

MINUTES OF A MEETING OF THE
BOARD OF DIRECTORS

HELD ON
April 10, 2017

A Meeting of the Library Board of Directors of the Kanawha County Public Library was held on Monday, April 10, 2017 at 4 p.m. at the Main Library in Charleston.

The following Board Members were present:

Mr. M. Albert	Ms. A. Silbernagel
Mr. J. Jarrett	Ms. D. Sullivan
Ms. C. Morgan	Mr. B. Thomas
Ms. J. Pauer	Mr. J. Withrow
Ms. V. Rugeley	

KCPL staff members present were Mr. Alan Engelbert, Director; Ms. Marsha Alford, Human Resources Manager; Ms. Terry Wooten, Marketing Manager; Ms. Sarah Mitchell, Main Library Public Services Manager; Mr. Tim Venitsanos, Facilities Manager; Ms. Kimberly Runion, Accounting Services Coordinator; and Ms. Tricia Stringer, Administrative Coordinator.

Also present were Mr. William Wilkinson and Ms. Jodey Altier from Perry & Associates.

Mr. Thomas presided. The Director served as Secretary. Mr. Thomas reported that a quorum was present.

Approval of Minutes. Upon motion duly made, seconded and adopted, the minutes of the March 13, 2017 meeting were approved as distributed to the Board.

Approval of Bills. In accordance with Bylaws and on a motion duly made, seconded, and adopted, the payment of General Bills in the amount of \$119,471.30 and the Book Bills in the amount of \$112,473.84 were approved and transmitted for payment by the Library Director to the Board of Education of the County of Kanawha.

Approval of Bills - Special Funds. The Library Director submitted bills to be paid from Special Funds in the amount of \$4,777.93 duly certified and approved in accordance with the Bylaws and on motion duly made, seconded, and adopted, it was ordered that the bills set out on the said list be paid.

Approval of Bills – Construction Fund. The Library Director submitted bills to be paid from the Construction Fund in the amount of \$3,184.43 duly certified and approved in accordance with the Bylaws, and on motion duly made, seconded, and adopted, it was ordered that the bills set forth on the list be paid.

REPORTS OF COMMITTEES

Finance Committee - Review and Acceptance, FY 2016 Audit (Perry & Associates) Mr. B. Thomas advised the Board that the Finance Committee met with representatives from Perry & Associates to review the draft Audit of Kanawha County Public Library, which includes the Library Foundation of Kanawha County, Inc. for 2015/2016, and is forwarding it to the Board with a recommendation for approval. Copies of the Audit were distributed to all Board members prior to today's meeting.

Mr. Wilkinson and Ms. Altier reviewed the Audit findings for the Board. Mr. Wilkinson generally explained the auditing process and steps taken in reviewing the accounts of the Library and stated that there were no adverse findings, no deficiencies of internal control and no issues of non-compliance for 2015/2016.

Upon a motion made and carried, the Audit for the Kanawha County Public Library was approved.

Public Services Committee - Credit and Debit Card Policy: Mr. Silbernagel advised the Board that the Public Services Committee met recently to discuss some updates to service. A frequent request from patrons is to have the ability to use debit/credit cards to pay for fines, copies, and other services. Our current database system (SIRSI) now allows for that option. A resolution and policy draft was previously distributed to the Board. Upon a motion duly made and carried, the below resolution and policy were approved. The Policy for Use of Credit and Debit Cards is effective immediately, with the understanding that it will be implemented in stages across the Library System.

RESOLUTION – ACCEPTANCE OF PAYMENTS BY CREDIT AND DEBIT CARD

WHEREAS, patrons of the Kanawha County Public Library frequently request the ability to use credit and debit cards to pay bills, fines and other charges incurred as a result of use of Library service and to make donations; and

WHEREAS, the Board of Directors desires to permit the use of credit and debit cards by patrons provided that software, equipment and procedures are in place that protect patron privacy, allow for secure transmission of transactions, do not require or permit the KCPL to store any patron's credit or debit card information and recover the cost of fees or charges imposed on the Library for accepting payments through credit or debit cards; and

WHEREAS, upgrades to the SirsiDynix system software enable the KCPL to implement the use of credit and debit cards in accordance with the above through use of a third-party service provider that has partnered with SirsiDynix to serve as the merchant bank and to provide encryption and security for transactions conducted by patrons using credit or debit cards to pay for charges incurred; and

WHEREAS, the policy necessary to implement acceptance of credit and debit card payments has been reviewed and incorporates language recommended by Legal Counsel and appropriate representatives of the Kanawha County Board of Education in its capacity as fiscal agent for the KCPL;

NOW THEREFORE BE IT

RESOLVED, that effective as of today's date the KCPL Board of Directors hereby adopts the "Policy for Use of Credit and Debit Cards" below; and be it further

RESOLVED, that the KCPL purchase from the current Budget credit/debit card readers that immediately encrypt credit and debit card information upon entry; and be it further

RESOLVED, that the Policy will be implemented at facilities as may be appropriate across the Library system in stages subject to staff training; and be it further

RESOLVED, that the Director is authorized and directed to take all actions necessary to carry into effect this Resolution.

KANAWHA COUNTY PUBLIC LIBRARY
Policy for Use of Credit and Debit Cards

For the convenience of its patrons, the Kanawha County Public Library provides the option of paying library bills, fines, fees, and donations with credit and debit cards by adults age 18 and older through the use of a third-party service provider. The following policies apply in addition to any requirements or policies of the Library's service provider. By using the service to pay by credit or debit card the patron agrees to and consents to these policies, requirements, and contractual obligations.

MINIMUM – IN A KCPL FACILITY

The minimum to use a credit or debit card for payment at a service desk while in a KCPL facility is \$5.00.

SERVICE CHARGE – PAYMENT ONLINE

A \$2.00 service fee is charged for paying online in any amount. Payment may be made online through the Library's webpage (www.kanawhalibrary.org) and then going to the red "Account Log In" button. Patrons may also use this feature when using a public computer or personal device while in a KCPL facility.

ACCEPTABLE USE OF A CREDIT/DEBIT CARD

The following may be paid for via credit/debit card:

- Fines for overdue materials
- Damaged and/or lost materials
- Photo copies and computer prints

- Earbuds
- Flash / Thumb drives
- Book Sale items
- Donations to Kanawha County Public Library

PROHIBITED CREDIT/DEBIT CARD ACTIVITIES

Kanawha County Public Library prohibits certain credit/debit card activities that include, but are not limited to:

- Accepting payment cards for cash advances or cash back
- Discounting fines and fees based on the method of payment
- Refunds in excess of the original amount paid
- Accepting payments over the phone, mail or via email

The Library reserves the right to refuse service or cancel transactions at any time if fraud or an unauthorized or illegal transaction is suspected. Patrons must only use credit cards issued in their name.

Library staff may ask for government issued photo identification to verify the cardholder.

Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by KCPL. In the event a credit card payment is unable to be processed, the patron will be responsible to provide payment via cash or check for all amounts due.

If a credit/debit card was used to pay for lost materials that were subsequently found and returned, the Library's standard refund policy will apply and a check will be mailed to the user within sixty to ninety days.

Privacy

The privacy of all Kanawha County Public Library users is respected. Credit/debit card payment details collected electronically are encrypted using secure server technology. At no time does the Library store credit card information. Information is only made accessible to authorized credit card vendors and financial institutions to complete transactions and is not accessible by Library staff.

Public Services Committee - Hours Adjustment, St. Albans Branch: After a review of usage and feedback from patrons, the Committee recommends adjusting the St. Albans Branch hours of operation. The total hours per week remain the same. Upon a motion duly made and carried, the below resolution was approved.

WHEREAS, the hours of the St. Albans Branch of Kanawha County Public Library were adjusted by resolution adopted by the Board of Directors on June 13, 2016 in response to reductions in support by the City of St. Albans; and

WHEREAS, the Manager of the St. Albans Branch has analyzed patron use patterns resulting from the adjusted hours and recommends that a minor adjustment affecting

one hour be made to permit greater use of the Branch and to make the schedule of open hours more consistent; and

WHEREAS, the Board's Public Services Committee recommends adoption of the proposed adjustment;

NOW, THEREFORE BE IT

RESOLVED, that, effective June 1, 2017 the St. Albans Branch of the Kanawha County Public Library will close Thursdays at 8:00 p.m. instead of 9:00 p.m. and will close Wednesdays at 6:00 p.m. instead of 5:00 p.m. resulting in a schedule of open hours as follows:

Monday	10:00 a.m. – 8:00 p.m.
Tuesday	10:00 a.m. – 8:00 p.m.
Wednesday	10:00 a.m. – 6:00 p.m.
Thursday	10:00 a.m. – 8:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.

Ad Hoc Building Projects Committee: The Committee continues to meet and discuss options for the final site location of the Main Library.

OLD BUSINESS: The Friends' Basket Auction is scheduled for Saturday, April 19, 2017, at 6 p.m. Please note the new location is Temple Israel. Board members should have received their tickets for purchase in the mail. If you would like additional tickets, please contact Ms. Terry Wooten.

NEW BUSINESS: None

There being no further business the meeting was adjourned.

Vice - President

Secretary