1.	Call to Order	
2.	Consent Agenda a. Excused Absences b. Approval of December Regular Meeting Minutes c. Approval of December 13, 2021 Special Meeting Minutes d. Approval of November and December Financial Report e. December Donations Resolution	P. 1 P. 22 P. 24 P. 28
3.	Public Comments	
4.	Assistant Director's Report	
5.	Director's Report a. Annual Security Policy b. Annual/4 th Quarter Staffing Report c. Reminder: OLC Trustee Workshop March 12, 2022	P. 29 P. 32 P. 37 P. 40
6.	Finance Committee a. Finance Committee did not meet in December 2021 b. Fiscal Officer's Report c. January Meeting Minutes	P. 42 P. 43
7.	Operations Committee a. Operations Committee did not meet in December or January	
8.	President's Report	
9.	Adjournment	

Next Board Meeting: Tuesday, February 15, 2022 at 5 p.m. in Meeting Room B

The meeting was called to order at 5:09 p.m.

IN ATTENDANCE

BOARD MEMBERS:

Kevin Fix, Peter W. Hahn, Kate Hare, Susan Ralph, William

J. Shkurti, and John M. Yesso.

ALSO PRESENT:

Beth Hatch, Director; Greg Ramage, Director of Support

Services; Lori Piergallini, Fiscal Officer; and Allison Frew.

Executive Assistant.

EXCUSED ABSENCE:

Stephen Flynn.

CONSENT AGENDA

In addition to approving the absence of Stephen Flynn, the consent agenda included the Minutes from the December Board of Trustees Regular Meeting, the December 13th Board of Trustees Special Meeting, the Financial Report for November and December, and the December Donations Resolution. The Financial Report is included as an exhibit to these Minutes. The Donations Resolution is included here.

RESOLUTION 04-22 DECEMBER DONATIONS

BE IT RESOLVED, That the Board of Trustees of the Upper Arlington Public Library acknowledges and accepts into the fund listed below the following donations with sincere thanks:

Amount Fund		Fund	Donor Name	Campaign							
\$	30.90	130	Anonymous	In honor of Marissa Cirker							
\$	103.00	130	Anonymous								
\$	1,030.00	130	Anonymous	In memory of Mary Ann Gilbride							
\$	206.00	130	Anonymous	In memory of Mark Mangini, Harold Ferguson, and Erin Taylor							
\$	103.00	130	Anonymous	•							
\$	10.00	130	Anonymous								
\$	51.50	130	Anonymous								
\$	200.00	130	Barbara & Gordon Snyder	•							

An	nount	Fund	Donor Name	Campaign
\$	500.00	130	Brad Conway	
\$ 8,000.00 250		250	Dale Heydlauff	Lane Road Library Early Learning Play Area in honor of Gloria Heydlauff
\$	51.50	130	Daniel Kim	
\$	50.00	130	David Baker	In Memory of Mary Annabel Spangler
\$	100.00	130	Hollie Goldberg	
\$	750.00	130	Howard Epstein	
\$	25.00	130	Jeanine Hummer	
\$	100.00	130	Jeon Calhoun	
\$	200.00	130	John & Judy Yesso	Giving Tuesday 2021
\$	25.75	130	Kate Dodge	
\$	5.15	130	Lindsay Barber	
\$	300.00	130	Paul Braunsdorf	
\$	50.00	130	Sandy Davis	In Memory of Mark Mangini
\$	11,891.80			

SIGNATURE SHEET

Resolution No. 04-22

1/18/2022

Upon the motion of Wiliam J. Shkurti, seconded by Kate Hare:

Voting:

Peter W. Hahn, President	Aye
Kevin Fix, Vice President	Aye
Kate Hare	Aye
Susan Ralph	Aye
William J. Shkurti	Aye
John M. Yesso	Aye

Upper Arlington Public Library Board of Trustees Upper Arlington, Ohio

CERTIFICATION

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon by the Upper Arlington Public Library Board of Trustees, Upper Arlington, Ohio on the above-noted date.

Lori M. Piergallini, Fiscal Officer Upper Arlington Public Library Upper Arlington, Ohio

ASSISTANT DIRECTOR'S REPORT

Storytimes have resumed at Lane Road Library and Main Library; Miller Park and Main Libraries' storytimes are being held in the atrium at the Main Library. The Library hosted an author visit featuring Leigh Lewis on Saturday, January 15th. Participation at these events have been excellent.

Several CLC Libraries received a Request for Review of a children's book entitled Amazing Women of the Middle East by Wafa' Tarnowska, et al. A special panel will review the book and respond to the request.

DIRECTOR'S REPORT

ANNUAL SECURITY POLICY

RESOLUTION 05-22 To Reapprove Local Library Security Policy

BE IT RESOLVED, That the Board of Trustees of the Upper Arlington Public Library hereby reapproves the Local Library Security Policy, as included in the Operations Manual, as outlined as an exhibit to this Resolution, and as recommended by the Administration of the Upper Arlington Public Library.

SIGNATURE SHEET

Resolution No. 05-22

1/18/2022

Upon the motion of John M. Yesso, seconded by Kate Hare:

Voting:

Peter W. Hahn, President	Aye
Kevin Fix, Vice President	Aye
Kate Hare	Aye
Susan Ralph	Aye
William J. Shkurti	Aye
John M. Yesso	Aye

Upper Arlington Public Library Board of Trustees Upper Arlington, Ohio

CERTIFICATION

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon by the Upper Arlington Public Library Board of Trustees, Upper Arlington, Ohio on the above-noted date.

Lori M. Piergallini, Fiscal Officer Upper Arlington Public Library Upper Arlington, Ohio

DIRECTOR'S REPORT

As of March 2021, the Library has distributed over 28,000 COVID-19 Test Kits to the public. The Ohio Department of Health is temporarily adjusting its allocation strategy of test kits to prioritize distribution to K-12 Schools and universities and the Library will receive test kits intermittently.

The federal government has started an initiative to mail 4 test kits to each household through the USPS.

The Director shared statistics for December 2021 with the Board. All stats were significantly above the December 2020 figures and are getting closer to prepandemic levels. eCirculation surpassed previous year's number with 5,000 more items downloaded.

The Director approached the Board about requiring masks for patrons who are visiting the Library and, even more specifically for those who need one-on-one assistance. The Board supported this decision.

The Library will begin fundraising for the Lane Road Library Early Learning Play Area this year.

4TH QUARTER AND ANNUAL STAFFING REPORT

The Director provided an overview of the 2021 Staffing Report to the Board.

The Library is submitting a request for proposals to conduct a salary survey at the end of January, with the aim to conduct the salary survey by the end of Spring.

LIBRARY TRUSTEE WORKSHOP

Trustees who are interested in attending the annual Library Trustee Workshop should let the Executive Assistant know.

FINANCE COMMITTEE

The Notes from the Finance Committee meeting are included here.

UPPER ARLINGTON PUBLIC LIBRARY FINANCE COMMITTEE MEETING NOTES WEDNESDAY, JANUARY 12, 2022

The meeting was called to order at 5:00 p.m.

IN ATTENDANCE

BOARD MEMBERS:

Kevin Fix, Stephen Flynn, and William J. Shkurti

STAFF MEMBERS:

Kate Porter, Lori Piergallini, and Allison Frew

LIBRARY OPERATIONS UPDATE

Administration asked staff if they would volunteer to provide copies of their proof of vaccination to the Human Resources Department in late December. Many staff have already turned in their vaccination evidence.

The Library will resume Sunday hours this Sunday, January 16th.

The Library will continue hosting events and programs. Leadership UA toured the Library on Thursday, January 6th. On Sunday, January 9th, the Passport Fair had 67 attendees and made approximately \$3,000. Storytimes will resume and take place in the Main Library's atrium. The Library continues to adapt to any changes in programming.

The repairs needed at the curbside driveway are ongoing; a contract was entered into for design services. Upon completion, the design draft will be submitted to the City for approval. Once approved we can move forward on completing repairs.

FISCAL OFFICER'S REPORT

Fiscal year 2021 has been closed. All quarterly and yearly reports have been completed. W-2s were sent to all staff on Jan. 10, 2022.

The Public Library Funding rebounded strongly in 2021 and exceeded original estimates by 21%. Estimates for the 2022 PLF are 17% higher than 2021.

REVIEW DECEMBER FINANCIALS

The Library's 2021 YTD ending balance was 19% higher than the 2020. The 2021 YTD Revenue includes the \$700,000 transfer to the Building Improvement Fund that was approved by the Board in December.

The December Public Library Funding totaled \$155,768.14

The Library's December Passport Revenue was \$4,036.30 in execution fees and \$1,170 in photo fees.

The Salaries and Benefits year-end total increased due to the higher costs of the new health insurance. In addition, other payments such as worker's compensation were due.

The Library was underbudget for all expenditure budget categories in 2021.

REVIEW DECEMBER CHECKS

The December checks were presented to the Committee for review and approval. The Fiscal Officer offered explanations for significant expenditures.

REVIEW DECEMBER RECONCILIATIONS

Committee members reviewed all bank account reconciliations. All accounts are balanced as of December 31, 2021.

4th QUARTER INVESTMENTS REPORTS

The Library's Restricted Fund 250 gained \$169.55 in interest this year. General Fund interest totaled \$4,552.75 in 2021. Interest rates remain low.

ADJOURNMENT

The meeting was adjourned at 5:18 p.m.

Next Meeting: Wednesday, February 9, 2022 at 5 p.m. in Meeting Room B

FISCAL OFFICER'S REPORT

The PLF for January is 5% higher than estimated.

The Library will receive tax advance settlements for the next 6 weeks until we receive the final settlement.

All Levy documentation has been filed and approved with the City of Upper Arlington.

OPERATIONS COMMITTEE

The Operations Committee did not meet in January.

ADJOURNMENT

Kevin Fix made a motion to adjourn the meeting. John M. Yesso seconded the motion.

Voting:

Peter Hahn, President Aye Kevin Fix Aye Peter Hahn Aye

Kate Hare	Aye
Susan Ralph	Aye
William J. Shkurti	Aye
John M. Yesso	Aye

The meeting was adjourned at 5:40 p.m.

Peter W. Hahn, President

Stephen Flynn, Secretary

Upper Arlington Public Library All Funds Statement of Cash Position As of November 30, 2021

		01/01/2021		2021 YTD		2021 YTD	9/30/2021		Outstanding	Unencumbered								
Fund	Fund Description	Balance	Revenue		Revenue		Revenue		Revenue		Revenue		nue Expended		Balance		ncumbrance	Balance
No.		(a)		(b)		(c)	(a+b-c)		(d)	((a+b)-(c+d))								
1X0	General Fund-Combined	\$ 4,084,375.68	\$	6,123,404.45	\$	5,494,140.26	\$4,713,639.87	\$	286,422.40	\$4,427,217.47								
2XX	Special Revenue Fund- Combined	\$274,250.77	\$	46,074.70	\$	81,643.10	\$238,682.37	\$	18,429.42	\$220,252.95								
402	Building Improvement	\$519,327.89	\$	700,000.00	\$	85,487.45	\$1,133,840.44	\$	82,284.96	\$1,051,555.48								
501	Employee FSA Fund	\$6,232.60	\$	17,443.17	\$	17,325.50	\$6,350.27	\$	-	\$6,350.27								
	GRAND TOTAL	\$4,884,186.94		\$6,886,922.32		\$5,678,596.31	\$6,092,512.95		\$387,136.78	\$5,705,376.17								

Fund 1X0 We do not encumber funds for payroll. Outstanding encumbrances represent blanket purchase orders encumbering funds for library materials and other operating expenses.

Fund 2XX Special Revenue Fund is used to track donations to the Library by the Friends and other private sources as well as the corresponding expenditures. Like the General Fund, this information provided summarizes the data into one Special Revenue Fund and is noted as such.

Fund 402 the Building Improvement Fund is used for building and technology improvements.

Fund 501 Employee FSA Fund is a restricted fund used for Employee FSA contributions that the Library maintains in house.

	Upper Arlington Public Library All Funds Statement of Cash Position As of November 30, 2020														
		01/01/2020		2020 YTD		2020 YTD	11/30/2020	(Outstanding	Unencumbered					
Fund	Fund Description	Balance	Revenue		Expended		Balance	Encumbrance		Balance					
No.	*	(a)		(b)		(c)	(a+b-c)		(d)	((a+b)-(c+d))					
1X0	General Fund-Combined	\$ 3,501,033.67	\$	5,898,938.40	\$	5,017,497.93	\$4,382,474.14	\$	366,652.48	\$4,015,821.66					
2XX	Special Revenue Fund- Combined	\$257,646.08	\$	149,393.03	\$	65,301.86	\$341,737.25	\$	89,010.75	\$252,726.50					
402	Building Improvement	\$312,409.09	\$	300,000.00	\$	93,081.20	\$519,327.89	\$	-	\$519,327.89					
501	Employee FSA Fund	\$4,232.27	\$	22,218.76	\$	19,832.55	\$6,618.48	\$	-	\$6,618.48					
										\$4,794,494.53					

Fund 1X0 We do not encumber funds for payroll. Outstanding encumbrances represent blanket purchase orders encumbering funds for library

Fund 2XX Special Revenue Fund is used to track donations to the Library by the Friends and other private sources as well as the corresponding

Fund 402 the Building Improvement Fund is used for building and technology improvements.

Fund 501 Employee FSA Fund is a restricted fund used for Employee FSA contributions that the Library maintains in house.

Upper Arlington Public Library General Fund

Monthly Statement Includes Year-end Projections and Projected Year-end Cash Balance

As of November 30, 2021

Beginning Cash Balance as of January 1, 2	021 \$	4,084,375.68
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General Fund Operating Revenue		Budget	YTD Revenue	Projected Year			Over /
General Fund Operating Nevenue		Dudget	I ID Nevellue	E	nd Revenue	\$ \$ \$ \$ \$ \$	nder) Budget
General Property Taxes	\$	3,258,595.57	\$ 3,242,104.61	\$	3,242,104.61	\$	(16,490.96)
Public Library Fund	\$	2,455,329.00	\$ 2,817,490.23	\$	3,026,465.08	\$	571,136.08
Other Income	\$	38,245.00	\$ 63,809.61	\$	68,227.50	\$	29,982.50
Total Revenue	\$	5,752,169.57	\$ 6,123,404.45	\$	6,336,797.19	\$	584,627.62
General Fund Operating Expenditures		Budget	YTD Expenditures	E	Projected Year End Expenditures	U	(Over) / nder Budget
Salaries & Benefits	\$	3,972,678.00	\$ 3,340,893.48	\$	3,904,349.22	\$	68,328.78
Library Materials	\$	998,267.33	\$ 728,459.33	\$	763,459.33	\$	234,808.00
Other Expenditures		\$1,055,026.70	\$ 724,787.45	\$	760,042.34	\$	294,984.36
Total Expenditures	\$	6,025,972.03	\$ 4,794,140.26	\$	5,427,850.89		598,121.14 (Over) / nder Budget
Net Budget (Revenue less Expenditures before Cash Transfers Out)	\$	(273,802.46)	\$ 1,329,264.19	\$	908,946.30	-	1,182,748.76
Non-Operating Expenditures							
Cash Transfers Out to Fund 402 - Building Improvement Fund	\$	700,000.00	\$ 700,000.00	\$	700,000.00	\$	-
Net Budget after Cash Transfers	\$	(973,802.46)	\$ 629,264.19	\$	208,946.30	\$	1,182,748.76

General Fund Cash Balance at December 31, 2021 \$ 4,293,321.98

Months of Operating Expenditures Supported by Cash Reserves 8.00

Budget as approved by the Board of Trustees in December 2020.

General Property Tax - Revenue from the existing 2.0 mil levy is received in March and August of every fiscal year.

Public Library Fund - PLF is set at 1.7% of GRF revenue effective July 1, 2021. Rate expires July 1, 2023. The November PLF totaled \$216.282.86.

Other Income - consists of revenue from passport services and passport photo sales, fines, fees, unrestricted donations, interest earnings. Passport Fees collected totaled \$3,239.20 and Passport photos revenue was \$920.00 for the month. Star Ohio interest was \$380.99 for November.

Salaries & Benefits - The 2021 budget included a vacancy credit of 8.0% of the full cost of salaries and related taxes.

Library Materials - Expenditures are budgeted at 15 % of Total General Property Tax and Public Library Funding revenue. Budgeted expenditures include 2020 outstanding encumbrances of \$141,178.33.

Other Expenditures - Includes all non-library materials and non-payroll related expenditures. Budgeted amount includes 2020 outstanding encumbrances of \$9,234.70

Cash Transfers Out to Fund 402 - Building Improvement Fund is the line that allows the Library to fund the capital plans by moving money from the General Fund to the Building Improvement Fund. The State considers transfers an expenditure and must be part of the approved budget. Current Financials reflect a \$700,000 transfer in 2021.

Net Budget After Cash Transfers Out - A positive number indicates that we will be increasing the cash balance.

Upper Arlington Public Library All Funds Statement of Cash Position As of December 30, 2021

Ē.	5 15 11	01/01/2021	2021 YTD										9/30/2021		outstanding	Unencumbered
Fund	Fund Description	Balance		Revenue		Expended	Balance	Er	ncumbrance	Balance						
No.		(a)		(b)		(c)	(a+b-c)		(d)	((a+b)-(c+d))						
1X0	General Fund-Combined	\$ 4,084,375.68	\$	6,300,222.10	\$	6,044,346.32	\$4,340,251.46	\$	5,717.51	\$4,334,533.95						
2XX	Special Revenue Fund- Combined	\$274,250.77	\$	55,273.68	\$	83,682.97	\$245,841.48	\$	15,458.00	\$230,383.48						
402	Building Improvement	\$519,327.89	\$	700,000.00	\$	95,897.15	\$1,123,430.74	\$	78,747.53	\$1,044,683.21						
501	Employee FSA Fund	\$6,232.60	\$	17,953.99	\$	17,953.05	\$6,233.54	\$	-	\$6,233.54						
	GRAND TOTAL	\$4,884,186.94		\$7,073,449.77		\$6,241,879.49	\$5,715,757.22		\$99,923.04	\$5,615,834.18						

Fund 1X0 We do not encumber funds for payroll. Outstanding encumbrances represent blanket purchase orders encumbering funds for library materials and other operating expenses.

Fund 2XX Special Revenue Fund is used to track donations to the Library by the Friends and other private sources as well as the corresponding expenditures. Like the General Fund, this information provided summarizes the data into one Special Revenue Fund and is noted as such.

Fund 402 the Building Improvement Fund is used for building and technology improvements.

Fund 501 Employee FSA Fund is a restricted fund used for Employee FSA contributions that the Library maintains in house.

	Upper Arlington Public Library All Funds Statement of Cash Position As of December 31, 2020														
Fund No.	Fund Description	1-Jan-20 Balance (a)		2020 YTD Revenue (b)		2020 YTD Expended	12/31/2020 Balance (a+b-c)		Outstanding ncumbrance (d)	Unencumbered Balance ((a+b)-(c+d))					
1X0	General Fund-Combined	\$ 3,501,033.67	\$	6,164,315.25	\$	5,580,973.24	\$4,084,375.68	\$	150,413.03	\$3,933,962.65					
2XX	Special Revenue Fund- Combined	\$257,646.08	\$	149,418.42	\$	132,813.73	\$274,250.77	\$	31,573.92	\$242,676.85					
402	Building Improvement	\$312,409.09	\$	300,000.00	\$	93,081.20	\$519,327.89	\$	-	\$519,327.89					
501	Employee FSA Fund	\$4,232.27	\$	23,066.05	\$	21,065.72	\$6,232.60	\$	-	\$6,232.60					
	GRAND TOTAL	\$4,075,321.11		\$6,636,799.72		\$5,827,933.89	\$4,884,186.94		\$181,986.95	\$4,702,199.99					

Fund 1X0 We do not encumber funds for payroll. Outstanding encumbrances represent blanket purchase orders encumbering funds for library

Fund 2XX Special Revenue Fund is used to track donations to the Library by the Friends and other private sources as well as the corresponding

Fund 402 the Building Improvement Fund is used for building and technology improvements.

Fund 501 Employee FSA Fund is a restricted fund used for Employee FSA contributions that the Library maintains in house.

Upper Arlington Public Library General Fund

Monthly Statement Includes Year-end Projections and Projected Year-end Cash Balance

As of December 30, 2021

Beginning	Cash	Balance as of	January	1, 2021	\$	4,084,375.68
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General Fund Operating Revenue		Budget		YTD Revenue		rojected Year	Over / (Under) Budget	
						nd Revenue		
General Property Taxes	\$	3,258,595.57	\$	3,242,104.61	\$	3,242,104.61	\$	(16,490.96)
Public Library Fund		2,455,329.00	\$	2,973,258.37	\$	2,973,258.37	\$	517,929.37
Other Income		38,245.00	\$	84,859.12	\$	84,859.12	\$	46,614.12
Total Revenue	\$	5,752,169.57	\$	6,300,222.10	\$	6,300,222.10	\$	548,052.53
General Fund Operating Expenditures		Budget		YTD Expenditures	Projected Year End Expenditures		(Over) / Under Budget	
Salaries & Benefits		3,972,678.00	\$	3,792,079.67	\$		\$	180,598.33
Library Materials		998,267.33	\$	791,553.60	\$	791,553.60	\$	206,713.73
Other Expenditures		\$1,055,026.70	\$	760,713.05	\$	760,713.05	\$	294,313.65
Total Expenditures	\$	6,025,972.03	\$	5,344,346.32	\$	5,344,346.32	\$	681,625.71
							U	(Over) / nder Budget
Net Budget (Revenue less Expenditures before Cash Transfers Out)	\$	(273,802.46)	\$	955,875.78	\$	955,875.78	\$	1,229,678.24
Non-Operating Expenditures								
Cash Transfers Out to Fund 402 - Building Improvement Fund		700,000.00	\$	700,000.00	\$	700,000.00	\$	-
Net Budget after Cash Transfers	\$	(973,802.46)	\$	255,875.78	\$	255,875.78	\$	1,229,678.24

General Fund Cash Balance at December 31, 2021 \$ 4,340,251.46

Months of Operating Expenditures Supported by Cash Reserves 8.00

Budget as approved by the Board of Trustees in December 2020.

General Property Tax - Revenue from the existing 2.0 mil levy is received in March and August of every fiscal year.

Public Library Fund - PLF is set at 1.7% of GRF revenue effective July 1, 2021. Rate expires July 1, 2023. The December PLF totaled \$155768.14.

Other Income - consists of revenue from passport services and passport photo sales, fines, fees, unrestricted donations, interest earnings. Passport Fees collected totaled \$4,036.30 and Passport photos revenue was \$1,170.00 for the month. Star Ohio interest was \$391.12 for December.

Salaries & Benefits - The 2021 budget included a vacancy credit of 8.0% of the full cost of salaries and related taxes.

Library Materials - Expenditures are budgeted at 15 % of Total General Property Tax and Public Library Funding revenue. Budgeted expenditures include 2020 outstanding encumbrances of \$141,178.33.

Other Expenditures - Includes all non-library materials and non-payroll related expenditures. Budgeted amount includes 2020 outstanding encumbrances of \$9,234.70

Cash Transfers Out to Fund 402 - Building Improvement Fund is the line that allows the Library to fund the capital plans by moving money from the General Fund to the Building Improvement Fund. The State considers transfers an expenditure and must be part of the approved budget. Current Financials reflect a proposed \$700,000 transfer in 2021.

Net Budget After Cash Transfers Out - A positive number indicates that we will be increasing the cash balance.

OP - 7.4: LOCAL LIBRARY SECURITY POLICY (Reapproved 1/19/2021)

(as approved by the CLC Governing Council on December 8, 2015)

OP - 7.4.1: Information Security

Information security is defined as the administrative, technical, or physical safeguards the Library uses to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle personal information. The Library has a responsibility to ensure that the accessing, handling, sharing and disposing of Confidential Personal Information (CPI) data complies with Ohio Revised Code Chapter 1347 and the Central Library Consortium (CLC) Security Policy. Within the Credit Cardholder Data Environment, the Library will also comply with the latest revision of the Payment Card Industry Data Security Standards (PCI DSS).

OP – 7.4.2: Collection of Confidential Personal Information (CPI)

The collection of CPI data is used to enable member libraries to enforce policies and provide services to Library patrons. The Library adheres to the CLC Security Practice Rules; Collection of Confidential Personal Information to determine what information is gathered from patrons.

In addition to the CPI data outlined in the CLC Security Practice Rules, the Library also collects the following personal information:

- Dates and times you access Library resources, including but not limited to: websites, electronic databases, public PC usage and Wi-Fi access.
- Details about questions asked using an electronic medium, including but not limited to: the Library website, the Library's email address or using the "Text-a-Librarian" service.
- Details about purchase requests submitted using an electronic medium, including but not limited to: the Library website, the Library's email address or using the "Text-a-Librarian" service.

To ensure updated contact information for both customers and staff, verification of CPI data will occur no less than every 3 years. This update may be done internally or via an outside vendor specializing in data verification.

OP - 7.4.3: Roles and Responsibilities

The Director of Support Services and Assistant Director will be designated to oversee the Library's Information Security Program as the Information Security Team (IS Team). In tandem with the CLC, they will address potential internal and external risks to the security, confidentiality, and integrity of personal information that could result in a compromise as follows:

OP - 7.4.4: Internal Risks - Library Staff

CPI data deliberately or inadvertently given to someone via Library Staff is addressed through employee training and management. Upon employment, employees will be informed of information security policies. Refreshers in Information Security training and

policies will be conducted according to the CLC Security Practice Rules; Security Calendar.

Disciplinary action up to and including termination may be applied when a breach of confidentiality in regard to CPI data is discovered. The Library may also file criminal charges or pursue civil damages to full extent provided by the law.

<u>OP – 7.4.5: Internal Risks – Access to Personal Information Via a Staff Computer</u>
Prior to employment, all selected candidates are subject to a criminal background check. Employment applications and background checks will be stored according to the Retention and Disposal of Records Policy and Procedure. Any criminal activity related to identity theft or similar crimes will be justification to refuse employment or promotion.

Staff accounts will be assigned according to the guidelines in the CLC Security Practice Rules; Accessing Confidential Personal Information section. Staff access will be removed according to the CLC Security Practice Rules; Account Decommissioning guidelines.

Under no circumstances shall patrons be allowed access to staff terminals.

OP – 7.4.6: Internal Risks – Physical Security Guidelines

The Library addresses this risk by adhering to the CLC Security Practice Rules; Physical Security Guidelines section.

In addition to the devices listed in the Physical Security Guidelines in the CLC Security Practice Rules, the Library also takes steps to protect the physical security of these devices:

- Access logs on Self-Checkout machines
- Access logs on PC Management devices

OP – 7.4.7: External Risks – Outside Sources

Access to CPI data via an Outside Computer (Hackers) or Other Outside Source is addressed by adhering to the CLC Security Practice Rules; Network Security Guidelines section.

In addition to the Network Security Guidelines in the CLC Security Practice Rules, the Library also follows these Network Security Guidelines:

 WPA2 with a pre-shared key is used to protect data transmission on all Wi-Fi networks.

<u>OP – 7.4.8: External Risks – Outside Service Providers</u>

The Library will only contract with outside service providers who are capable of maintaining appropriate safeguards for CPI data as defined by the CLC Security Practice Rules; Vendor Compliance section.

OP - 7.4.9: Security Incident Response

Upon real or suspected information leaks or intrusions, the Library will follow the steps in the CLC; Security Incident Response Plan.

OP - 7.4.10: Disposal of Media Containing CPI Data

The Library will ensure that any media that contained CPI data (either staff or patron data) will be destroyed according to the CLC Security Practice Rules; Disposal of Confidential Personal Information section.

Leased equipment (such as copiers), which may store confidential information, will require contracts that establish the right of the Library to retain the hard drive upon return of the equipment at the end of the lease period.