MONROE COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES

WORK SESSION Wednesday, August 08, 2012 5:45 p.m. Meeting Room 1B

AGENDA

- 1. Call to Order Kari Isaacson, President
- 2. Authorization to Appeal for an Increase to the Maximum Levy, resulting from County Auditor Error in 2012 (page 1-6) Gary Lettelleir
- 3. 2013 Budget (revised) (page 7-25) Gary Lettelleir
- 4. Internet and Computer Use Policy (page 26-34) Josh Wolf , Steve Backs and Ned Baugh
- 5. Public Comment
- 6. Adjournment

PETITION TO APPEAL FOR AN INCREASE TO THE MAXIMUM LEVY

The	Board of Trustees	_ of the _Monroe Co	unty Public Library	·,
(Fiscal	(Governing Body)	(Taxing Unit)	
Monroe	County, State of Indiana,	has determined to file fo	r an excess levy appeal.	
(Please	check the appropriate excess le	vy appeal(s) and provide	the dollar amount(s) requ	ested:
[] A	Annexation (IC 6-1.1-18.5-13(1))	\$	
[]]	Three Year Growth (IC 6-1.1-18.	.5-13(3))	\$	
[] F	Emergency Levy Appeal (C-1.1-	18.5-13(13))	\$	
[x] F	Property Tax Shortfall (IC 6-1.1-	18.5-16)	\$42,975	
[] C	orrection of Error (IC 6-1.1-18.5	5-14)	\$	
maximum levy. Adopted this 19	th day of September, 2012.			
Adopted this 19	day of September, 2012.			
FOR		AGAINST		
ATTEST:				



Ind. Code § 6-1.1-18.5-16: Indiana Code - Section 6-1.1-18.5-16: Civil taxing unit appeal to department of local government finance for relief from levy limits related to revenue shortfall related to erroneous assessed valuation

Search Ind. Code § 6-1.1-18.5-16: Indiana Code - Section 6-1.1-18.5-16: Civil taxing unit appeal to department of local government finance for relief from levy limits related to revenue shortfall related to erroneous assessed valuation

•	Search	by	Key	word	or	Citation
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	Search
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- (a) A civil taxing unit may request permission from the department to impose an ad valorem property tax levy that exceeds the limits imposed by section 3 of this chapter if:
- (1) the civil taxing unit experienced a property tax revenue shortfall that resulted from erroneous assessed valuation figures being provided to the civil taxing unit;
- (2) the erroneous assessed valuation figures were used by the civil taxing unit in determining its total property tax rate; and
- (3) the error in the assessed valuation figures was found after the civil taxing unit's property tax levy resulting from that total rate was finally approved by the department of local government finance.
- (b) A civil taxing unit may request permission from the department to impose an ad valorem property tax levy that exceeds the limits imposed by section 3 of this chapter if the civil taxing unit experienced a property tax revenue shortfall because of the payment of refunds that resulted from appeals under this article and IC 6-1.5.
- (c) If the department determines that a shortfall described in subsection (a) or (b) has occurred, the department of local government finance may find that the civil taxing unit should be allowed to impose a property tax levy exceeding the limit imposed by section 3 of this chapter. However, the maximum amount by which the civil taxing unit's levy may be increased over the limits imposed by section 3 of this chapter equals the remainder of the civil taxing unit's property tax levy for the particular calendar year as finally approved by the department of local government finance minus the actual property tax levy collected by the civil taxing unit for that particular calendar year.
- (d) Any property taxes collected by a civil taxing unit over the

limits imposed by section 3 of this chapter under the authority of this section may not be treated as a part of the civil taxing unit's maximum permissible ad valorem property tax levy for purposes of determining its maximum permissible ad valorem property tax levy for future years.

(e) If the department of local government finance authorizes an excess tax levy under this section, it shall take appropriate steps to insure that the proceeds are first used to repay any loan made to the civil taxing unit for the purpose of meeting its current expenses. As added by P.L.73-1983, SEC.1. Amended by P.L.90-2002, SEC.171; P.L.1-2004, SEC.23 and P.L.23-2004, SEC.25; P.L.224-2007, SEC.30; P.L.146-2008, SEC.184; P.L.182-2009(ss), SEC.136.

« Prev Department of local government finance correction of certain levy and rate errors

Up CIVÎL **GOVERNMENT** PROPERTY TAX Copyright © 2012 FindLaw, use of fund CONTROLS

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HeraldTimesOnline.com

Monroe auditor's office error costs local governmental units \$990,827

Problem figuring tax bills means Monroe County's taxing units will lose almost \$1 million

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By Dawn Hewitt	331-4377 dhewitt@heraldt.com
April 19, 2012	

A mistake in calculating Monroe County property tax bills will mean a combined revenue loss of \$990,827 to Monroe County schools, the public library, the city of Bloomington, county government, townships and other taxing units.

Beleaguered county Auditor Amy Gerstman claims full responsibility for the error, although she said it was one of her employees who overlooked two parts of a spreadsheet used to calculate tax bills for all property owners in the county.

"We are in contact with the Department of Local Government Finance as to how to resolve this," Gerstman said via email. "The error did happen in my office with one of my deputies, I am responsible for it. We will decide as an office this week as to how to avoid this problem going forward."

She called the mistake "human error."

According to county Treasurer Cathy Smith, 257 tax-exempt entities, such as educational, religious or charity organizations, were erroneously sent bills for personal property taxes.

Tax bills for tax-exempt entities outside of Bloomington or Ellettsville town limits should reflect a newly imposed stormwater fee, but not taxes on medical or factory equipment, heavy machinery or other such personal property.

IU Health Bloomington Hospital received the biggest incorrect tax bill: for \$561,428 on an assessed value of \$28.95 million.

They won't have to pay that bill. New tax bills for all 257 affected parties are being prepared.

"It's confusing to taxpayers. We don't want to send them more than one tax bill," said Hans Huffman, Smith's chief deputy.

Property taxes are calculated on the total assessed value of all property in the county, and the assessed value of tax-exempt entities shouldn't have been included, but it was. That means that all the other property taxpayers in Monroe County got bills lower than they should have by \$990,827.

That amount is not recoverable, at least, not this year.

"The only thing we can do is appeal and collect the money next year," Gerstman said via telephone. "We'll start the appeal process next week."

Overall, the lost income is about one percent of the expected tax revenue for all the taxing units in the county, Smith estimated. But the percentage of income lost will vary greatly from taxing unit to taxing unit, depending on which erroneously billed nonprofits are located within their taxing district.

For this year, Bloomington city government will receive \$377,930 less than the Indiana Department of Local Government Finance approved for it from property tax collections; Monroe County Community School Corp. will get \$338,055 less; Monroe County government will get \$178,558 less, and Monroe County Public Library \$42,975 less. Others affected include the Monroe County Solid Waste Management District, Ellettsville, Stinesville, Perry-Clear Creek Firefighters and the county's 11 townships.

"This is so sickening," county Assessor Judy Sharp said at a meeting Wednesday morning at The Herald-Times. Also present at the meeting were Sharp's chief deputy, Lisa Surface, Smith and Huffman. Gerstman was invited to the meeting, but declined.

Sharp said her office staff was at work calling all 257 affected tax-exempt property owners, apologizing on behalf of the county for their unexpected tax bills, and telling them that corrected, lower tax bills will soon be sent to them.

"Frankly, the auditor's office should have done it, but I'm not going to trust them to do it," Sharp said.

Assessed values for county property originate in the assessor's office, then are sent to the auditor's office where the tax rates are calculated with input from the state DLGF. The treasurer's office prints and mails the bills and collects payments.

"The auditor gives the treasurer big files. We generate the bills from their files," Smith said.

"I gave them the option to check (reports on the bills), but the auditor's office said they were not willing to do that," Smith said. She said the check would have taken 10 minutes.

"They didn't want to double check. That might have caught it," she said.

Surface said she was surprised the DLGF didn't catch the error, although noticing an overstatement of \$50 million (the erroneously included tax-exempt property) among \$9 billion in total assessed value for the county might not jump out.

"There were no red flags from the state," Gerstman said later via telephone. "... We rely heavily on the state, and they missed it as well."

Gerstman is not running for reelection.

Smith said that collaboration among the assessor, auditor and treasurer is essential to avoiding errors, and that isn't happening in Monroe County right now.

"Whoever becomes auditor, this is an opportunity to become collaborative with all three of us," Smith said.

Huffman is running to become the Democratic candidate for auditor in the primary election, as is Steve Saulter, first financial officer in Gerstman's office.

Revenue loss, by taxing unit

The top five taxing units affected by the Monroe County Auditor's Office's \$990,827 property tax bill calculation error and the amount of tax revenue they will lose this year:

City of Bloomington: \$377,930.

Monroe County Community School Corp.: \$338,055.

Monroe County government: \$178,558.

Monroe County Public Library: \$42,975.

Monroe County Solid Waste Management District: \$12,903.

The remaining \$40,406 in lost tax revenue is split among Stinesville, Ellettsville, Perry-Clear Creek Firefighters and the county's 11 townships.



Amy Gerstman, Monroe County auditor. Courtesy photo

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Monroe County Public Library 2013 Budget

The third draft of the 2013 budget reflects the following updates from the previous draft:

- ➤ Increase Information Services consulting fees expense \$5,000
- > Decrease Transfer to LIRF \$5,000

The operating fund spending total (\$7,798,983) did not change.

The current year assessed valuation is about \$6.26 billion. According to a recent Herald Times article, "the gross assessed value of the county grew by about \$500 million". That would be an increase of about 8% to put the total A.V. for 2013 at about \$6.75 billion. The good news for the library and other government units is that the A.V. increase will have a positive effect on the circuit breaker credit.

The proposed Notice to Taxpayers is included as the second page in this report. If it is approved at next week's board meeting, it will be published twice in the Herald Times and Ellettsville Journal to let taxpayers know about the September 13 public hearing and the October 24 adoption meeting for the Library's budget.

Accompanying Documents

Worksheet A shows estimated revenue, expense, and cash balances, by fund. Worksheet B includes 2013 line item expenditures for all five funds. Worksheet C shows line item expenditures in the Operating Fund, compared with 2011 actual expenditures and the 2012 budget. Worksheet D provides narrative explanations for lines that changed significantly in 2013. Worksheet E includes the capital spending plan for 2013 to 2015.

PRESCRIBED BY DEPT OF LOCAL GOVERNMENT FINANCE

FORM APPROVED BY STATE BOARD OF ACCOUNTS

Budget Form No. 3

NOTICE TO TAXPAYERS

Complete details of budget estimates by fund and/or department may be seen in the office of this unit of government.

Notice is hereby given to taxpayers of Monroe County Public Library, Indiana that the proper officers of Monroe County Public Library at 5:45 PM on Wednesday, September 19 2012 at 303 East Kirkwood, Bloomington will conduct a public hearing on the year 2013 budget. Following this meeting, any ten or more taxpayers may object to a budget, tax rate, or tax levy by filing an objection petition with the proper officers of Monroe County Public Library within seven days after the hearing. The objection petition must identify the provisions of the budget, tax rate, or tax levy that taxpayers object to. If a petition is filed, Monroe County Public Library shall adopt with its budget a finding concerning the objections filed and testimony presented. Following the aforementioned hearing, Monroe County Public Library will meet at 5:45 PM on Wednesday, October 24 2012 at 303 East Kirkwood, Bloomington to adopt the following budget:

Date and Time of Public Hearing	Date: Wednesday, September 19 2012 Time: 5:45 PM
Date and Time of Adoption Mtg.	Date: Wednesday, October 24 2012 Time: 5:45 PM
Net Assessed Valuation	\$ 6,750,000,000
Estimated Max Levy	\$ 5,163,373

1 Fund Name	2 Budget Estimate Click Here to Insert Form 4b published amounts	3 Maximum Estimated Funds to be Raised (Including appeals and levies exempt from maximum levy limitations) Click Here to Insert Form 4b published amounts	4 Excessive Levy Appeals (Included in Column 3)	5 Current Tax Levy	
0061-RAINY DAY	\$ 400,000	\$ 0	\$ 0	0	
0101-GENERAL	\$ 7,798,983	\$ 5,163,373	\$ 42,975	4,534,002	
0180-DEBT SERVICE	\$ 600,000	\$ 600,000	\$ 0	150,298	
1220-LIBRARY CAPITAL PROJECTS	\$ 0	\$ 0	\$ 0	488,470	
2011-LIBRARY IMPROVEMENT RESERVE	\$ 350,000	\$ 0	\$ 0	0	
Totals:	Total: \$ 9,148,983	Total: \$ 5,763,373	Total: \$ 42,975	Total: \$ 5,172,770	

2013 Budget - estimated revenue, expense, and cash balances 2012 Budget after

	Worksheet A		1782	2013 Estimates
	Operating	Fund		
Asses. Val.	2013 estimate plus 500 million		6,262,434,138	6,750,000,000
	Property Tax 2013 using growth quotie	ent estimate	2.8%	
	Property Tax	\$	4,534,002	5,163,373
	County Option Income Tax	\$	1,980,075	\$ 1,954,656
	Commercial Vehicle Excise Tax	\$	42,483	\$ 37,000
	Financial Institutions Tax	\$ \$	12,443	\$ 10,500
	License Excise	\$	232,699	\$ 330,000
	Fines/Fees	\$	175,000	\$ 175,000
	Other - misc per dlgf			
	Other - meeting rooms/interest	\$	15,000	\$ 12,000
	Other - copiers/PLAC	\$	16,000	\$ 20,000
		TOTAL \$	7,007,702	\$ 7,702,529
EXPENSES				
	Personnel Services	\$	5,151,056	\$ 5,290,953
	Supplies	\$ \$	176,260	\$ 186,450
	Other Services/Charges		1,112,730	\$ 1,300,499
	Capital	\$	1,147,200	\$ 1,021,081
	TOTAL before encum	brance	\$7,587,246	\$7,798,983
	Encumbrance	\$	54,098	
		\$	7,641,344	
FUND BALA	NCE			
	Beginning	\$	1,380,902	\$ 747,260
	Encumbrance	\$	(54,098)	
	Income less exp.	\$	(579,544)	\$ (96,454)
	Ending balance	\$	747,260	\$ 650,806

2012 Budget after

Worksheet A		1782	201	3 Estimates
Library Capital Projects	Fund			
INCOME				
Property Tax	\$	488,470	combir	ned 2013
0.0074 Commercial Vehicle Excise Tax		4,579		
0.003 Financial Institutions Tax		1,341		
0.0874 License Excise		24,552		
TOTAL	\$	518,942		
EXPENSES				
Capital				
Construction, Repair, Remodel				
Computer Hardware-Software				
TOTAL before encumbrance	\$	543,411		
FUND BALANCE				
Beginning	\$	27,227		
Encumbrance				
Income less exp.	\$	(24,469)		
Ending balance	\$	2,758		
Debt Service Fund	d			
INCOME				
Property Tax	\$	150,298	\$	600,000
Appeal 1782 - corrected levy \$150,298				
0.0074 Commercial Vehicle Excise Tax		2,176		2,000
0.003 Financial Institutions Tax		637		500
0.0874 License Excise		11,666		10,000
TOTAL	\$	164,777	\$	612,500
EXPENSES				
Bond Payment	\$	322,088	\$	600,000
FUND BALANCE				
Beginning	\$	140,611	\$	-
Income less exp.	\$	(157,311)	\$	12,500
Ending balance	\$	(16,700)	\$	12,500

2012 Budget after

	Worksheet A			1782		2013 Estimates
	Library Improveme	nt Rese	rve	Fund		
INCOME						
	Transfer				\$	214,000
		TOTAL	\$	-		
EXPENSES						
	Personal Services					
	Supplies			400.000		400.000
	Other Services/Charges		\$ \$	100,000	\$	100,000
	Capital	TOTA:	\$	250,000	\$	250,000
FLINID DALA	NCE	TOTAL		\$350,000	\$	350,000
FUND BALA			\$	1 120 207		
	Beginning Income less exp.		Ş	1,130,287		
	Ending balance - contingency reserve		\$	1,130,287	\$	1,130,287
	Ending balance - contingency reserve		Ş	1,130,287	Ş	1,130,287
	Future Projects Balance				\$	214,000
	Rainy Da	y Fund				
INCOME	-	_				
	Transfer		\$	200,000	\$	-
EXPENSES						
	Personal Services		\$	10,000		
	Supplies					
	Other Services/Charges		\$	126,359	\$	200,000
	Capital		\$	200,000	\$	200,000
		TOTAL	\$	336,359		\$400,000
FUND BALA	NCE					
	Beginning		\$	804,672	\$	944,672
	Income less exp.		\$	140,000		
	Ending below a		<u>ر</u>	044.673		¢044.673
	Ending balance		\$	944,672		\$944,672

	2013	2013	2013		2013	2013
2013 BUDGET	OPERATING	LIRF	RAINY DAY	LCPF	DEBT	TOTAL
Worksheet B					SERVICE	FUNDS
PERSONNEL SERVICES						
SALARIES						
1120 ADMINISTRATION	177,208		1			
1130 PROFESSIONAL/SUPERVISORS	505,886					
1140 PROFESSIONAL ASSISTANTS	1,271,320					
1150 SPECIALISTS & TECHNICIANS	845,151					
1160 CLERICAL ASSISTANTS	434,725					
1170 PAGES/MASTERCONTROLLERS	240,720					
1180 -see "Other Wages" below						
1190 BUILDING MAINTENANCE	368,746					
TOTAL SALARIES	3,843,756		-		-	3,843,756
EMPLOYEE BENEFITS						
1210 EMPLOYER CONTRIBUTION/FICA	237,765					
1220 UNEMPLOYMENT COMPENSATION	10,000					
1230 EMPLOYER CONTRIBUTION/PERF	404,941					
1240 EMPLOYER CONT/INSURANCE	725,756					
1250 EMPLOYER CONT/MEDICARE	55,636					
TOTAL EMPLOYEE BENEFITS	1,434,098		-			1,434,098
OTHER WAGES						
1310 WORKSTUDY	3,100					
1180 TEMPORARY STAFF	10,000					
1350 STIPEND	-					
TOTAL OTHER WAGES	13,100					13,100
TOTAL PERSONNEL SERVICES (1000s)	5,290,953		-			5,290,953
SUPPLIES (2000s)						
OFFICE SUPPLIES						
2110 OFFICIAL RECORDS	1,300		1 1			
2120 STATIONERY & PRINTING	950		1 1			
2130 OFFICE SUPPLIES	14,550		1 1			
2140 DUPLICATING	33,150					
2150 PROMOTIONAL MATERIALS	-					
TOTAL OFFICE SUPPLIES	49,950		-			49,950

	2013	2013	2013		2013	2013
2013 BUDGET	OPERATING	LIRF	RAINY DAY	LCPF	DEBT	TOTAL
Worksheet B					SERVICE	FUNDS
OPERATING SUPPLIES						
2210 CLEANING SUPPLIES	37,200					
2220 FUEL, OIL, & LUBRICANTS	10,000					
2230 CATALOGING SUPPLIES	5,500					
2240 AUDIO VISUAL SUPPLIES	10,150					
2250 CIRCULATION SUPPLIES	37,750					
2260 LIGHT BULBS	4,500					
2270 RECORDING MATERIALS - CATS	-					
2280 UNIFORMS	1,700					
2290 DISPLAY/EXHIBIT SUPPLIES	5,900					
TOTAL OPERATING SUPPLIES	112,700		-			112,700
REPAIR & MAINTENANCE SUPPLIES						
2300 IS SUPPLIES	6,600					
2310 BUILDING MATERIALS & SUPPLIES	16,800					
2315 ENERGY AUDIT SUPPLIES	-					
2320 PAINT & PAINTING SUPPLIES	400					
2340 OTHER REPAIR & BINDING	-					
2350 RECORDING EQUIP SUPPLIES - CATS	-					
TOTAL REPAIR & MAINTENANCE SUPPLIES	23,800					23,800
TOTAL SUPPLIES (2000s)	186,450		-			186,450
OTHER SERVICES/CHARGES (3000s)						
PROFESSIONAL SERVICES						
3110 CONSULTING SERVICES	12,000		50,000			
3120 ENGINEERING/ARCHITECTURAL	10,000		00,000			
3130 LEGAL SERVICES	28,500		50,000			
3140 BUILDING SERVICES	32,000		22,200			
3150 MAINTENANCE CONTRACTS	134,100					
3160 OCLC & COMPUTER SERVICES	66,500					
3170 ADMIN/ACCOUNTING SERVICES	44,100					
3175 COLLECTION AGENCY SERVICE	24,000					
TOTAL PROFESSIONAL SERVICES	351,200		- 100,000			451,200

		2013	2013	2013		2013	2013
2013 BUDGET	0	PERATING	LIRF	RAINY DAY	LCPF	DEBT	TOTAL
Worksheet B						SERVICE	FUNDS
OTHER SERVICES/CHARGES (3000s) CONTINUED							
COMMUNICATION & TRANSPORTATION							
3210 TELEPHONE		30,900					
3220 POSTAGE		30,000					
3230 TRAVEL EXPENSE		10,000					
3240 PROFESSIONAL MEETINGS		10,000					
3250 CONTINUING EDUCATION		10,000					
3260 FREIGHT & DELIVERY		1,450					
TOTAL COMMUNICATION & TRANSPORTATION		92,350					92,350
DDINTING & ADVEDTICING							
PRINTING & ADVERTISING		0.750					
3310 ADVERTISING & PUBLICATION 3320 PRINTING		2,750 5,500					
							0.050
TOTAL PRINTING & ADVERTISING		8,250					8,250
INSURANCE							
3410 OFFICIAL BOND		700					
3420 OTHER INSURANCE		60,400					
TOTAL INSURANCE		61,100					61,100
UTILITIES							
3510 GAS		3,100					
3520 ELECTRICITY		292,000					
3530 WATER		25,900					
TOTAL UTILITIES		321,000					321,000
							,
REPAIR & MAINTENANCE							
3610 BUILDING REPAIR		19,000	100,000	100,000			
3630 OTHER REPAIR		10,200					
3640 VEHICLE REPAIR & MAINTENANCE		8,300					
3650 MATERIALS BINDING/REPAIR		3,000					
TOTAL REPAIR & MAINTENANCE		40,500	100,000	100,000			240,500
RENTALS							
3710 REAL ESTATE RENTAL/BOND PMT.		33,600				600,000	
3710 REAL ESTATE RENTAL/BOND PWIT. 3720 EQUIPMENT RENTAL		100				000,000	

		2013	2013	2013		2013	2013
2013 BUDGET		OPERATING	LIRF	RAINY DAY	LCPF	DEBT	TOTAL
Worksheet B	1					SERVICE	FUNDS
TOTAL RENTALS		33,700				600,000	633,700
OTHER SERVICES/CHARGES (3000s) CONTINUED							
OTHER CHARGES							
3845 ELEC. RECOURCES-DATABASES		91,701					
3846 E-BOOKS		73,418					
3910 DUES/INSTITUTIONAL		7,380					
3920 INTEREST/TEMPORARY LOAN		2,500					
3930 TAXES & ASSESSMENTS		-					
3940 TRANSFER TO LIRF		214,000					
3945 TRANSFER TO RAINY DAY		-					
3950 EDUCATIONAL LICENSING/SERVICES		3,400					
TOTAL OTHER CHARGES		392,399					392,399
TOTAL OTHER SERVICES/CHARGES (3000s)	7	1,300,499	100,000	200,000		600,000	2,200,499
			•	,		,	
CAPITAL OUTLAY (4000s)							
FURNITURE & EQUIPMENT							
4410 FURNITURE		-		50,000			
4420 AUDIO VISUAL EQUIPMENT		-					
4430 OTHER EQUIPMENT		16,000	175,000	100,000			
4440 LAND & BUILDINGS		-					
4450 BUILDING RENOVATION -		-	75,000	50,000			
4460 IS EQUIPMENT		-					
4465 IS SOFTWARE		-					
4470 EQUIPMENT - CATS		-					
4475 SOFTWARE - CATS		-					
TOTAL FURNITURE & EQUIPMENT		16,000	250,000	200,000			466,000
OTHER CAPITAL OUTLAY	J						
4510 BOOKS		594,454					
4520 PERIODICIALS & NEWSPAPERS		41,042					
4530 NONPRINT MATERIALS		369,585					
to get to 15%		000,000					
4540 ELECTRONIC RESOURCES		-					
TOTAL OTHER CAPITAL OUTLAY	1	1,005,081		1			1,005,081
		12.89%					-

		2013	2013	2013		2013	2013
	2013 BUDGET	OPERATING	LIRF	RAINY DAY	LCPF	DEBT	TOTAL
	Worksheet B					SERVICE	FUNDS
TOTAL	CAPITAL OUTLAY	1,021,081	250,000	200,000			1,471,081
	TOTAL EXPENDITURES 2013	7,798,984	350,000	400,000		600,000	9,148,984
	TOTAL BUDGET 2012	7,587,246	350,000	410,000	543,411	322,088	9,212,745
	Increase from 2012	2.79%	0.00%	-2.44%		86.28%	-0.69%

2013 BUDGET COMPARISON

Worksheet C		2013 BUDGET	2012 BUDGET	2011 ACTUAL	2010 ACTUAL
PERSONNEL SERVICES	S (1000'S)				
S. 1.2. II 1.1.2.5	1120 ADMINISTRATION	177,208	164,792	94,376	135,206
	1130 PROFESSIONAL/SUPERVISORS	505,886	495,967	480,565	453,964
	1140 PROFESSIONAL ASSISTANTS	1,271,320	1,291,405	1,344,562	1,320,105
	1150 SPECIALISTS & TECHNICIANS	845,151	824,582	762,827	764,114
	1160 CLERICAL ASSISTANTS	434,725	455,807	428,505	478,551
	1170 PAGES	240,720	268,545	235,085	226,989
	1180 -see "Other Wages" below				
	1190 BUILDING MAINTENANCE	368,746	348,460	343,525	335,649
TOTAL SALARIES		3,843,756	3,849,558	3,689,445	3,714,578
EMPLOYEE BENEF	FITS				
	1210 EMPLOYER CONTRIBUTION/FICA	237,765	239,861	217,866	222,333
	1220 UNEMPLOYMENT CONPENSATION	10,000	,	, -	-
	1230 EMPLOYER CONTRIBUTION/PERF	404,941	386,771	359,295	353,612
	1240 EMPLOYER CONT/INSURANCE	725,756	608,875	591,871	514,096
	1250 EMPLOYER CONT/MEDICARE	55,636	56,691	50,941	51,997
TOTAL EMPLOYEE	BENEFITS	1,434,098	1,292,198	1,219,972	1,142,038
OTHER WAGES					
	1310 WORKSTUDY	3,100	4,300	2,961	103
	1180 TEMPORARY STAFF 1350 STIPEND/RECLASSIFICATION	10,000	5,000	8,868 -	52,914 -
TOTAL OTHER WA	GES _	13,100	9,300	11,829	53,017
TOTAL PERSONNEL SE	ERVICES	5,290,953 67.84%	5,151,056 67.89%	4,921,246	4,909,632

SUPPLIES (2000'S)
OFFICE SUPPLIES

Worksheet C		2013 BUDGET	2012 BUDGET	2011 ACTUAL	2010 ACTUAL
	2110 OFFICIAL RECORDS	1,300	1,000	1,613	148
	2120 STATIONERY & PRINTING	950	2,760	302	2,388
	2130 OFFICE SUPPLIES	14,550	21,300	10,758	14,794
	2140 DUPLICATING	33,150	24,100	27,874	19,173
	2150 PROMOTIONAL MATERIALS	,	,	-	
TOTAL OFFICE S	UPPLIES	49,950	49,160	40,546	36,504
OPERATING SUP	PLIES				
01 210 (1110 001	2210 CLEANING SUPPLIES	37,200	30,650	34,906	28,578
	2220 FUEL, OIL, & LUBRICANTS	10,000	11,000	7,818	7,532
	2230 CATALOGING SUPPLIES-BOOKS	5,500	5,500	3,652	4,842
	2240 A/V SUPPLIES-CATALOGING	10,150	10,950	7,730	9,439
	2250 CIRCULATION SUPPLIES	37,750	33,000	22,609	190,890
	2260 LIGHT BULBS	4,500	3,000	3,763	4,566
	2270 VIDEOTAPE - CATS	,	,	, -	, -
	2280 UNIFORMS	1,700	1,900	1,261	-
	2290 DISPLAY/EXHIBIT SUPPLIES	5,900	5,400	459	1,226
TOTAL OPERATII	NG SUPPLIES	112,700	101,400	82,197	247,074
REPAIR & MAINT	ENANCE SUPPLIES				
	2300 IS SUPPLIES	6,600	6,600	4,725	6,313
	2310 BUILDING MATERIALS & SUPPLIES	16,800	15,800	14,093	12,814
	2315 ENERGY AUDIT MATERIALS		2,000	1,490	
	2320 PAINT & PAINTING SUPPLIES	400	300	127	234
	2340 OTHER REPAIR & BINDING		1,000	-	38
	2350 VIDEO MATERIALS - CATS			-	<u>-</u>
TOTAL REPAIR &	MAINTENANCE SUPPLIES	23,800	25,700	20,436	19,399
TOTAL SUPPLIES		186,450	176,260	143,179	302,976
OTHER SERVICES/CH	HARGES (3000'S)				
PROFESSIONAL	,				
	3110 CONSULTING SERVICES	12,000	3,000	250	8,360

Worksheet C		2013 BUDGET	2012 BUDGET	2011 ACTUAL	2010 ACTUAL
	3120 ENGINEERING/ARCHITECTURAL	10,000	40,000	2,863	19,007
	3130 LEGAL SERVICES	28,500	15,500	14,674	11,333
	3140 BUILDING SERVICES	32,000	40,000	21,786	32,618
	3150 MAINTENANCE CONTRACTS	134,100	139,840	94,571	80,244
	3160 COMPUTER SERVICES (OCLC)	66,500	51,300	49,343	44,579
	3170 ADMIN/ACCOUNTING SERVICES	44,100	36,500	43,488	61,194
	3175 COLLECTION AGENCY SERVICES	24,000	24,000	44,204	0.,.0.
TOTAL PROFESSI	ONAL SERVICES	351,200	350,140	271,179	257,336
		331,233	333,113	_, ,,,,	_0.,000
COMMUNICATION	& TRANSPORTATION				
	3210 TELEPHONE	30,900	30,600	27,523	29,963
	3220 POSTAGE	30,000	30,000	23,045	27,049
	3230 TRAVEL EXPENSE	10,000	10,000	3,809	1,226
	3240 PROFESSIONAL MTG. (OFF-SITE)	10,000	10,000	779	862
	3250 CONTINUTING ED. (0N-SITE)	10,000	10,000	9,390	1,193
	3260 FREIGHT & DELIVERY	1,450	1,000	1,235	708
TOTAL COMMUNIC	CATION & TRANSPORTATION	92,350	91,600	65,781	61,001
PRINTING & ADVE	DTICINO				
PRINTING & ADVE	3310 ADVERTISING & PUBLICATION	2,750	2,900	1,064	2,567
	3320 PRINTING	5,500	5,900 5,900	3,018	2,307 1,817
	5520 I KIIVIIINO	3,300	3,900	3,010	1,017
TOTAL PRINTING	& ADVERTISING	8,250	8,800	4,082	4,384
INSURANCE					
	3410 OFFICIAL BOND	700	700	450	660
	3420 OTHER INSURANCE	60,400	55,400	52,797	47,405
	-				
TOTAL INSURANC	CE CONTRACTOR CONTRACT	61,100	56,100	53,247	48,065
UTILITIES					
O HEHHEO	3510 GAS	3,100	3,800	2,227	2,465
	3520 ELECTRICITY	292,000	290,500	270,576	275,462
	3530 WATER	25,900	17,900	15,685	16,521
	-	,	,	,	· · · · · · · · · · · · · · · · · · ·

Worksheet C		2013 BUDGET	2012 BUDGET	2011 ACTUAL	2010 ACTUAL
TOTAL UTILITIES		321,000	312,200	288,488	294,448
REPAIR & MAINT	ENANCE				
	3610 BUILDING REPAIR	19,000	22,000	3,937	16,277
	3630 OTHER EQUIP/FURNITURE REPAIRS	10,200	13,800	21,393	28,448
	3640 VEHICLE REPAIR & MAINTENANCE	8,300	6,000	6,055	10,575
	3650 MATERIAL BINDING/REPAIR SERV.	3,000	3,000	1,788	2,065
TOTAL REPAIR &	MAINTENANCE	40,500	44,800	33,173	57,365
RENTALS					
KEITIKEO	3710 REAL ESTATE RENTAL/BOND PMT.	33,600	33,600	31,262	31,405
	3720 EQUIPMENT RENTAL	100	100	-	7,062
	_				
TOTAL RENTALS		33,700	33,700	31,262	38,467
OTHER CHARGE	S				
0111211 0111 11102	3845 ELEC. RECOURCES-DATABASES	91,701			
	3846 E-BOOKS	73,418			
	3910 DUES/INSTITUTIONAL	7,380	7,590	7,326	1,303
	1004 MISCELLANEOUS			1,651	
	3920 INTEREST/TEMPORARY LOAN	2,500	2,500	-	-
	3930 TAXES & ASSESSMENTS			-	-
	3940 TRANSFER TO LIRF	214,000		200,000	150,000
	3945 TRANSFER TO RAINY DAY	2 400	200,000	2.404	4.000
	3950 EDUCATIONAL SERV/LICENSING	3,400	5,300	2,404	4,620
TOTAL OTHER CI	HARGES	392,399	215,390	211,381	155,923
TOTAL OTHER SERVI	CES/CHARGES	1,300,499	1,112,730	958,593	916,989
CAPITAL OUTLAY (400	00'S)				
FURNITURE & EC					
	4410 FURNITURE		1,000	1,400	59,331
	44105 ENCUMBERED FURNITURE			1,388	
	4420 AUDIO VISUAL EQUIPMENT		-	-	<u>-</u>
	4430 OTHER EQUIPMENT	16,000	8,300	9,434	2,956

Worksheet C	2013 BUDGET	2012 BUDGET	2011 ACTUAL	2010 ACTUAL
4440 LAND & BUILDINGS 4450 BUILDING RENOVATIONS			- 5,830	- 155,474
4460 IS EQUIPMENT 4465 IS SOFTWARE			-	3,307
4470 EQUIPMENT - CATS 4475 SOFTWARE - CATS			<u>-</u>	<u>-</u>
TOTAL FURNITURE & EQUIPMENT	16,000	9,300	18,051	221,067
OTHER CAPITAL OUTLAY				
4510 BOOKS	594,454	595,008	585,377	586,780
4520 PERIODICIALS & NEWSPAPERS	41,042	45,971	38,779	42,489
4530 NONPRINT MATERIALS	369,585	368,338	385,644	376,471
to get to 15%	-	-	70.404	F 4 000
4540 ELECTRONIC RESOURCES		128,583	79,194	54,862
TOTAL OTHER CAPITAL OUTLAY	1,005,081	1,137,900	1,088,994	1,060,602
	15.00%	15.00%		
TOTAL CAPITAL OUTLAY	1,021,081	1,147,200	1,107,045	1,281,669
TOTAL OPERATING EXPENDITURES	7,798,984	7,587,246	7,130,064	7,411,266

Monroe County Public Library 2013 Budget: Line Item Detail Narrative Updated July 26, 2012

OPERATING FUND

(Income for this fund comes from a property tax levy, County Option Income Tax (COIT), Financial Institutions Tax, License Excise Tax, Commercial Vehicle Excise Tax, and non-tax revenue from copiers, fines, fees, Public Library Access Card reimbursements.)

<u>Line</u>	<u>Comment</u>
1120-1190	Changes from the 2012 budget resulting in <u>decreased</u> wage cost include: Two 25-hour professional assistants and one reference assistant who retired or resigned after the 2012 budget was completed in mid-2011 were not replaced. Circulation Clerk expenditure is reduced by about \$16,000 in 2013 and Page expenditure is reduced by about \$28,000, based on the actual wage costs for 2011 and efficiencies resulting from automated materials handling.
	Changes from the 2012 budget resulting in <u>increased</u> wage cost include: Annual 2% wage increase for employees. This could change depending on health insurance cost (1240). A reference assistant position has been added (about \$41,000). An additional 20-hour security position was added in response to increased efforts to promote positive behavior and a welcoming environment.
1180	Small reserve fund set aside in order to address temporary staffing shortages.
1210	FICA = 6.2% of total wages
1220	The library is self-insuring for unemployment insurance. This amount is appropriated to cover any claims during 2013. Previously budgeted in the Rainy Day Fund, this amount is moved to the Operating Fund budget at the direction of the State Board of Accounts.
1230	The library contributes 13% of wages for full-time employees to the Indiana Public Employees Retirement System.
1240	Employer contribution to health insurance estimated at 10% increase. We have also budgeted \$30,000 to allow for new employees to be added to the plan as a result of employee turnover during the year. Once we know how the group's claims experience impacts the 2013 premium rates we will be able to finalize this estimate along with the annual wage increase estimate.
1310-1350	Wages for temporary staff, including work-study students.
2210	Cleaning supplies increase reflects increased cost of maintenance for second floor tile areas.

2250	Anticipated costs of RFID tags, after lower-than-expected cost in 2011 due to use of remaining tags from initial purchase in 2010.
3110-3120	Consulting fees are in the budget as a placeholder. The I.S. department allocation of \$5,000 is new for 2013 and it is related to expected assistance with network configuration and increased capacity for data storage. The main roof addition is planned for 2013 and could possibly involve consulting or engineering services.
3160	Additional \$15,000 estimated for cost related to increase internet band-width to allow for increase in wireless access to internet service outside the Main and Ellettsville branch.
3845-3846	Electronic Resources – Databases and E-books: The State Board of Accounts changed the classification from "Capital Outlay" to "Other Services and Charges," so we have moved expenditures here. In addition, allocation for e-resources reflects \$36,155 increase. Expenditures in these two lines continue to count toward 15% of budget required to meet State Standards at enhanced level.
3940	Transfer \$214,000 to LIRF Fund for emergency needs and future projects.
4510-4540	Collection materials expenditures equal 15% of Operating Fund budget (including 3845 and 3846) to continue to meet State Standards for materials expenditures at the enhanced level.

LIBRARY IMPROVEMENT RESERVE FUND (LIRF)

(This fund derives income from end-of-year transfers from the Operating Fund and can only be used for capital expenditures.)

3610	Appropriated in case of emergency building repairs exceeding amount appropriated in Operating Fund.
4430	Appropriated in case equipment replacement expenditures or new equipment related to the renovation exceed the amount appropriated in Operating Fund.
4450	Appropriated in case emergency building renovations are needed.

RAINY DAY FUND

(This fund derives income from unanticipated revenue from COIT and can be spent on any category allowed by the Operating Fund.)

3110 Appropriated to cover unexpected need for consultant services.

3130	Appropriated in case Operating Funds are insufficient to cover legal costs.
3610	Appropriated to cover emergency building repairs exceeding amount appropriated in Operating Fund.
4410 - 4430	Appropriated in case of unanticipated need for furniture or equipment.
4450	Appropriated for unanticipated need for building renovation.

LIBRARY CAPITAL PROJECTS FUND

(This fund was used in the 2012 budget. In 2013 the levy amount for this fund was combined with the general fund levy to make up for the loss of COIT revenue when pre-2005 debt was paid off.)

DEBT SERVICE FUND

(This fund derives its income from a separate property tax levy and can only be spent to pay off bond indebtedness.)

First payment on 2013-2015 general obligation bond.

MCPL CAPITAL SPENDING PLAN SUMMARY				
Worksheet E				
	LCPF	General Obli	gation Bond	2013-2015
	2012	2013	2014	2015
Expenditures				
Main Renovation Phase III and IV	\$418,411	\$0	\$0	
Roof - Main Addition	\$0	\$400,000	\$0	
Chillers - Main HVAC	\$0	\$0	\$300,000	
Ellettsville Circ. And reference desk area renov.	\$0	\$25,000	\$0	
Ellettsville Yellow House Demolished in 2011 - cost \$18,096 (I	, , ,			
Ellettsville Garden / Courtyard	\$0	\$0	\$50,000	
I.S. Equipment	\$50,000	\$58,000	\$50,000	\$50,000
I.S. Software	\$25,000	\$25,000	\$25,000	\$25,000
CATS Equipment	\$45,000	\$45,000	\$45,000	\$45,000
CATS Software	\$5,000	\$5,000	\$5,000	\$5,000
New Phone System			\$25,000	\$25,000
Landscaping Main Library -		\$17,000		
Landscaping Main Library - to be done in 2012				
Replace Cobbled Sidewalks at Kirkwood and Parking Lot				\$25,000
Replace 1993 Van		\$25,000		
Replace Elevator Controls - Main			\$100,000	
Auditorium Renovation				\$150,000
Renovate Third Floor - I.S. dept., security, graphics, floor covering	g			\$225,000
Frequency Drives - Air Handler replacement - HVAC system				\$50,000
Sub Total of Expenditures	\$543,411	\$600,000	\$600,000	\$600,000
rev 6-4-12				

Internet and Computer Use Policy

INTRODUCTION

This is a library-wide policy for the management of computer data networks and the resources they make available, as well as stand-alone computers that are owned and administered by the Monroe County Public Library (MCPL). The policy reflects the principles of MCPL. It specifies the Library's objectives in providing computing resources for public use, and the responsibilities assumed by the users of such resources.

In accord with the Indiana Code (IC 36-12-1-12), MCPL performs a public review of this Internet and Computer Use Policy annually.

OBJECTIVES

MCPL provides computers which allow public access to a variety of electronic resources, including in-house databases (the library catalog, magazine indexes, and business directories), productivity software (word processors, spreadsheets, etc.), and the Internet (primarily through Web browsers). While MCPL does not provide email accounts, patrons may send and receive email if they have an account accessible through the World Wide Web.

In keeping with our general policies, MCPL protects patrons' rights to privacy and confidentiality. MCPL keeps any communications that reside on its computer network confidential. However, in general, electronic communication is not secure and networks are sometimes susceptible to outside intervention. As part of normal system maintenance, network administrators do monitor system activity, but the library does not reveal information about an individual's use of computer resources unless compelled to do so by a court order.

To promote equitable access to computer resources, MCPL utilizes time management software. To access the Internet, an individual must use his or her own library card number or guest pass number. Staff may also take other measures to manage <code>iInternet</code> time including (but not restricted to) reserving terminals for individuals or groups with specific needs.

USER RESPONSIBILITIES

To ensure fair and proper use of library computing resources, users must follow the legal and cooperative rules listed below.

Legal Responsibilities:

Computing resources may only be used for legal purposes. Examples of illegal use include, but are not limited to, the following:

- Attempting to alter or damage computer equipment, software configurations, or files belonging to MCPL, other users, or external networks
- Attempting unauthorized entry to MCPL's network or external networks
- Intentional propagation of computer viruses, trojans, etc.
- Violation of copyright or communications laws
- Violation of software license agreements
- Transmission of speech not protected by the First Amendment, such as libel and obscenity

Cooperative Responsibilities:

MCPL strives to balance the rights of users to access different information resources with the rights of users to work in a public environment free from harassing sounds and visuals. We ask all our library users to remain sensitive to the fact that they are working in a public environment shared by people of all ages, with a variety of information interests and needs. In order to ensure an efficient, productive computing environment, the Library insists on the practice of cooperative computing. This includes:

- Respecting the privacy of other users
- Not using computer accounts, access codes, or network identification codes assigned to others
- Refraining from overuse of connect time, information storage space, printing facilities, processing capacities, or bandwidth capacities
- Refraining from the use of sounds and visuals which might disrupt the ability of other library patrons
 to use the library and its resources

SANCTIONS

MCPL relies on the cooperation of its users in order to efficiently and effectively provide shared resources and ensure community access to a wide range of information. If individuals break these acceptable use rules in any way, their right to use networked resources may be suspended for a specified time, depending on the damage caused by their actions. They will be notified of the length of and reason for the suspension. Individuals using library computing resources for illegal purposes may also be subject to prosecution.

COMPUTER USE AT MCPL INCLUDES PUBLIC ACCESS TO THE INTERNET

MCPL aims to develop collections, resources, and services that meet the cultural, educational, informational and recreational needs of its diverse community, and which respond to advances in technology. With this goal in mind, and as part of its mission to meet the changing needs of the community, MCPL offers access to the Internet.

A global network of computers, the Internet provides access to a wide variety of educational, recreational and reference resources, many of which are not available in print, but there is no central control over its content or users. The Internet contains a diverse range of information, some of which may be objectionable or offensive.

MCPL cannot protect users from offensive Internet content, but librarians can offer advice and suggestions to help ensure effective Internet searching.

MCPL has investigated filters designed to restrict access to various online content, but has found them to be both overly broad (restricting access to materials that no one would find objectionable) and not fully effective (allowing access to a considerable number of sites of the sort they purport to block). Given these limitations, MCPL has not installed such software. In order to provide alternatives for minors, MCPL does provide links through the Children's site to search engines with filters.

DISCLAIMERS

Except for the Web pages produced by the Library, MCPL does not control Internet content and makes no general effort to limit Internet access. However, when informed of a violation of MCPL's Internet and Computer Use Policy, library staff will enforce the legal and cooperative responsibilities outlined above.

As with other materials, parents and guardians of minor children – not the library nor its staff – are responsible for supervising their children's use of Internet resources at the library.

MCPL cannot ensure the availability nor the accuracy of external electronic resources. Like print materials, not all electronic sources provide accurate, complete or current information. Users need to be good information consumers, questioning the validity of information.

LIMITATION OF LIABILITY

MCPL assumes no liability for any loss or damage to users' data or devices, nor for any personal damage or injury incurred as a result of using MCPL's computing resources. This includes damage or injury sustained from invasions of the user's privacy.

Adopted by the Board of Trustees of the Monroe County Public Library on June 20, 2007. MCPL thanks the Saint Joseph County Public Library for allowing us to adapt their Computer Usage Policy as well as the many public libraries across the country who have shared information and made their policies accessible.

Reaffirmed by Board of Trustees, June 17, 2009 and September 15, 2010.

Internet Filtering Recommendation

from the Encouraging Positive Patron Behavior Committee

The Indiana Public Library Standards require that the Board of Trustees adopt an Internet and Computer Use Policy and review it annually. The following report details the Library's 2012 review of the principles of open access, effectiveness of filters, and behavioral issues related to unfiltered access to the Internet and the Library's processes for reducing them.

The committee recommends that the Board make no changes in the current Internet and Computer Use Policy.

1. Intellectual Freedom and Open Access Are Core Principles of the Library.

Certain core principles underscore the policies and practices at Monroe County Public Library. One of the most deeply held is intellectual freedom. We reference it in many key policy documents:

Our Circulation Policy states: Individual patrons determine for themselves what library materials are appropriate for personal checkout or viewing. [...] The Monroe County Public Library endorses and defends the concepts of intellectual freedom, as protected by the United States Constitution and as described in the Library Bill of Rights.

Our Collection Development Policy, most recently approved in March, 2012, includes the following: *The library recognizes some materials may be considered controversial and may offend some users.* [....]

The Board of Trustees of Monroe County Public Library adopts and declares that the American Library Association's Intellectual Freedom Statements will guide the development of the Library's collections. Specifically the library will adhere to and support the American Library Association's "Library Bill of Rights" (Appendix A), "Freedom to Read" (Appendix B), "Freedom to View" (Appendix C), and "Interpretations of the Library Bill of Rights" (Appendix D).

Our Internet and Computer Use Policy states: The Internet contains a diverse range of information, some of which may be objectionable or offensive. MCPL cannot protect users from offensive Internet content, but librarians can offer advice and suggestions to help ensure effective Internet searching.

The Library Bill of Rights states, among other relevant passages: *Libraries should* challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

Filtering in the Children's Services Department

Unlike the schools, we do not act *in loco parentis* (in place of the parents). Knowing this, we would rather continue to expect civil behavior from our patrons and allow them to choose for themselves what is appropriate for their children.

Because of smart phones, tablets, and a host of other mobile devices, the Internet is now ubiquitous. Not only information gathering, but basic communication is evolving at a phenomenal rate. The ability to find, use, evaluate, and create information is critical in education, in the workplace, and in individual's personal lives. Increasingly, children, teens, and adults use personal devices such as cell phones and tablets for Internet connectivity that would be completely unaffected by our filters. When the library provides free and unfettered Internet access, we are helping patrons, including young people, gain crucial information literacy skills necessary to function in our society. Having been asked to review this issue, the committee believes that the matter of civil behavior and use of the Internet in a public place go hand in hand and therefore the library plays an important role in educating patrons about the need for responsible behavior in public places.

Filtering computers in the children's department could be perceived as "promising safety" when in fact, we should be educating children about how to be more savvy Internet users.

Employing filters in the Children's Department would directly violate our policy of providing free and equal access to information, regardless of age. According to the American Library Association's Intellectual Freedom brochure:

- Over-blocking legal content affects minors' First Amendment right to access constitutionally protected material in the library.
- Under-blocking may cause students to view inappropriate images and text.
- Filtering de-emphasizes education as the best means of teaching children to be smart and safe while using the Internet, and it gives adults a false sense of security.

2. Filtering Technology Is Not Reliable

In 2008, San Jose Public Library conducted its own tests of Internet filters in order to answer questions from their Board. Filter testing conducted by professional librarians from San José city libraries and SJSU library staff, aided by City IT staff, concluded that filters over-block and under-block keyword searches by 15-20%.

For example, using filters, test searchers were able to access pornography 15-20% of the time. On the other hand, they were blocked access to medical information, or even literary sites, that contain keywords that were on blocked lists.

The San Jose library also gathered feedback from city and county agencies and the general public.

The San Jose Library Commission reported that:

"Filtering remains a challenge as it can create embarrassing situations for those who search for answers to specific medical conditions or other personal information requests. Legitimate history and art sites and photographs useful for research can also be blocked. Many library users won't ask for help now and would certainly find it impossible to ask for a site to be unblocked.

Filters are no substitute for parental supervision and a conscious awareness by both patrons and library staff of events that go on in the library. Current staff is trained to appropriately handle situations as they arise.

With so few incidences or complaints system-wide, library patrons should enjoy the freedom to gather information without City intervention."

We at MCPL have searched for research articles that might detail the effectiveness of filters since the 2008 study and have not found anything indicating improvement. (In fact, it seems researchers have largely moved away from analyzing the effectiveness of filtering, possibly because the state of the art has not changed recently.) We used several research and citation databases from the information science disciplines, and we found no recent research. Opinion pieces continue to be written. We did learn that some researchers are working on filtering based on other technologies, such as image filtering, but none of these are beyond initial stages and are far from the marketplace as of this report.

We also interviewed a sample of peer Indiana libraries and found a range of filter policies in place, from open access (no Internet filter) to very aggressive filters (no chat, social media, etc).

Filtering technology available to libraries for purchase has not changed significantly in the last five years; it still works by blocking words and/or sites. The overall effectiveness of filtering software depends on the settings which will block more or less content, and those settings, in turn, relate directly to the "false hits" problem identified in research on filtering: the more effective a filter is, the more likely it is to block information that would otherwise be deemed appropriate in a public library setting. This committee was asked to look at the effectiveness of filtering and we have concluded that the issues surrounding Internet filters have not changed significantly since the library first adopted its Internet and Computer Use Policy in 1997.

3. The Library's Processes Minimize The Behavioral Issues Related to Computer Use and are Being Improved

The Encouraging Positive Behavior Committee has been charged to:

"Develop a comprehensive strategy involving staff, patrons, and community stakeholders to address negative patron behavior and its impact in and around the library buildings and Outreach sites."

The issue of objectionable information on library computers is not new. Obviously, information available on the Internet is sometimes objectionable. Complaints of improper Internet use are few when compared to the number of complaints about noise from headphones and loud conversations at the computers or violations of other library behavioral rules.

The committee believes this is an opportunity to address the perception issue that corresponds with not implementing Internet filtering. The library is an important cultural and civic resource in the community and occupies the unique place of being able to speak with authority on the topic of information use in a time of what we believe to be nearly total access to all types of content, regardless of attempts to filter. There is responsible and civil behavior with respect to the Internet, and there can sometimes be inappropriate behavior that should not be tolerated in an atmosphere of research, learning and knowledge. Behavior that is obviously uncivil and that may result in the disruption of other patrons' use of the library should not be tolerated. We believe library values, as expressed in MCPL policies (*Internet and Computer Use Policy* and *Behavioral Rules*) grant the library the ability and the powers necessary to ensure a high degree of acceptable and civil Internet viewing.

To ensure the best possible behavior, we employ three strategies:

- a) Zero tolerance for inappropriate behavior: Patrons are expected to monitor their own viewing in our shared computer environment. No viewing of inappropriate material should be visible to other patrons. This rule is outlined in the computer use policy that patrons have to accept in order to access public computers
- b) Recessed monitors for public computing: The library already has recessed monitors available on approximately one-third of public computers. Patrons using these computers have a reasonable expectation of privacy and may use them for viewing potentially sensitive content, e.g., online banking, medical information, etc.

c) Staff monitoring and enforcement: Occasionally, patrons complain about content they've viewed on another public computer. Staff members report that it is often difficult to monitor inappropriate Internet content because offending patrons often "click away" from the content, or they click to another open window to hide it. Nevertheless, if the effect is that patrons will self-monitor as a result of staff members being out among the computers, we recommend that public service staff implement more frequent roving in the computer areas.

Children's Services staff vigilantly watches for a variety of threats to the comfort and safety of children in the library. On a daily basis, we provide better and more nuanced protection than any filter. (In general, we view unaccompanied adults as a much greater threat than inappropriate use of the Internet.)

We continue to provide links to a variety of child-friendly web sites including filtered search engines, and children and adults are instructed by staff, through our web site, and in our handouts, on how to use the Internet safely.

Improvements

a) More frequent roving in computer areas: We believe that a higher staffing presence will help to improve the overall behavioral environment in the public computing areas, while simultaneously improving overall customer service.

Behavioral policy enforcement should be sufficiently strict to deter infractions. The committee recommends a six-month ban for patrons who, after one warning, continue to disrupt others use of the library while using public computers.

b) New signage and branding to reinforce cooperative computing and civil behavior: Both patrons and staff expressed surprise and gratitude at the effect of making library property 100% tobacco free. Behaviors changed in and outside of the library, and the atmosphere improved dramatically. The actual policy change made by the Board in January, 2012 was minor, but it benefited us by drawing community-wide attention to our efforts. We followed that with enforcement by all levels of staff and newly designed signage and branding.

The committee recommends changing the current lengthy computer use acceptance required by patrons logging on with the attached reminder that they are in a shared computing environment and there will be consequences if they disrupt others use of the library. Patrons will be required to acknowledge this simple reminder before being granted access to computers.

Additionally, Internet browsers at public computers will reinforce our message of civil responsibility before directing patrons to the library home page.

We believe that all of these changes will replicate the success of our work to make the library property 100% tobacco-free, and address negative perceptions of the library while also honoring MCPL's historic commitment to intellectual freedom.

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