bluffs and the first one to be installed on a City property.

Staff Update:

We filled the full-time teen position and hope to fill the part-time position before the end of summer.

Marlys Lien will retire after over 18 years at the library on June 28th. Marlys has held multiple positions at the library including overseeing the circulation and adult departments at one time. She landed in the programming librarian position and has been doing that for a number of years. She is will be missed.

Upcoming Events:

June 27th – Rupert Wates in Concert 7 p.m.

July 1st – Law & Order on the Railroad: History of Railroad Police at 6 p.m.

July 8th – Conversation Club: Spanish-English Language Exchange at 7 p.m.

July 8th – Steve Tamayo presents "Identity by Design of Women's Clothing of the Plains" at 6:30 p.m.

July 12th – Grand Opening of the Library Kiosk at 5:30 p.m. media event and ribbon cutting at 10 a.m.

July 25th – Mississippi, Missouri or Big Muddy at 6:30 p.m.

Youth storytime every Tuesday and Thursday in July. Meet a Real...programming on Monday and paid presenters on Wednesday in Bayliss Park. Programming every Friday at Cochran Park in July.

Beginning Reader and Elementary Age book clubs Tuesday and Thursday in July in the Treehouse.

Daily Teen programming in July in Teen Central.

Respectfully Submitted:

Antonia Krupicka-Smith

Public Service's Report

May 2024

Access

The snack program served 698 servings of snacks made up of fruit, protein, or grain. Ninety-one meal bags were taken home in May. Most of these items were donated through a unique project from Leadership Council Bluffs class of 36 and a large donation of items from TogetherOmaha.org.

Sail on Fly High Foundation supplied teens with 45 care kits, which included stress-relieving items and information on mental health resources. Sail on and Fly High is a nonprofit created in honor of Sailor Cole Lawrence, which focuses on helping teens with mental health issues. The kits were available at the Teen Desk for those who asked. On the first day, we handed out 33 kits. The patrons loved the kits and found them helpful. We noticed many teens using the fidgets lip balm and wearing the bracelets throughout the month.

Teen Central's Hours have changed due to a lack of staff to cover desks. Teen Central now closes at 7:00 p.m. on weekdays, is closed on Saturday mornings until 12:30 p.m., and is closed on Sundays. We hope to reopen on Sundays and Saturday mornings once we've hired a part-time and a full-time assistant.

Creighton Camerer taught a patron to use the Serge Sewing Machine for some of her projects and to use the Embroidery Machine to make a very narrow printing label to use on the edging of her quilts with her name and date – really tiny (0.25 font).

Mindy McCollough received this thank you for her ILL services: "Thank you for trying. I just wanted to be sure I really wanted to buy it, but I think I do, so I'll just go ahead and do that. You have been great about getting books for me and I really appreciate you and the service you provide."

We had quite a few outreach opportunities for patrons in May! Julianne attended an event at the YMCA Healthy Living Center, where she interacted with 68 individuals (update 1 card, created 1 card also), where she had a lot of positive comments from attendees! Julianne & Gage attended the city's Music & Murals event at Cochran park where they were able to talk to 102 people, it was a great opportunity to promote SRP, the seed library, and the future kiosk! Gage & Julianne attended the CB Farmers Market on May 16, and again just Julianne on May 23, where they talked to 590 people in total between the two nights. Lindsay also had two outreach opportunities this month: She went to the Crescent Pancake Feed & talked with 81 individuals, and then the Crescent Farmers Market on May 25th & talked with 111 visitors. The Crescent Farmers Market was a new opportunity that we thought we'd try, it's their inaugural season. We were supposed to attend in

April, but that event was cancelled due to the April 26th tornadoes. One Farmers Market was canceled on May 30th due to the chance of rain.

Julianne and her volunteers coordinated delivery of 290 items to 43 individuals this month. We have had 17 new individuals sign up for Homebound in 2024 so far.

Marketing & Public Awareness

Cayce attended the Summer School Kickoff Open House for CBCSD and spoke with 174 patrons, promoting our new partnership with the school district to register classes for the Summer Reading Challenge.

We partnered with Centro Latino and Firefly this month for Dia program (Children's Book Day). Centro Latino hosted Loteria (Spanish Bingo), Firefly contributed a word book craft, and the Library had a scavenger hunt and book giveaway. There were 99 patrons in attendance.

We had 8 classes (197 students and teachers) from Bloomer come to the library in May for field trips. We saw every classroom from 2nd, 3rd, and 4th grades. Bridget, Chris, Theresa, and Anna executed these programs, providing stories, tours, summer reading promotion, and a craft activity.

Anna also went to Lewis & Clark Elementary to promote summer programs to the two 4th grade classes there.

Anna participated in an interview about summer reading for Bluff Country and the Daily Nonpareil.

Chris and Theresa organized the final session of the Gardening for Diversity series with Pottawattamie Conservation. Seven additional community partners participated in the final session, which was titled "Ask an Expert."

Lindsay has helped with several little posts this month: Omaha Jitterbugs promotion, seed library promotion, connecting with Michelle & AMH-y promotion/naming.

Emily put together several Spanish FB posts feature new books, adult events, holiday closures, etc. She also worked with Andrew to create a description for the Conversation Club (that she also translated) to be used in promotion of the first event in July that Michelle could use in creating promotions.

We have been fielding a lot of questions about Open Access and Hoopla since the notice went out to patrons about service ending.

Resources & Services

There was only one on-site family storytime this month and one after-school special to finish out the Spring session of programming.

Chris, Theresa, Lisa, and Anna collectively provided 61 storytime programs for classroom groups this month, reaching 985 students and teachers.

Bridget and Mary worked the Love on a Leash program this month. Forty-three patrons attended.

Marlys Lien helped connect a patron who had called from Kansas City to Mary Lou McGinn for further family research on Peter H. Wind, owner of the Wind Woodworking Company from the turn of the century. Mary Lou McGinn had written a newspaper article about in 2017. The patron visited our library on mid-May and was shown the Iowa Room. The patron was also given contact information for Dr. Richard Warner, another local historian connected with the Pottawattamie Historical Society.

Another patron called about historical places to bike to and see in Council Bluffs. Marlys shared website information on bike paths to use, historical places to visit, and encouraged them to stop at the CB Visitor Bureau to get some maps and brochures about the area.

A Berkshire-Hathaway shareholder from Vermont stopped by to use our library computers. He expressed appreciation for the architecture of the building and visited with Marlys about the community.

Many patrons from Minden who were affected by the tornado have been using our computers and printer get documents for insurance claims.

A man came in needing an auto repair manual. Marlys Lien showed him where they were shelved and told him if he didn't find what he needed, to stop back at the Reference Desk for further help with our Auto Repair Manual Database. Soon he was back, and they walked through the database to find the repair that he needed. 25 pages of 'how to replace a brake pad' were printed out including instructions and pictures.

Forty-one people were very interested in learning about "Who will Handle my Decisions for Me?" presented by Deborah Peterson, local CB attorney. They asked lots of questions as she worked her way through the process of choosing a power of attorney and living wills, in between her humorous anecdotes on actual cases.

Meeting Room B was filled with the sounds of delight as 44 people listened to Claude Bourbon sing and play guitar.

Rachael Autera launched a Beanstack Challenge this month to expand awareness of the tools that we offer related to our Council Bluffs history. The top badges explored our Iowa Room, our Local History Page, and visiting Council Bluffs historical sites, such as the Black Angel. Fifty-nine participated and 9 completed the challenge.

A patron called wanting for information on Camp Kirkwood, the Council Bluffs Guard, and maps of Council Bluffs. Andrew Bouska sent him a map from 1857 on the Digital Archive. Daley Porter then followed up after a few days of searching through Special Collections and found three documents that the patron was interested in. Daley scanned *The Council Bluffs Guards: A Brief Statement of Their Organization and Reminiscences of Council Bluffs and Its Soldiers in War Times* by N. P. Dodge. These provided enough information to give an approximate location of where Camp

Kirkwood was. I then also scanned *Roll of 4th regiment of Iowa militia* from 1861 to provide a roster of soldiers in the camp prior to the Civil War. The patron was appreciative of the resources we provided.

Institutional Success

All staff completed PITS training (new incident tracking software and database) and UKG training (new timekeeping software).

On May 28th, Bailey, Breanne, Bridget, & Julianne visited the West Des Moines Public Library to check out their kiosk & related setup. It was a great opportunity for discussion and seeing procedures in place at their location.

We had 56 new registrations for 1,000 Books Before Kindergarten and 75 readers are actively participating in the program.

The Dolly Parton Imagination Library had 54 new registrations this month and delivered 1,859 books.

Jamie ordered prize award books for the summer reading program, CBPL stickers, and blank journals for sign-up prizes. Jamie also created and sent out a survey to teachers of 6th-grade language arts students. She built and duplicated the Summer Reading Challenge for each department so they could edit and change the challenges as was appropriate for each age group. She reviewed and published the Summer Reading Challenge on Beanstack for the Teen Department.

We had a farewell afternoon for Trish with Cookies and a small gift the teens could sign to thank her for years of service in Teen Central.

Nathan made a poster for Jake that the students signed. We also had a farewell afternoon with donuts with Jake before he left.

Arrangements have been made for All Care Health Center's Mobile Medical Clinic to be at the Library on Wednesdays, from the end of May through the third week of August. They are available for walk-ins or scheduled appointments on Wednesdays from 9:30 a.m. to 4 p.m. (excluding June 19 when the library is closed).

Emily has started cross training in Reference on Wednesdays so that she can help cover the desk when they have their monthly programming meetings. Caroline also has been helping cover in Youth with one staff out & school visits happening this last month. Mindy & Rachel have started cross training down in Circ recently.

Respectfully compiled and submitted by

Antonia Krupicka-Smith

From reports submitted by

Anna Hartmann (Youth Services Manager), Jamie Menning (Teen Services Manager), Andrew Bouska (Adult and Makerspace Services Manager), Bailey Adams (Circulation Services Manager), and Mary Carpenter (Support Services Manager)

FY24 PROGRAMMING STATISTICS			
ADULT PROGRAMMING (Targeted age 19+)	Apr-24	May-24	FY24 TOTALS
Number of In-Person Onsite Programs - Total	30	23	272
Number of In-Person Onsite Attendance - Total	250	287	2874
Number of In-Person Offsite Programs - Total	0	0	6
Number of In-Person Offsite Attendance - Total	0	0	688
Number of Live Virtual Programs	0	0	4
Number of Live Virtual Attendance	0	0	59
Number of Prerecorded Programs	3	3	17
Number of Prerecorded Attendance	7	12	71
Number of Self-Directed Programs	0	2	2
Number of Self-Directed Participants	0	83	83
Number of Proctored Tests	0	2	17
GENERAL INTEREST PROGRAMMING	Apr-24	May-24	FY24 TOTALS
Number of In-Person Onsite Programs - Total	15	16	168
Number of In-Person Onsite Attendance - Total	325	215	3173
Number of In-Person Offsite Programs - Total	1	7	42
Number of In-Person Offsite Attendance - Total	13	955	4482
TEEN PROGRAMMING (Targeted age 12-18)	Apr-24	May-24	FY24 TOTALS
Number of In-Person Onsite Programs - Total	31	25	373
Number of In-Person Onsite Attendance - Total	192	146	2784
Number of In-Person Offsite Programs - Total	22	0	83
Number of In-Person Offsite Attendance - Total	1998	0	2929
Number of Live Virtual Programs	0	0	1
Number of Live Virtual Attendance	0	0	3
Number of Prerecorded Programs	0	0	0
Number of Prerecorded Attendance	0	0	0
Number of Self-Directed Programs	13	13	144
Number of Self-Directed Participants	137	70	1661
YOUTH PROGRAMMING (Targeted age 0-5)	Apr-24	May-24	FY24 TOTALS
Number of In-Person Onsite Programs - Total	22	3	145
Number of In-Person Onsite Attendance - Total	860	72	4246
Number of In-Person Offsite Programs - Total	55	56	501
Number of In-Person Offsite Attendance - Total	851	917	7810
Number of Prerecorded Attendance	276	102	58552
Number of Baby Reads Kits Distributed	0	0	100
YOUTH PROGRAMMING (Targeted age 6-11)	Apr-24	May-24	FY24 TOTALS
Number of In-Person Onsite Programs - Total	13	12	101
Number of In-Person Onsite Attendance - Total	591	418	3912
Number of In-Person Offsite Programs - Total	13	3	50
Number of In-Person Offsite Attendance - Total	1522	230	3509
Number of Prerecorded Attendance	16	13	287
READING PROGRAMS	Apr-24	May-24	FY24 TOTALS
Number Registered Adult Participants	0	0	199
Number Registered Teen Participants	0		220
Number New Registered Youth Participants	21	56	824
Number OCR Reading Challenge Participants	104	0	104
Number Imagination Library New Registrations	51	54	679
Number Imagination Library Books Mailed	1836	1859	19237
PATRON DIRECTED ACTIVITIES	Apr-24	May-24	FY24 TOTALS
Make & Take Kits	0		75
Story-Walk Participants			2160

FY24 CIRCULATION/RESOURCES/SERVICES STATISTICS			
	Apr-24	May-24	FY24 TOTALS
Accounts			
New Card Registration	251	260	5063
Building Usage			
Gate Count/Patron Visits	14142	13756	158816
Number of Reference Questions	2096	1889	20110
Number of Microfilm Rolls Used	2	8	117
Number of Meeting Rooms Used	193	176	1632
Number of Notary Provided	38	29	242
Number of Computer Lab Sessions	1860	1857	20536
Number of WiFi Sessions	2200	2081	20490
Makerspace Room/Tool Usage	31	34	846
Circulation			
TOTAL CIRCULATION	18791	18882	200518
Self Checkouts	11,015	11,058	122807
Database Usage			
AcademicSearch Premier - Total FT + Abstract	140	31	632
Ancestry - Total	516	245	8184
Auto Repair Source	5	14	175
Brainfuse JobNow & VetNow- Total Usage	393	25	1200
Brainfuse HelpNow - Total Usage	100	11	576
Britannica/Webster's - Total Number	140	2004	4626
Consumer Reports - Page Views	152	119	2341
Digital Sandborn Maps - Pages	64	48	1509
Foundation Directory Online - All Views Total	0	11	30
Gale Virtual Reference - Total Retrievals from Usage Summary	79	40	244
Hobbies & Crafts Reference Center - Total FT + Abstract	0	1	89
Home Improvement Reference Center - Total FT + Abstract	0	0	44
Hoopla - Total Checkouts	2336	2359	26404
LearningExpress Library Complete - Sessions	1	10	28
LibraryAware	12651	19102	154214
LinkedIn Learning (Lynda) - Total Views	n/a	n/a	535
Mango Languages	154	5	445
MasterFile Premier - Total FT + Abstract	49	4	218
Newsbank - Total	7468	6922	79690
Novelist Plus - Total FT + Abstract	618	403	5292
Novelist Select - Total Clicks	42	24	692
Overdrive - Total Checkouts	6980	7245	80789
Reference Solutions - Detail View + Downloads	3	4	256
Small Engine Repair Reference Center	0	1	12
TumbleBooks Library - Content Views	3	1	146
Value Line - Downloads	3610	3262	35198
ILL			
Total ILL	458	406	4418

CIRCULATION/RESOURCES/SERVICES STATISTICS

	Apr-24	May-24	FY24 TOTALS
Materials			
Items Added to the Collection	1462	1612	16320
Items Removed from the Collection	877	1355	10845
Curbside			
Overall Curbside Deliveries Total	2	2	75
Overall Curbside Items Total	21	15	361
Homebound			
Number of Patrons Enrolled	51	50	42.3
Number of Homebound Patrons Served	44	43	447
Number of Homebound Items Delivered	274	290	3024
Number of pocket collections enrolled	3	3	30
Number of pocket collections delivered to	2	0	15
Number of items delivered to pocket collections	30	0	234
Volunteers			
Number of Volunteers	20	24	259
Volunteer Hours	69.99	85.74	890.94
Virtual Usage			
Website Users	7900	9400	86800
Website Sessions	18000	19000	177600
Catalog Users	4100	4300	45300
Catalog Sessions	9600	9400	103000