METROPOLITAN LIBRARY COMMISSION OF OKLAHOMA COUNTY

FINANCE COMMITTEE AGENDA

Members: Allen Coffey, Chair Fran Cory Dennis Shockley Jim Shonts Judy Smith Beth Toland

> Wednesday, September 7, 2016 at 3:30 pm Downtown Library 300 Park Avenue Oklahoma City, OK 73102 Telephone: (405) 231-8650

- I. Call to Order and Establishment of Quorum Allen Coffey, Chair
- II. Discussion, Consideration, and Possible Action: Report and Recommendations from Administrative & Personnel Committee August 18, 2016
- III. Discussion, Consideration, and Possible Action: Report and Recommendations from Administration
 - MLC FY 2016-2017 Final Budget
- IV. Discussion, Consideration, and Possible Action: Report and Recommendation from Administration ~ Revisions to Metropolitan Library System Policy and Procedure Manual
 - SF 100 Annual Budget
 - SF 910 Fee Schedule
 - SF 200 Purchasing Policy

REPORT AND RECOMMENDATIONS FROM THE A & P COMMITTEE

The Administrative & Personnel Committee met August 18, 2016 for:

I. Discussion, Consideration, and Possible Action: Annual Review of Human Resources – Salaries

FINANCE COMMITTEE ACTION:

To accept or approve the recommendation from the A&P Committee a maximum performance award of 5% to employees and incorporate such funds as are necessary to support the maximum performance award into the FY 2016-17 budget.

Finance Committee Agenda Item # II MLC FY 2016-17 September 7, 2016

METROPOLITAN LIBRARY COMMISSION OF OKLAHOMA COUNTY

ADMINISTRATIVE & PERSONNEL COMMITTEE

MINUTES

DATE: Thursday, August 18, 2016 TIME: 3:30 PM MEETING PLACE: Downtown Library 300 Park Avenue Oklahoma City, OK 73102 (405) 231-8650

Written public notice of the time, date and place of this meeting was given to the County Clerk of Oklahoma County, August 8, 2016. Notice of the time, date, place, and agenda for this meeting was posted by the Secretary of the Commission in prominent public view at the Downtown Library, 300 Park Avenue, Oklahoma City, on August 16, 2016, in conformity with the Oklahoma Open Meeting Act

COMMITTEE MEMBERS PRESENT:

Cynthia Friedemann Helene Harpman Mukesh Patel Sharon Voorhees Hugh Rice, Chair

COMMITTEE MEMBERS EXCUSED:

ESTIMATE OF OTHERS PRESENT: 7

I. The meeting was called to order at 3:30 p.m. by Mr. Hugh Rice, Chair.

Roll was called to establish a quorum. Present: Friedemann, Harpman, Patel, Voorhees, Rice.

II. Mr. Rice referred to the Discussion, Consideration, and Possible Action: Annual Review of Human Resources ~ Salaries.

Ms. Kelley Hoffman, Director of Human Resources, provided the details of the compensation report and recommendations. Questions and discussion followed.

Ms. Hoffman referred to a correction on page 1 of 2 regarding the Fair Labor Standards Act (FLSA). The original report reflected a budget increase of \$13,000 associated with the mandate. The actual budget impact is approximately \$37,600. Discussion followed.

Mr. Rice called for a motion from the Committee.

Ms. Sharon Voorhees moved to recommend a maximum performance award of 5% to employees and the Finance Committee incorporate such funds as are necessary to support the maximum performance award into the FY 2016-17 budget. Mr. Mack Patel seconded. No further discussion; motion passed unanimously.

III. Mr. Rice requested the committee begin to review the process used for the Executive Director evaluation. Previous discussion of the committee suggests the evaluation form be revised to possibly incorporate an evaluation form for staff and a separate evaluation form for commission members, with the questions tailored for each group to evaluate properly. Administration will email the committee the current evaluation form as well as a copy of a suggested evaluation from submitted previously by Ms. Sharon Voorhees. The committee will be meeting again in October and will review the process at that time.

IV. Mr. Rice adjourned the meeting at 3:46 p.m.

Tim Rogers, Executive Director (Secretary)

REPORT AND RECOMMENDATION FROM ADMINISTRATION

REVISIONS TO THE METROPOLITAN LIBRARY SYSTEM POLICY AND PROCEDURE MANUAL

Metropolitan Library System policies contained in the Policy and Procedure Manual periodically require updating as a result of decisions or recommendations from the Library Commission, changes in federal and state laws and regulations, and the necessity to operate the library system in a more efficient, effective manner.

The Library's administration recommends for your consideration revisions to SF 100 Annual Budget, SF 910 Fee Schedule, and SF 200 Purchasing Policy.

<u>SF 100 Annual Budget</u> – Revisions Recap: The revision will remove the procedural calendar listed in the policy and replace it with a description of the requirements in the annual budget process.

<u>SF 910 Fee Schedule –</u> Revisions Recap: Administration proposes merging the fees listed in SF 910 into their parent policy and repealing this policy. We hope this change will make it easier for staff who are unfamiliar with the policies to locate the fees. The current policy requires readers to switch between various policies to get information on one subject. This review does not include changes to any of the fees in SF 910. Changing the fees will be considered when the parent policies are reviewed.

<u>SF 200 Purchasing Policy</u> – Revisions Recap: The purchasing policy was restructured and rewritten to narrow the focus to strictly policy issues and remove procedures and other ancillary text. The exemptions to the bidding process are described in detail to clarify what does and does not have to be bid. Contract approval authority is rewritten to delineate the approval authority of the Commission and the Executive Director.

RECOMMENDATION FOR COMMITTEE ACTION

To approve the recommendations from Administration for adoption to the Metropolitan Library System Policy & Procedure Manual revisions to SF 100 Annual Budget, SF 910 Fee Schedule, and SF 200 Purchasing Policy.

Stewardship of Financial Resources

SF 100 Annual Budget Process and Calendar

Revised: 3/99, draft 8/16

Fiscal Year July 1 – June 30

Calendar	Responsibility	Action
December- March	Program Budget Managers	Prepare budget requests in consultation with staff; submit requests to administration.
	Administration	Prepare personnel salaries/benefits analysis for Administrative/Personnel Committees.
April – May	Appropriate Committees of the Commission	Review personnel salaries/benefits, capital improvement projects and send recommendations to the Finance Committee for inclusion in the Estimate of Needs.
	Administration	Review all staff budget requests and decide what should be included in the Estimate of Needs.
June	Administration	Prepare Estimate of Needs for submission to Commission's Finance Committee, incorporating Committee recommendations.
	Finance Committee of the Commission	Review and recommend Estimate of Needs to the Commission.
	Commission	Adopt the Estimate of Needs for the new fiscal year.
	Administration	Request County Excise Board authority to expend Library's operating budget in accordance with the Commission-adopted Estimate of Needs. Publish the request in the newspaper.
July	Administration	Continue to refine the budget as needed.
Calendar	Responsibility	Action

Stewardship of Financial Resources

SF 100 Annual Budget Process and Calendar Revised: 3/99, draft 8/16

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	Administration	Based on certified property value from County Assessor's Office and other actual or projected incomes, prepare a Final Budget.
August	Finance Committee of the Commission	Review the Final Budget for Commission approval.
	Commission	Adopt Final Budget for the new fiscal year. The budget document is signed by Commission members and Executive Director.
	Administration	Publish the budget information and submit the publication and signed budget document to the County Excise Board for review and certification.
September	County Excise Board	File copy of Final Budget along with budgets from other taxing entities in the County with the State Auditor and Inspector. A 15-day "protest period" begins.
	Administration	Inform staff of Final Budget information.
October		"Protest period" ends. County Clerk approves the level of the mill levy for the County Treasurer to start the taxing process.

Stewardship of Financial Resources SF 100 Annual Budget Process and Calendar Revised: 3/99, draft 8/16

- (A) Per the Metropolitan Library Act (65 O.S § 557 <u>Annual Budget and Audit -</u> <u>Contributions - Allocation of Income</u>), the Metropolitan Library Commission must establish a budget Prior to the beginning of the fiscal year.
- (B) The Library's fiscal year is defined as July 1 June 30.
- (C) The Commission's Finance Committee will review and approve the budget, who will make a recommendation to the full Commission to adopt the budget. The budget document is signed by the Executive Director and the Chair, Vice Chair, and Treasurer of the Commission.
- (D) Administration will publish the budget, adjusted with the final ad valorem information received from the county, in a standard publication/newspaper of record.
- (E) Administration will submit the published budget document to the County Excise Board for review and certification.
- (F) The Finance Committee or Library's executive director can bring amendments or changes to the budget at any time during the fiscal year.
- (G) The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.

SF 910 Fee Schedule

Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00, 10/04, 08/08, 8/10, 5/11; 3/14; 8/14; 11/14; 01/15

This schedule includes the specific amounts for library service fees authorized by the policies listed below. Fees to offset the cost of promotional items that are occasionally sold by the library for the benefit of customers are not included in this list.

AL 210 Library Cards

- Annual fee card \$40.00 per year for family use
- Cash deposit card \$10.00 per item processing fee

AL211 Reciprocal Cards

- Lost, damaged or overdue materials owned by reciprocal libraries fees are assessed by the owning library
- AL 310 Card Holder Responsibilities
 - Lost or stolen cards \$1.00 per replacement card
- AL 350 Copying or printing of library materials
 - Black and white \$0.10 per page
 - Color \$.50 per page
 - Microfiche copies \$0.25 per page
- AM 110 Delinquent; Lost/Damaged

Lost or damaged materials

- book or magazine, electronic devices list price at time of purchase
- audiovisual materials replacement cost if lost or damaged due to carelessness or neglect
- audiovisual materials, one part of a set \$7.00 per part if lost or damaged due to carelessness or neglect
- audiovisual materials, liner notes or guide no charge
- Overdue fines
- \$0.10 per day to a maximum of \$3.00
- Electronic devices \$5.00 per hour to a maximum of \$60.00

AM 200 Interlibrary Loan

- Copies made to fill interlibrary loan requests \$0.15 per page over 50 pages lending library sets the fee
- Lost or damaged materials lent to other libraries by MLS cost of material plus \$10.00 processing fee
- Lost or damaged materials borrowed by MLS lending library sets the fee
- Overdue materials borrowed by MLS \$0.50 per day up to cost of material.

AM 313 Local History Permission to Use

Digital copies of local history images

- at 300 dpi \$5.00 per image
- at 600 dpi \$15.00 per image
- at 1200 dpi \$30.00 per image
- processing fee \$5.00

Use of local history images

- book, brochure, filmstrip, flyer, poster, postcard, or PowerPoint programs for sale
 - for a quantity of 1 to 4,999 \$15.00 per image
 - for a quantity of 5,000 to 9,999 \$30.00 per image
 - for a quantity of 10,000 to 29,999 \$60.00 per image
 - for a quantity of 30,000 and over \$120.00 per image
- website \$15.00 per image
- commercial décor \$150.00 per image
- advertising & product design \$15.00 per image
- serials
 - for a quantity of 49,999 or under \$15.00 per image
 - for a quantity of 50,000 to 99,999 \$60.00 per image
 - for a quantity of 100,000 or over \$120.00 per image
- video for resale or broadcast documentaries
 - for a quantity of 5000 or under \$35.00 per image
 - for a quantity of 5001 or over \$100.00 per image
- interactive CD-ROM or DVD \$120.00 per image
- exhibitions or one time broadcasts
 - for commercial use \$30.00 per image
 - for non-commercial use \$15.00 per image
- AS 100 Reference Services
 - Inquiries by mail \$0.25 per page of photocopying and \$3.00 shipping and handling

AS 510 Public Space Reservations and Use

Rental space fees cover the Library's basic operational expenses. Fees are approved by the Metropolitan Library Commission and are not negotiable.

Category 2

AS 510.2 MLS List of Organizations Exempt from Public Space Fees will incur fees for any additional required and/or optional service fees listed below.

Category 5

Fees for certified 501(c) 3 organizations: Discount of 50% off the hourly rental rate applied to businesses, private individuals and private groups. Fees for businesses, private individuals or private groups:

Library	Room	Rate per hr
Almonte	A	\$40
Belle Isle	A	\$25
Belle Isle	B or C	\$40
Belle Isle	A+B	\$65
Belle Isle	A+B+C	\$125
Bethany	A or B	\$25
Bethany	A+B	\$50
Capitol Hill	FF	\$40
Capitol Hill	Basement	\$25
Choctaw	A	\$40
Downtown	Single Classroom	\$25
Downtown	Lab	\$125
Downtown	Double Classroom	\$50
Downtown	Friends	\$70
Downtown	Atrium	\$3000 fixed
Downtown	Thorpe or Sequoyah	\$20
Downtown	4 6 Star	\$170
Edmond	A or B	\$40
Edmond	A+B	\$80
Edmond	Ð	\$20
Midwest City	B	\$25
Midwest City	A	\$40
Midwest City	A+B	\$65
Midwest City	Forum	\$70
Northwest	A or B	\$70
Northwest	A+B	\$140
Ralph Ellison	A	\$50
Ralph Ellison	B	\$60
Ralph Ellison	A+B	\$110
Southern Oaks	A	\$50
Village	₽	\$20
Village	A	\$40
Village	A+B	\$60
Warr Acres	A	\$40

For each 4 hour block reserved a 25% discount is applied.

• The library reserves the right to charge the following fees for additional required and/or optional service where available:

Service	Rate	Increment
AV assistance may be required when	\$25.00	per hour*
using MLS equipment		
Conference Phone	\$25.00	per use
Custodial Staff	\$25.00	per hour*
Changes to contracted room setup ¹	\$10.00	per hour*
IT assistance required for configuration of	\$50.00	per hour*
computers		
Piano, Grand (Downtown Library only)	\$50.00	per use
Piano, upright	\$25.00	per use
Security, additional	\$40.00	Per
		hour*, per
		officer
Telephone calls that are long distance	MLS Cost	
Access to Downtown Library space prior	\$100.00	per hour
to libraries opening between SH		
610 Facility Access working and		
operating hours (plus space fee in		
addition to the individual fee for		
the reserved room identified in		
Category 5)		
Access to space after SH 610 Facility	\$3,000.00	Flat rate
Access operating hours (space		
only)		

* Per Hour means any portion of an hour

SH 610 Facility Access

Replace broken key – no charge if the employee returns a portion of the key
VG 300 Open Records

- Printed copies to fill open records requests For each request, the first 10 pages of printed copies will be provided free of charge. The fee for subsequent copies will be \$0.10 per page.
- Other types of copies (computer disks, videos, sound recordings, etc.) Fee will take into consideration the cost of reproduction and be comparable to the fee charged for print copies.
- Conducting a document search A fee of \$2.00 will be charged for each quarter (1/4) hour spent.

AL 210 Library Cards **AL 211 Reciprocal Cards**

Revised: 4/92, 12/99, 10/04;

Policy

The Metropolitan Library System (MLS) and the Pioneer Library System maintain a reciprocal borrower's policy. It is to remain in effect indefinitely and is subject to reevaluation as either or both library systems deem necessary.

Each library system respects the eligibility requirements of the other in issuing reciprocal cards. MLS considers as eligible those persons who reside, work or attend school in Cleveland, McClain or Pottawatomie counties or attend school in Blanchard.

Fees are assessed by the owning library for lost, damaged, or overdue materials owned by reciprocal libraries.

Communities in Pioneer's service area are:

Pottawatomie County

Asher Bethel Acres Dale Earlsboro Macomb Maud McLoud Pearson Pink Shawnee St. Louis Tecumseh Tribbey Wanette

Blanchard **B**vars Cole Criner Dibble Goldsby Newcastle Pavne Purcell Rosedale Washington Wayne

McClain County

Cleveland County

Lexington Little Axe Moore Noble Norman Stella Slaughterville

Access to Libraries AL 200 Account Eligibility

Adopted: 7/85, Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00; 10/04, 06/16

Policy

To utilize the Metropolitan Library System's full range of materials and services, members may apply for a library account. Member eligibility is based on the following criteria.

1) Identification

Individuals must complete a library card application and provide both proof of identity and proof of current address. Acceptable forms of identification are included in

1) Primary Eligibility

Individuals eligible for primary cards meet one or more of the following criteria:

- i) Reside or own real estate within the service area. (See AL 100 Service Area)
- ii. Are employed by the Metropolitan Library System.

Primary Card Types:

- i) Primary adult card: Includes all services offered by the Metropolitan Library System.
- ii) Primary student card: Individuals below age 17 are issued primary student cards requiring a parent or guardian's signature. The parent or guardian listed on the account must provide acceptable forms of identification as listed in procedure 200.1.
 - (1) Includes all services offered by the Metropolitan Library System, with the following exceptions:
 - (2) Upon issuance, student cards may be used without a parent or guardian's signature for two weeks to check out no more than two items (other than videos rated R by the MPAA). Subsequent use requires the parent or guardian's signature.
 - (3) Before any video rated R by the Motion Picture Association of America (MPAA) may be checked out, the parent or guardian must authorize those borrowing options.

(4) The parent or guardian listed on the account may review the current borrowing record of their child.

2) Reciprocal Eligibility

The Metropolitan Library System maintains a reciprocal service agreement with the Pioneer Library System headquartered in Norman, Oklahoma. Individuals eligible for reciprocal cards meet one or more of the following criteria:

- i) Reside, work or attend school in Cleveland County, McClain County or Pottawatomie County.
- ii) Attend school in the Blanchard School District.

3) School-Based Eligibility

Individuals who do not qualify for primary or reciprocal service may be eligible for service based on the school they attend. Individuals eligible for school cards must attend or work at a school, college, or university in Oklahoma City or Oklahoma County. Cards issued under this provision are valid for only one year and eligibility must be verified annually.

4) ONEcard Eligibility

ONEcard: Students enrolled in Oklahoma County schools that participate in the ONEcard partnership will automatically be eligible to access library resources. Students will remain eligible for this account type for as long as they are enrolled in a participating school or school district. Parents and guardians will be given the opportunity during school registration to decline ONEcard access for their student(s).

5) Annual Fee Accounts:

For individuals who do not meet other eligibility criteria.

 a) An individual may use all services offered by the library for one year by purchasing an annual fee card for \$40.00 per year for family use. (See SF 910 Fee Schedule) The annual fee is nonrefundable. Additional cards for immediate family members currently living in the same household may be obtained at no additional cost.

The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.

AL 300 Responsibilities of Customers AL 310 Cardholder Responsibilities

Adopted: 7/85, Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00, 10/04;

- 1) The person signing the card agrees to abide by library system policies and accepts responsibility for fines or other charges resulting from the card's use.
- 2) The card is to be used only by the person signing it.
 - a) Exception: The signing parent may use his/her child's card to borrow materials for that child.
- 3) The card is valid at all MLS agencies. It is the property of the library system and must be returned upon request.
- 4) Responsibility for the choice of materials borrowed rests with the person who signed the card and not with the Metropolitan Library Commission, the library system or its employees.
- 5) Persons who lose their library card or change address should notify the library system promptly.
- 6) The customer will be charged a non-refundable replacement fee of \$1.00 per card for "lost" or "stolen" cards. (See AM Fee Schedule)

AL 300 Responsibilities of Customers AL 350 Copying Of Materials Adopted: 1/78; Revised: 7/08

Background

The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The law specifies that any photocopy or other reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a person makes or later uses a photocopy or other reproduction for purposes in excess of "fair use", that person may be liable for copyright infringement.

Policy

This policy ensures that Metropolitan Library System customers may use the photocopiers and computer printers provided for public use to make reproductions of material for private study, scholarship or research as allowed by copyright law and that the burden of compliance with the copyright law falls upon the person making the reproduction.

Regulations

- 1. The Metropolitan Library System will maintain photocopying machines and computer printers at most system libraries for public use and for internal (staff) use for library business.
- 2. The burden of compliance with the copyright law falls upon the person who does the photocopying or computer printing. The library staff, the library system and the library commission cannot be held liable for photocopying or computer printing done by members of the public.
- 3. The following fees A per copy fee will be charged for public use of library photocopying machines and computer printers as established in SF 910 Fee Schedule:
 - Black and white \$0.10 per page
 - Color \$.50 per page
 - Microfiche copies \$0.25 per page

4. A per page fee will be charged for public use of computer printers as established in SF 910 Fee Schedule.

- 5. The library will maintain the required "Warning Concerning Copyright Restrictions" at or near each photocopier.
- 6. Library staff members making reproductions of copyrighted material for library business use will follow this policy, the procedures found in AL 350.1 Copying of

Materials Procedures and any other guidelines established to avoid infringement of the copyright law.

AM 100 Borrowing AM 110 Delinquent/Lost/Damaged Materials Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00; 6/08, 8/14

Policy

The Delinquent/Lost/Damaged Materials Policy ensures that the Metropolitan Library System encourages borrowers to return materials promptly and helps cover the cost of replacing lost or damaged materials by charging fees.

Regulations

Fees for lost, overdue or damaged materials will be assessed according to the fee schedule found in SF 910.

- 1. Delinquent Borrowers
 - a. Borrowers will be charged \$0.10 per day to a maximum of \$3.00 for overdue materials.
 - b. Borrowers will be charged \$5.00 per hour to a maximum of \$60.00 for electronic devices.
 - c. Those who fail to pay the fee of lost/damaged item(s) as defined below, or fines that total \$25.00 or more will lose borrowing privileges. A block will be placed on the delinquent borrower's library card account and a new library card account will not be issued to that person.
 - d. An account will be blocked from borrowing on the 3rd occurrence in a 12 month period of claiming s/he did not borrow materials on account.
 - e. After reasonable notification, the library system may also take legal steps to collect fines and retrieve materials not returned and to file felony or misdemeanor complaints.
 - f. The block will be removed or a new library card account issued when the delinquent borrower pays the fines and/or costs of materials plus penalties resulting from the delinquency.
- 2. Lost or Damaged Materials
 - a. Once an item is 60 days overdue, the item is considered lost. The borrower who loses or does not return an item must pay the cost of replacing it as determined by the library system.
 - b. The borrower who damages an item must pay the cost of replacing or rebinding it as determined by the library system.
 - c. If the borrower finds and returns a lost item within six months, the library system will refund the replacement cost, minus any fines. No refunds will be made after six months.

- d. The following fees will be charged for lost or damaged materials:
 - book or magazine, electronic devices list price at time of purchase
 - audiovisual materials replacement cost if lost or damaged due to carelessness or neglect
 - audiovisual materials, one part of a set \$7.00 per part if lost or damaged due to carelessness or neglect
 - audiovisual materials, liner notes, or guide no charge

AM 200 Interlibrary Loan

Access to Materials AM 200 Interlibrary Loan **Revised Date(s):** 12/99 06/08

Policy

The Interlibrary Loan policy ensures that the Metropolitan Library System provides eligible customers with access to a wider range of materials by sharing resources with cooperating libraries throughout the nation.

Regulations

- 1. Metropolitan Library System policies and procedures for Interlibrary Loan comply with all provisions of the Interlibrary Loan Code for the United States as established by the American Library Association, all reciprocal agreements to which the library system is a signatory, protocols and regulations of all bibliographic utilities used, and current federal copyright law as interpreted by CONTU (National Commission on Technological Uses of Copyrighted Works).
- 2. The Metropolitan Library System acts as agent for eligible local borrowers.
 - a. Eligible local borrowers may request materials not available in Metropolitan Library System collections through the interlibrary loan service. Non-circulating materials are considered to be available and will not be borrowed through interlibrary loan.
 - b. Eligible local borrowers are customers with either a primary card or an annual fee card from the Metropolitan Library System.
 - c. The Metropolitan Library System reserves the right to limit the number of interlibrary loan requests per eligible customer per calendar week as needed due to the volume of requests.
 - d. Materials are borrowed only from libraries within the United States.
 - e. Metropolitan Library System requests to borrow materials are filled at the discretion of individual owning libraries. The System cannot guarantee that a request for any given item will be filled.

- f. Processing or other fees charged to the Metropolitan Library System by the lending library will be billed to the individual borrower.
- g. The borrower who does not return interlibrary loan material by the due date will be charged an overdue fine of \$0.50 per day up to \$30.00. according to the Fee Schedule found in <u>SF 910</u>. If material is recalled by the lending library before the initial due date, the borrower will be subject to the overdue fine beginning two working days after notification of recall.
- h. The borrower who fails to return interlibrary loan material is charged the replacement price of the unreturned material plus any processing fees as determined by the lending library.
- i. The borrower who fails to return interlibrary loan material after due notice will be refused further interlibrary loan service and all library borrowing privileges will be suspended. S/he can regain borrowing privileges by returning the material and paying any fees, or by paying for the material as specified in item g).
- j. If the borrower damages interlibrary loan material, s/he will be charged the repair cost or the replacement cost of the damaged item, as determined by the lending library.
- 3. The Metropolitan Library System acts as lender to cooperating libraries.
 - a. Materials that are not available for check out by Metropolitan Library System customers are not available for lending through interlibrary loan.
 - b. Materials are lent only to libraries within the United States.
 - c. The Metropolitan Library System reserves the right to restrict lending of any materials as needed to maintain quality service for local customers.
 - d. The loan period is 35 days from the date that the material is routed from the Interlibrary Loan department. A single renewal for up to 14 additional days from the original due date may be permitted if the material is not needed to serve local customers.
 - e. Photocopies may be supplied from materials that are not available for lending. Copying must comply with federal copyright laws.
 - f. The Metropolitan Library System will normally absorb costs of lending materials to libraries that agree to absorb these costs when the System borrows materials from them for local customers. Copying costs to fill a single request of 50 pages or less may also be absorbed under the same terms.

- g. Libraries may be billed for processing a loan and/or for photocopies if they charge the Metropolitan Library System for these services.
- Borrowing libraries that damage or do not return materials to the Metropolitan Library System will be charged the replacement price of the unreturned materials plus any \$10.00 processing fee required in <u>SF 910 Fee Schedule</u>.

AM 300 Library Collections AM 313 Local History Permission to Use & Fee Schedule *Adopted: 09/08*

A. Policy

To assist customers with their personal, research or commercial endeavors, the Metropolitan Library System provides reproductions of items from its Oklahoma Room Collection including video, audio or high-resolution digital images.

Regulations

- 1. Fees will be charged to offset the cost of delivering high-resolution images for personal, research or commercial use.
- 2. Written permission is always required for use of any Oklahoma Room image.
- 3. When the use is commercial, the Requestor must obtain permission from the copyright owner. The Library does not assume responsibility for determining the copyright status of library materials.
- 4. A reasonable inquiry by the Requestor should include those of the following steps that are relevant:
 - a. Determine if the work is in public domain.
 - b. Contact the author or the publisher by letter, telephone or e-mail.
 - c. Contact the U.S. Copyright Office for information. The Copyright Office now provides online information at <u>http://lcweb.loc.gov/copyright/</u> and performs professional searches for a fee.
- 5. If the Requestor undertakes and documents a reasonable inquiry and cannot locate a rights holder from whom permission could be obtained, the Requestor must indemnify the System against any claim that the library's act of providing a copy were an infringement of a third party's rights.
- 6. Fees for use will be assessed if an image is to be reproduced in any type of publication, media, broadcast, exhibition, web site, or other commercial use.
- 7. Fees are charged for the nonexclusive use of images. Subsequent use or reuse of the images will require completion of a new reproduction and use agreement.
- 8. The Library reserves the right to refuse use of materials intended for commercial use or waive use fees.

Fees

Two types of fees may be assessed. A use fee is charged for the use of an image for commercial purposes. A digital copy fee is charged per image for a copy to be made. See SF 910 Fee Schedule for specific fees.

Digital copies of local history images

• at 300 dpi - \$5.00 per image

- at 600 dpi \$15.00 per image
- at 1200 dpi \$30.00 per image
- processing fee \$5.00

Use of local history images

- book, brochure, filmstrip, flyer, poster, postcard, or PowerPoint programs for sale
 - for a quantity of 1 to 4,999 \$15.00 per image
 - for a quantity of 5,000 to 9,999 \$30.00 per image
 - for a quantity of 10,000 to 29,999 \$60.00 per image
 - for a quantity of 30,000 and over \$120.00 per image
- website \$15.00 per image
- commercial décor \$150.00 per image
- advertising & product design \$15.00 per image
- serials
 - for a quantity of 49,999 or under \$15.00 per image
 - for a quantity of 50,000 to 99,999 \$60.00 per image
 - for a quantity of 100,000 or over \$120.00 per image
- video for resale or broadcast documentaries
 - for a quantity of 5000 or under \$35.00 per image
 - for a quantity of 5001 or over \$100.00 per image
- interactive CD-ROM or DVD \$120.00 per image
- exhibitions or one time broadcasts
 - for commercial use \$30.00 per image
 - for non-commercial use \$15.00 per image

Access to Services AS 100 Reference Services Revised: 1/98 Service Philosophy and Library Ethics

- 1. Every contact with the public is an opportunity to engender positive attitudes about the library.
- 2. All reference and information questions will be handled with equal effort regardless of the originating source (walk in, phone, mail).
- 3. Oklahoma law protects the confidentiality of library users' records.

* Reference services are also confidential. Staff are not to discuss customers, their borrowing habits or their information requests except as required in seeking assistance from other library staff to find the desired information.

- 4. Library staff will refrain from discussions of personal issues and opinions regarding library matters when on duty in public service areas.
- 5. Our intent is to comply with the system's declared policies on access to materials and information as stated in the Citizens' Bill of Library Rights and its interpretations and the Freedom to Read Statement.
- 6. The library system expects a high level of professional competence of all staff in providing accurate and complete responses to inquiries. Staff should be especially aware of potential legal liability for conveying inaccurate information.

* The "Confidentiality of Library Users' Records" law is Section 1, Chapter 81, O.S.L. 1985 (65 O.S. Supp. 1985, Section 1-105). Its provisions appear on signs posted in all library public service areas. Librarians should also be familiar with Oklahoma's Open Record Act.

Reference Interview/Courtesy Standards

Library staff will assist customers and other library staff in a friendly, courteous and supportive manner according to MLS Service Philosophy, Library Ethics and Reference Interview and Service Guidelines.

In Person:

• Maintain awareness of customer approach by watching or looking up frequently; do not appear too busy to answer questions.

- Acknowledge the customer by making eye contact, smiling or issuing a friendly greeting. Remain courteous at all times.
- Use basic terms and language (avoid library jargon) and ask open-ended questions.
- Give full attention to the customer.
- Listen carefully and paraphrase customer's request to ensure understanding ask clarifying questions while respecting the customer's privacy.

By Phone:

- Answer the phone in a timely manner.
- Identify area and self.
- Give the caller a choice before putting him/her on hold.
- Promise specific action and confirm agreement for action and follow through.
- Cite sources over the telephone to the customer.
- End conversation with an appropriate courteous closing.

The following policy guidelines are not rigid rules or strict limitations. They should be interpreted and applied with professional judgment and professional conduct in serving the library's public.

MLS Reference Service

Library staff will assist customers in person, by phone or by mail to locate and/or obtain materials or information. They will interpret library resources, policies and procedures for customers. They will assist and instruct customers in the use of indexes, library equipment and tools (PAC, MARS, copies, Reader/Printers and Internet). Staff will conduct searches and answer reference questions utilizing all resources available.

Reference Service - Standard Procedures

All requests are of equal importance. If the telephone rings while you are helping a customer, allow the automated system to answer. Respond to the automated system message as quickly as possible. Libraries without voice mail need to establish individual procedures.

If a customer appears while you are engaged in a telephone conversation, acknowledge customer's presence with a nod or hand signal and end the phone conversation as quickly as possible.

Work performed at the reference desk should not become a barrier to the public; never appear too busy to be interrupted.

Walk through the agency when possible and volunteer your assistance. Be available whenever a customer needs help in locating materials or instructions in the use of tools and resources.

An attempt should be made to satisfy the information request using resources available at your library first. Do not automatically refer customers to other libraries or sources outside your library.

When desired information is not available at your agency, make appropriate referrals.

Reference Service - Parameter Guidelines

- The limit of reference service will vary. Exceptions may be made depending on how busy the agency is and the specific needs of customers. The reference staff's main functions are guidance, direction, instruction, and information delivery. The amount of time necessary to perform these functions will depend on and vary according to the following variables:
 - Customer's time limit.
 - Customer's ability to comprehend instructions.
 - Complexity of materials to be used.
 - Number of customers needing assistance.
 - Number of staff available to help customers.
 - Equipment/resources available.
- 2. Due to the large number of customers that need to be served, reference staff will spend no more than 15 minutes per customer without checking the reference desk status.
 - In-Library Service: If questions cannot be answered in a reasonable amount of time, supply possible sources and return periodically until customer can work

independently. Offer to contact the customer later to allow more time for a reference search.

- Telephone Service: Depending on the complexity of the question, the customer will be given the option of a call-back, coming to the library for assistance, or referral to another agency.
- 3. Processing a reference request:
 - Accept three reference questions per customer. (I.e. book title, stock quotes, phone numbers, reserves placed, etc.)
 - Cite the source for all information given.
 - Complete callbacks the same day if possible.
 - Make only collect calls for long-distance callbacks.
 - Maintain customer privacy by providing only library name and telephone number when leaving messages for customers.
 - Limit photocopy requests by telephone to 3 articles or 6 pages per customer. Advise customer of the copy fee schedule and time frame for delivery. Inquiries by mail – \$0.25 per page of photocopying and \$3.00 shipping and handling

Reference Service - Special Approaches

When providing the following information, the librarian may read the information and indicate the source, but the customer must interpret the information. The librarian may indicate to a customer that he/she does not have the specialized knowledge to give absolute answers and advise the customer to examine the material.

Current criss-cross and city directory: Customers need to visit the library for current city directory and criss-cross requests. Older editions (1905 to 1997-not complete set, check for specific years) are located at the Downtown Library.

School assignments: Students at all levels should receive the same service as anyone else according to the general guidelines for service.

Contest questions: Simple, factual questions are answered over the telephone. Otherwise, the customer should be invited to come to the library to use the necessary source material.

Consumer information: Be careful about giving answers to consumer questions. Customers asking for product ratings in such sources as Consumer Reports may be given the brand names and model numbers of products rates. If a customer asks for information on a specific product, the evaluation may be read. Customers should be encouraged to read the entire article. Such limitations as the date and context of the rating should be pointed out. Personal opinions and interpretations should not be given.

Evaluation of dictionaries, encyclopedias, etc.: The library does not recommend one dictionary or encyclopedia over another. The customer may come to the library to examine the various dictionaries and encyclopedias in the library's collection.

Values of art works, antiques, rare books, coins, stamps, currency, etc.: Appraisals of the value of art works, antiques, rare books, coins, stamps, currency and other collectibles are never given. Sources are available that give prices.

Medical, legal, statistical and technical information: The librarian should not interpret material of any type related to these fields, including tables, charts, equations, conversion formulas, laws, taxation and regulatory information, or legal and medical definitions.

Patent and copyright searches, etc.: Patent and copyright searches are not performed by library staff, nor does staff attempt to ascertain whether a published work is in the public domain. Appropriate referrals are made to ODL or OSU.

Genealogies and census microfilm: Genealogies are not prepared for customers by library staff. Basic resources are offered to the customer on how to begin genealogical research. Customers who wish to research person who lived in Oklahoma City may use the system's collection of city directories or the microfilmed "Daily Oklahoman." Referrals can also be made to the Oklahoma Historical Society, which hold a large selection of

historical census records on microfilm. The Internet has genealogical resources and bookmarks have been placed in the System Bookmarks file. Census microfilm may be ordered by the customers for use at Belle Isle, Downtown, Ralph Ellison and Southern Oaks and must be used within the library.

Foreign languages: Foreign language translation requests are referred to such sources as Foreign Language Departments of colleges and universities.

Mathematical calculations: Library staff should not do mathematical calculations for customers. Information from tables and formulas can be read, but customers should do their own calculations.

Tax forms: The library does not provide tax forms. Customers should be referred to the appropriate state or federal agencies. They may use the Internet to do their own searches. Staff will not print tax forms from the Internet.

Inquiries by mail: This is third in priority. Under the direction of the supervisor of the unit, when the mail request requires more than a cursory search, an attempt to answer mailed

requests will be made within 20 working days. Customers will be invoiced at the rate of 25 cent per page for photo copying and \$3.00 shipping and handling. All correspondence should:

- Give source of information.
- Be copied and retained for a minimum of one year.
- Include name and department of person answering the inquiry.
- Electronic Reference Services: CD-ROM, On-Line Databases, Special Reference Service
- Staff are to be familiar with the CD-ROM holdings, on-line databases and special reference services of MLS libraries and are to use their best judgment when referring customers to other libraries for searches.
- Libraries may choose to batch these services due to time constraints, skill level and
- Specialization of the search.
- Each library may have a limit to the number of pages that will be printed. Customers with a library cared will have charges debited to their prepaid account.
- Information will not be downloaded or saved to floppy disks.

Internet Service

Internet Service: The Metropolitan Library System functions only as a "gateway" to Internet access.

The Internet is an unregulated source and the library system is not responsible for information provided. The Internet and the available resources in its global electronic network may be erroneous and out-of-date. The Metropolitan Library System is not responsible for the accuracy or currency of information presented on the Internet.

As with all reference services, the reference interview will help staff determine whether or not the Internet would be an appropriate source for a customer.

Staff are to be willing to assist customers with a search or to perform a search. If the requested information is not found within 15 minutes, staff may recommend that the

customer visit one of the libraries offering public Internet access and work with an Internet Coach.

AS 500 Meeting Rooms AS 510 Public Space Reservations and Use

Revised: 1/93, 5/04, 7/04; 4/06; 3/14

Policy Statement

The Metropolitan Library System public spaces are primarily for library programs and events, but when not needed for these purposes they are available to rent. Renting a library space does not imply that the Library endorses the aims, policies, views or activities of the group.

Categories for Renting Space

Rental space fees cover the Library's basic operational expenses. Fees are approved by the Metropolitan Library Commission and are not negotiable. For purposes of prioritizing use and determining the rental fees, groups or individuals fall into one of the following categories:

- Category 1 First Priority, no fees -- Metropolitan Library System programs or events for library staff or the public, which are initiated, authorized, produced, scheduled, promoted in whole or part by the library to accomplish its mission and strategic plan.
- Category 2 First come, first served with no fees Events by organizations listed in policy AS 510.2 MLS List of Organizations Exempt from Public Space Fees.
 - No fees or donations may be requested or received during the events.
 - Events may occur only during *SH 610 Facility Access* working hours.
 - AS 510.2 MLS List of Organizations Exempt from Public Space Fees will incur fees for any additional required and/or optional service fees listed below.
- Category 3 First come, first served with no fees -- use of Study Rooms by private individuals or private groups.
- Category 4 Continuing Education tenant agreement use Downtown Library public space per lease agreement
- Category 5 First come, first served with rental fees Events by non-profit organizations, government agencies, businesses, private individuals, or private groups.
 - Fees or donations may be collected or received during the events.
 - Events may be held during or outside of *SH 610 Facility Access* working hours.
 - Fees for certified 501(c) 3 organizations: Discount of 50% off the hourly rental rate applied to businesses, private individuals,

Category 6 L	ibrary	Room	Rate per hr
Almonte		А	\$40
Belle Isle		A	\$25
Belle Isle		B or C	\$40
Belle Isle		A+B	\$65
Belle Isle		A+B+C	\$125
Bethany		A or B	\$25
Bethany		A+B	\$50
Capitol Hill		FF	\$40
Capitol Hill		Basement	\$25
Choctaw		А	\$40
Downtown		Single Classroom	\$25
Downtown		Lab	\$125
Downtown		Double Classroom	\$50
Downtown		Friends	\$70
Downtown		Atrium	\$3000 fixed
Downtown		Thorpe or Sequoyah	\$20
Downtown		46 Star	\$170
Edmond		A or B	\$40
Edmond		A+B	\$80
Edmond		D	\$20
Midwest City		В	\$25
Midwest City		A	\$40
Midwest City		A+B	\$65
Midwest City		Forum	\$70
Northwest		A or B	\$70
Northwest		A+B	\$140
Ralph Ellison		А	\$50
Ralph Ellison		В	\$60
Ralph Ellison		A+B	\$110
Southern Oaks		А	\$50
Village		В	\$20
Village		А	\$40
Village		A+B	\$60
Warr Acres		А	\$40

and private groups. Fees for businesses, private individuals or private groups:

For each 4 hour block reserved a 25% discount is applied.

The library reserves the right to charge the following fees for additional required and/or optional service where available:

Service	Rate	Increment
AV assistance may be required when	\$25.00	per hour*
using MLS equipment		
Conference Phone	\$25.00	per use
Custodial Staff	\$25.00	per hour*
Changes to contracted room setup ¹	\$10.00	per hour*
IT assistance required for configuration of	\$50.00	per hour*
computers		
Piano, Grand (Downtown Library only)	\$50.00	per use
Piano, upright	\$25.00	per use
Security, additional	\$40.00	Per
		hour*, per
		officer
Telephone calls that are long distance	MLS Cost	
Access to Downtown Library space prior	\$100.00	per hour
to libraries opening between SH		
610 Facility Access working and		
operating hours (plus space fee in		
addition to the individual fee for		
the reserved room identified in		
Category 5)		
Access to space after SH 610 Facility	\$3,000.00	Flat rate
Access operating hours (space		
only)		

* Per Hour means any portion of an hour

Regulations

- 1) The Library may deny use of library public space if:
 - it is the Library's opinion that the activities of the group will not comply with *AL* 320 Rules of Conduct policy
 - the Library is unable to accommodate the group
- 2) The Library limits:
 - the hours space may be rented
 - the number of events occurring simultaneously
 - how far in advance reservations may be made
 - which spaces may be rented
- 3) The Library may change space assignments in order to facilitate coordination of usage.
- 4) The Library assumes no responsibility for any materials or equipment not owned by the Library.
- 5) The group must:
 - Adhere to AL 320 Rules of Conduct policy

- Explicitly identify itself as the sponsor and must not identify the Metropolitan Library System as associated with the group's activities in their literature or publicity. If publicity concerning the event is circulated, it must include the statement "This event is not sponsored or endorsed by the Metropolitan Library System."
- Have adult sponsorship and supervision at all times
- Confine all aspects of the event to the space they rented
- Obey occupancy limits
- Not cook
- Not have alcoholic beverages in the libraries or public spaces during *SH* 610 *Facilities Access* working hours
- Return the space to its original condition after use
- Not tip or give gratuities to Library personnel
- 6) The group will incur additional fees and/or penalties if they:
 - damage the library's facility or equipment
 - use additional time or services not originally contracted
- 7) Requests to rent space outside of the *SH 610 Facility Access* working hours must be requested at least 3 months in advance of the event and must be approved by the Executive Director. Only with prior Metropolitan Library Commission approval may wine or beer be served. The group must provide proof of all necessary permits, liability insurance, and must indemnify the Library for the event.
- 8) No special privileges are extended to organizations to which Library staff, Commission members or members of their households belong.

Indemnity and Insurance

- All persons, groups, or organizations using Library facilities take the premises "as is" and assume all risks of injury, including death or property damage, to member of the group, organization, event participants, and event spectators which might arise out of activities or out of conditions present on the facilities and groups.
- Every person, group, or organization using Library facilities will indemnify, hold harmless and defend the Library and its employees from any and all liability or financial loss, costs, or expenses (including reasonable attorney's fees and legal costs) resulting from any suits, claims, losses, or actions brought against the Library and/or employees which results directly or indirectly from the wrongful or negligent actions including, but are not limited to, failure to adequately inspect, discover, and remedy or warn of defects in the premises or grounds.
- Copyright restrictions apply to the use of Library meeting facilities and equipment. Library meeting facilities and equipment cannot be used to duplicate or show material protected by copyright law. Applicants may be liable for any infringement.
- The Library may require the group/vendor to maintain Commercial General Liability Insurance, to include liquor liability with a minimum of \$1,000,000.00 limit per occurrence. Group/vendor agrees to maintain and be responsible for all Workers' Compensation Insurance for all employees on the premises if applicable. In

addition, the Library and the Library Commission must be named as additional insured on all liability policies.

VG 300 Legislation VG 330 Open Records Revised: 11/02, 5/11, 5/13

Policy

The Open Records policy ensures that the Metropolitan Library System establishes reasonable access to Library System records subject to release under the Oklahoma Open Records Act (51 O.S. 24A.1. et seq, eff. June 1, 2001), protects the integrity and organization of Library records, and helps prevent disruption of the Library's essential functions.

Regulations

- 1. Language of the Law
 - a) "Record" means all documents, including, but not limited to, any book, paper, photograph, microfilm, data files created by or used with computer software, computer tape, disk, and record, sound recording, film recording, video record or other material regardless of physical form or characteristic, created by, received by, under the authority of, or coming into the custody, control or possession of public officials, public bodies, or their representatives in connection with the transaction of public business, the expenditure of public funds or the administering of public property. "Record" does not mean computer software, non-government personal effects or, unless public disclosure is required by other laws or regulations, vehicle movement records of the Oklahoma Turnpike Authority obtained in connection with the Authority's electronic toll collection system, personal financial information, credit reports or other financial data obtained by or submitted to a public body for the purpose of evaluating credit worthiness, obtaining a license, permit or for the purpose of becoming qualified to contract with a public body.
 - b) "Public official" means any official or employee of any public body.

Note: Any document available for public inspection under the Open Records Act that contains information deemed confidential by law will be edited prior to releasing the document for public inspection.

- 2. Inspecting and Copying of Public Records
 - a) Consistent with the policy, duties and procedures established by the Oklahoma Open Records Act, records custodians will provide full access and assistance in a timely and efficient manner to persons who request access to open public records. Records Custodians are listed in VG 330.1.
 - b) Records custodians will protect the integrity and organization of public records with respect to the manner in which such records are inspected and copied.
 - c) Records custodians will seek to prevent disruption of essential functions but will provide records at the earliest possible time.

- d) Records custodians will perform or supervise all inspections and/or copying of public records.
- e) If the requester cannot provide sufficient information to identify a record, the records custodian will help make the identification.
- f) Hours for accepting requests for inspection or copying will be all regular working hours. Open public records may not be removed from the location where they are kept and maintained.
- g) If the records custodian denies inspection and/or copying or mechanical reproduction of any record, the records custodian must report such denial in writing or by e-mail to the Executive Director's office along with the reason for the denial.

3. Fees

- a) For each request, the first 10 pages of printed copies will be provided free of charge. The fee for subsequent copies will equal the fee per copy charged by copy machines available to Library customers (see AL 350 Copying or Printing of Library Materials SF 910 Fee Schedule).
- b) The fee for other types of copies (computer disks, videos, sound recordings, etc.) will take into consideration the cost of reproduction and be comparable to the fee charged for print copies.
- c) A fee of \$2.00 will be charged for each quarter (1/4) hour spent conducting a document search (see SF 910 Fee Schedule).
- d) Fees are due when copies are provided to the requesting party, with the following exception: If a large amount of copies is requested, a deposit equivalent to 50 percent of the anticipated total reproduction cost will be required before copies are made; the remainder will be due when copies are provided.
- e) Library officers or employees will not be charged reproduction fees when requesting records necessary to perform their official duties.
- 4. General Exceptions

The act does not apply to records determined confidential by law. These include library users' records, protected by Section 1-105 of Title 65, Oklahoma Statutes; and the home addresses of current and former employees, protected by Section 24A.7 of Title 51, Oklahoma Statutes.

- 5. Specific Exceptions
 - a) The following list of exceptions to the Oklahoma Open Records Act is not intended to be all-inclusive and other exceptions may apply. All registration information of minors including any information required of a minor in order to become eligible to borrow books, utilize library services and other materials shall not be disclosed to any person except:
 - Persons acting only within the legitimate scope of their duties in the administration of the library;

- Persons authorized to inspect such records, in writing, by the individual; or
- By order of a court of law

Note: Any suspicious requests for records of minors that may be indicative of criminal intent shall be reported immediately to appropriate law enforcement authorities

- b) Unless persons who may be adversely affected from disclosure of their personnel records specifically consent to disclosure, personnel records shall be kept confidential:
 - which relate to internal personnel investigations, including examination and selection material for employment, appointment, promotion, demotion, discipline or resignation; or,
 - where disclosure would constitute a clearly unwarranted invasion of personal privacy such as employee evaluations, payroll deductions, or employment applications submitted by persons not hired by the Library.

Note: All personnel records not falling within the exceptions are available for public inspection and copying including, but not limited to, records of:

- Employment applications of public employees
- Gross receipts of public funds
- Dates of employment, title or position
- Any final disciplinary action resulting in loss of pay, suspension, demotion of position or termination

Note: Unless confidential by statute, an employee of a public body has the right to access his or her own personnel file.

- c) Purchasing records may be kept confidential if disclosure would give an unfair advantage to competitors or bidders. Considered confidential are:
 - Bid specifications for competitive bidding prior to publication by the Library
 - Contents of sealed bids prior to the opening of bids
 - Appraisals relating to the sale or acquisition of real estate by the Library prior to award of a contract
- d) Concerning data processing, computer programs or software may be kept confidential but not the data thereon.
- e) Gifts or donations where anonymity is a condition of the donation as follows:
 - Library, archive or museum materials donated to the Library to the extent of any limitations imposed as a condition of the donation or any information which would reveal the identity of an individual who lawfully makes a donation if anonymity of the donor is a condition of the donation;
 - Library, archive or museum materials donated to the Library that may be claimed as a tax deduction, to the extent of any limitations imposed as a condition of donation except the date of the donation, the appraised value

claimed for the donation, and a general description of the materials donated and their quantity.

- f) Records coming into the Library's possession from the federal government or records generated or gathered as a result of federal legislation may be kept confidential to the extent required by federal law.
- g) Personal communications received at the Library may be kept confidential except the fact that a communication has been received and that it is or is not a complaint. A written response to personal communications may be kept confidential only to the extent necessary to protect the identity of the other person.
- h) Working papers, personal notes and preliminary data an employee gathers to prepare a report or make a recommendation may be kept confidential, but only until the recommendation or report is submitted. At that time, all preliminary information and notes that are saved become public records.
- i) Documents protected by the attorney client privilege, both those noted as such or and ones not so noted
- j) Records made during an executive session portion of a public meeting.

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

Policy

The Metropolitan Library System expends public funds for library service for the maximum benefit of library customers and obeys all applicable laws in order to be a good steward of these funds.

I. Legal Background

The Metropolitan Library Act (62 O.S. 1971, Section 551 et seq.) empowers the Metropolitan Library Commission to administer the expenditure of funds derived from the library tax levy and from fines, fees, sales of personal property and other miscellaneous income.

II. Annual Budget's Role in Purchasing Authority

Commission approval of the annual budget serves as the principal authority for the Library to encumber and expend the funds necessary to operate. This authority begins with approval of the preliminary budget (estimate of needs), normally adopted in June. Recognition of the preliminary budget as an operating budget is necessary because the new fiscal year begins on July 1. Expenditures such as personal services, materials, utilities, insurance coverage, maintenance, repairs and supplies must be in place with "first day" funding and reasonable assurance of adequate funding throughout the year. The final budget, incorporating necessary changes to the preliminary budget, is normally adopted in August.

III. Budget Documentation of Commission-Approved Purchases

The annual budget overview/summary, along with the line item budget submitted to the Commission, documents details of routine and non-routine proposed expenditures.

Some line items, such as office supplies, technical processing supplies, etc., are normally routine or self-descriptive and require little or no explanation in the budget overview/summary. Other categories, such as salaries and related personnel expenditures, require and receive more detailed explanations in the budget document. Proposals for purchases of furniture, fixtures, equipment, vehicles, automation hardware, capital improvements and other major, tangible items are listed individually in the proper accounts of the line item budget.

Except for items removed from the list or designated as "tentative" by a majority of the Commission during the budget adoption process, approved items may be purchased by the Library at the appropriate time without further Commission review. The purchase price shall not be greater than the budgeted amount plus the lessor of ten percent (10%) or \$500. When the competitive bidding procedure is required, the Commission reviews and approves or rejects a contract or purchase award at the time bids are submitted for review. The Commission may also choose at any time, by a majority vote, to reverse its approval given during the budget process to any item not yet purchased.

To ensure adequate funding for the approved preliminary budget, capital improvement projects, unless approved by the Commission in a prior year and funded within the Library's cash reserve plan, should not be implemented until the final budget is approved by the Commission.

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

IV. Monthly Commission Review of Claims

The list of claims for which checks have been issued during a given month is attached to the financial statement presented at the Commission's monthly meetings. The list serves as final documentation for audit purposes.

V. Definitions

<u>Library Materials:</u> All books and non-book items such as periodicals, films, records, prints, videos, CDs, cassette tapes, electronic databases and other products to which the public has direct access.

<u>Capital Improvement Projects:</u> Construction, remodeling and renovation, or major repairs or improvements to library facilities.

<u>Personal Services:</u> A category of the annual budget containing line items beginning with the number "1" or "2", including salaries, wages, payroll taxes, direct-cost benefits, janitorial services, security services, professional/consulting services, etc.

VI. Regulations

- 1. The library administration shall establish and maintain a purchasing procedure to:
 - a. Assure that each encumbrance is a legal and just claim and is within the authorized available balance of the appropriate budget categories
 - b. Certify that purchased items are satisfactorily received
 - c. Provide accurate records for audit and keep such records on file for not less than three years
- 2. Primary vendor contracts for purchases of library materials shall be awarded following the competitive bidding procedure. Current vendor performance will be evaluated annually and a survey of all potential primary vendors will be made at least every five years. The competitive bidding process will be initiated if and when the current vendor fails to meet the libraries needs or when a survey of potential vendors indicates that it would be advantageous to the library to do so.
- 3. Acquisitions including capital items and construction contracts expected to cost \$10,000 or more each and not listed under State Contract, GSA pricing or similar competitive bid pricing agreements solicited by a public agency as defined by the Intergovernmental Cooperation Act shall be purchased via a competitive bidding procedure as described in Item 14 below. Items listed under State Contract, GSA pricing or similar competitive bid pricing agreements solicited by a public agency as defined by the Intergovernmental Cooperation Act shall be purchased directly from the vendor, regardless of cost, with no further bidding procedure required. Purchases of similar items or groups of items should not generally be subdivided into multiple purchases of less than \$10,000. The Commission shall be advised if exceptions are made.
- 4. Contracts within the Personal Services category shall be governed by the Personal Services policy.

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

- 5. The following acquisitions and contracts shall not be subject to competitive bidding procedures:
 - a. Utilities and other services for which fees or rates are regulated by federal, state or local government
 - b. Sole source contract. Any department requesting products or services by sole source contract shall attach to the requisition an affidavit signed by the chief administrative officer of that department to indicate it is indeed a sole source contract
 - c. Professional services contract, such as architectural, engineering, actuarial, training, consulting, auditing, performing and etc. For these types of contracts, requests for a professional service bid shall be sent to qualified providers. Bids shall be evaluated by the Executive Director and staff involved in the requisition. Both cost and technical expertise shall be considered in determining the best bidder. A documented evaluation report shall be completed prior to awarding a professional service contract.
- 6. In an emergency situation requiring swift action when no regular or emergency Commission meeting is scheduled or practical under the circumstances, the administration may contract to handle the emergency. A report of the emergency acquisition will be presented to the Commission at the next scheduled Commission meeting.
- 7. Library employees holding job titles designated as "Purchasing Officers" by the Metropolitan Library Commission may act in that capacity. Attachment A is a list of Purchasing Officers. This list may be amended by the Commission as needed. All Purchasing Officers shall be bonded in the amount of not less than \$25,000.
- 8. The Library's Business Office shall be the central purchasing agency through which requests for the purchase of all library materials and operational items are routed and accounted for; the Director of Finance shall be the system's designated Encumbering Officer. The Executive Director, Deputy Executive Director/ Technology and Deputy Executive Director/Library Operations are also authorized to sign purchase orders as Encumbering Officers.
- 9. Library checks (warrants) less than \$5000 may be signed by any of the following: Chair, Vice-Chair, Disbursing Agent, Secretary (Executive Director) of the Commission, Deputy Executive Director/Technology, Deputy Executive Director/Library Operations and Deputy Executive Director/Materials & Outreach. Library checks in excess of \$4,999.99 shall require two authorized signatures. The Secretary (Executive Director), Deputy Executive Director/Information Technology, Deputy Executive Director/Library Operations and Deputy Executive Director/Materials & Outreach may not sign checks or warrants in which they are the payees of checks in payment of goods and services or when they have signed the respective purchase order as "Purchasing Officer". The Executive Director shall direct staff to develop a procedure for issuing Library checks.
- 10. The "Request for Reimbursement of Out-of-Pocket Expenditures" (Form #417) shall be used for cash reimbursements under \$60.
- 11. Request for Purchase (form #410) must be completed by the requesting agency/department as the authorization to issue a purchase order and procure the requested item or service. Exceptions to this requirement are:

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

- a. Cash reimbursement for out-of-pocket expenditures under \$60, supported by form #417
- b. Utilities and other services for which the fees or rates are regulated by federal, state or local government
- c. Service or maintenance contracts awarded by the Commission, of which the fees or rates have been specified in the bid and subsequent contract award.
- 12. The Library will not knowingly purchase nor accept bids to purchase any item from:
 - a. Commission members
 - b. Library employees
 - c. Children, parents, grandparents, grandchildren, brothers and sisters of the above individuals and their spouses
 - d. Firms or enterprises in which any of the above individuals have a vested interest involving ownership, partnership, sales commission or other direct and immediate gain resulting from such purchase
 - e. Except for the special situations listed in item 19.
 - f. This policy does not prohibit the purchase of items from any firm or enterprise in which an individual defined in C above is employed or owns stock but who does not have a vested interest as defined in D above.
- 13. The Commission gives preferential consideration when purchasing supplies or services through the competitive bidding procedure, to Oklahoma County residents and businesses whose property taxes directly support the Library. Preferential consideration is given only when all other factors used in determining lowest and best bidder are equal, and when the difference between the local and non-local vendor's bid price does not exceed five percent (5%) or \$1000, whichever is less.
- 14. For acquisitions or contracts expected to cost \$10,000 or more and not listed under State Contract or GSA pricing or similar competitive bid pricing agreements as defined in Item 3 above, the following procedures shall be followed:
 - a. The Library will seek current, qualified vendors to whom specifications will be sent inviting bids
 - b. A notice inviting bids will be published not less than two times in an Oklahoma County newspaper
 - c. The library will allow not less than 14 days for bids to be received
 - d. The bid proposal shall specify that the Commission retains the right to reject all bids and to waive any formalities and technicalities
 - e. Each bidder shall submit an "Affidavit for Filing With A Competitive Bid" to ensure a true competitive bidding process
 - f. Contractors engaged in service for the Library shall provide and maintain Workers' Compensation and employers' liability insurance coverage for the contractor and all employees of the contractor or the subcontractors engaged in any service contracts awarded by the Commission

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

- g. The bidding and contract award procedures for construction contracts and building improvements shall be administered in accordance with the Public Competitive Bidding Act of 1974, unless the Commission procedures described in this section are more stringent than those provided for in the Act
- h. When required by law, all contractors engaged in library construction projects shall pay prevailing wages to their employees I. The administration shall analyze acceptable bids received from vendors and recommend the vendor who has submitted the lowest and best bid to the Commission for approval
- i. The Commission shall review the bids and accept the lowest and best bid, retaining the right to reject all bids
- j. The administration shall then purchase the item via the established purchase order procedure
- k. Each contractor who is awarded a contract by the Commission shall execute an "Affidavit for Contract or Claim". This affidavit shall be for the entire contracted amount and/or for the entire fiscal year in which the contract is awarded
- 15. The administration shall review all contracts at least annually and, depending on vendor performance, shall submit a recommendation regarding extension, renewal, cancellation or rebidding to the Commission. All contracts in force for three consecutive years, which exceed \$10,000 in any one year, shall be subject to rebidding at the end of the third year unless this requirement is waived by the Commission.
- 16. For items or services expected to cost less than \$10,000and not listed under State Contract, the following procedures shall be followed:
 - a. For acquisitions between \$2,500 and \$9,999 the Library will solicit informal written quotes from available qualified vendors and award to the vendors with the best and lowest quotes. This procedure may be waived by the Executive Director in an emergency situation requiring immediate action when the procedure is not practical under the circumstances
 - b. The records of written quotes will support the award to the lowest and best bidder, and will be attached to the Request for Purchase
 - c. The requirement of proper and adequate insurance coverage (see paragraph 14 F & G) for construction and service contracts will also apply to the successful bidder under this procedure.
- 17. Contracts with the financial auditors may extend for up to five years. The auditing firm may be retained for subsequent five-year periods if the firm agrees to rotate its audit partner or audit manager for the following 5 year period, unless such requirement is waived by the commission.
- 18. Bids for the Library's insurance, including its Package policy, Auto, Umbrella, Fiduciary, Directors' and Officers', Employment Practices, and Flood Insurance, may be extended for five years total before re-bidding.
- 19. The Library may contract with employees or other associated individuals, who might otherwise be prohibited from performing special services, to perform as musicians, actors, authors, or in other artistic capacities for the benefit of customers or employees at special

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

functions of the Library. Examples of these special situations would be employees hired to perform musically at a Library grand opening, when such employee regularly contracts with other entities to perform similar services; employees hired to act in special performances hosted by the Outreach Department; employees who have authored books and are hired to perform a reading of their book for the general public; and, children of employees who are members of a band that is hired to entertain at a Library function. In these special situations, it does not matter if the contract is directly with the individual or with a group in which the individual is a member. Books or other materials written or produced by employees or other associated individuals may be purchased for the library's collection if they meet the requirements of the Materials Selection Policy (AM 310).

- a. The Executive Director will make a disclosure to the Commission at its regular monthly meeting whenever one of these specific situations occurs.
- b. Employees are not authorized to approve payments to family members or to themselves.

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

(A) The <u>Metropolitan Library Act</u> (62 O.S. 1971, Section 551 et seq.) empowers the Metropolitan Library Commission to administer the expenditure of funds derived from the library tax levy and from fines, fees, sales of personal property and other miscellaneous income. The purpose of these policies is to ensure that purchases are made in a transparent and competitive manner that is in the best interest of the Library and the taxpayers.

(B) Purchasing and Contracting Authority

- (1) The Commission shall approve or reject all formal bids. The Executive Director is authorized to execute contracts for bids approved by the Commission, for contracts below the bid threshold, and for contracts included in the approved budget for which the underlying purchase is exempt by policy from competitive bidding up to \$25,000.
- (2) The Library's Business Office shall be the central purchasing agency through which purchase or payment requests are routed and accounted for.

(C) Purchasing Guidelines & Bid Policy

- Purchases of goods or services, excluding construction contracts, expected to exceed \$10,000 (or increase) should be purchased through competitive bidding. Purchases of similar items or groups of items should not generally be subdivided into multiple purchases of less than \$10,000.
- (2) Notice inviting bids will be published in an Oklahoma County newspaper.
- (3) Not less than 14 days will be allowed for the receipt of bids.
- (4) Bidders shall submit a Non-Collusion Affidavit with their bids.
- (5) Administration will analyze the bids received and recommend the vendor who has submitted the lowest and best bid to the Commission for approval. The Commission retains the right to reject all bids and to waive any technicalities, irregularities or omissions.
- (6) The Commission gives preferential consideration when purchasing supplies or services through competitive bidding, to Oklahoma County residents and businesses whose property taxes directly support the Library. Preferential consideration is given only when all other factors used in determining lowest and best bidder are equal, and when the difference between the local and non-local vendor's bid price does not exceed five percent (5%) or \$1000, whichever is less.
- (7) Bidding for construction contracts and building improvements shall be in administered in accordance with the Public Competitive Bidding Act of 1974.
- (8) The Commission shall be advised if exceptions are made to bid policy.

(D) Exemptions from Competitive Bidding Requirements

- (1) Utilities and other similar services for which fees or rates are regulated by federal, state, or local government.
- (2) Sole source contracts defined as a purchase of goods or services which can only be purchased from one supplier, usually because of its technological, specialized, or unique character.
- (3) Professional services which require specialized or technical skills, expertise or knowledge, or the exercise of professional judgement. These include but are not limited to architects, engineers, attorneys, accountants, real estate appraisers, insurance brokers, and professional consultants.

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

- (4) Library materials including books, magazines, audiovisual materials, online databases, and other materials intended for customer use.
- (5) Contracts for performers or artistic services.
- (6) Speakers, training and seminars.
- (7) Advertising services.
- (8) Purchase made under a State Contract or from another governmental agency or body.
- (9) Purchases that provide for prices that are equal to or lower than GSA pricing.
- (10) Purchases made utilizing competitively bid contracts of national purchasing cooperative programs.
- (11) Contracts for the maintenance or servicing of equipment which are made with the manufacturer or authorized service agent of that equipment where the maintenance or servicing can best be performed by the manufacturer or authorized service agent.
- (12) Contracts for software support and maintenance provided by the software company.
- (13) Emergencies involving public buildings, public property or the life, health, safety, or property of the Library, its customers or staff where immediate expenditure is necessary to protect against financial loss, loss of or damage to library property, to prevent or minimize serious disruption in Library services or to ensure the integrity of Library records. Any exception to bidding by reason of emergency will be disclosed to the Commission at the next scheduled Commission meeting.

(E) Contract Renewals

- (1) The administration shall review all contracts that exceed the bid threshold at least annually and, depending on vendor performance, shall submit a recommendation regarding extension, renewal, cancellation or rebidding to the Commission. All contracts in force for three consecutive years, which exceed the bid threshold in any one year, shall be subject to rebidding at the end of the third year unless this requirement is waived by the Commission.
- (2) Contracts with the financial auditors may extend for up to five years. The auditing firm may be retained for subsequent five-year periods if the firm agrees to rotate its audit partner or audit manager for the following 5-year period.
- (3) Bids for the Library's insurance, including its Package policy, Auto, Umbrella, Fiduciary, Directors' and Officers', Employment Practices, Workers Compensation and Flood Insurance, may be extended for five years total before re-bidding.

(F) Purchases Less Than Bidding Threshold

- (1) For acquisitions between \$2,500 and \$9,999 the Library will solicit informal quotes from available qualified vendors and award to the vendors with the best and lowest quotes. This procedure may be waived by the Executive Director in an emergency situation requiring immediate action when the procedure is not practical under the circumstances.
- (2) The records of quotes will be maintained and included in the purchase documents.

(G) Prohibited Vendors

Adopted: 1/86; Revised: 5/86, 4/88, 10/94, 8/00, 6/04, 9/07, 6/11, 8/11, 3/12, 10/15, draft 09/16

The Library will not knowingly purchase nor accept bids to purchase any item from:

- (1) Commission members
- (2) Library employees
- (3) Children, parents, grandparents, grandchildren, brothers and sisters of the above individuals and their spouses
- (4) Firms or enterprises in which any of the above individuals have a vested interest involving ownership, partnership, sales commission or other direct and immediate gain resulting from such purchase
- (5) This policy does not prohibit the purchase of items from any firm or enterprise in which an individual defined in 3 above is employed or owns stock but who does not have a vested interest as defined in 4 above.
- (6) Exceptions: The Library may contract with employees or other associated individuals, who might otherwise be prohibited from performing special services, to perform as musicians, actors, authors, or in other artistic capacities for the benefit of customers or employees at special functions of the Library. Examples of these special situations would be employees hired to perform musically at a Library grand opening, when such employee regularly contracts with other entities to perform similar services; employees hired to act in special performances hosted by the Outreach Department; employees who have authored books and are hired to perform a reading of their book for the general public; and, children of employees who are members of a band that is hired to entertain at a Library function. In these special situations, it does not matter if the contract is directly with the individual or with a group in which the individual is a member. Books or other materials written or produced by employees or other associated individuals may be purchased for the library's collection if they meet the requirements of the Materials Selection Policy (AM 310).
- (7) The Executive Director will make a disclosure to the Commission at its regular monthly meeting whenever one of these specific situations occurs. Employees are not authorized to approve purchases to family members or to themselves.

(H) **Disbursement**

- (1) Library payments less than \$5000 may be approved by any of the following: Chair, Vice-Chair, Disbursing Agent, Secretary (Executive Director) of the Commission, Chief Operating Officer, Chief Organizational Development Officer, and the Chief Library Officer. Library payments in excess of \$4,999.99 shall require two authorized approvals. The Secretary (Executive Director), Chief Operating Officer, Chief Organizational Development Officer, and the Chief Organizational Development Officer, and the Chief Library Officer may not approve payments in which they are the payees of payments in payment of goods and services.
- (I) The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy