

CCS GOVERNING BOARD -- POLICIES

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Date Approved 9/28/2016

INTRODUCTION

The following policies have been adopted by the CCS Governing Board. The policies are to inform all members of their rights and responsibilities. They shall be reviewed on a regular basis and revised as deemed necessary, with the dates of revision or review following each policy.

Date Reviewed 7/25/12

Date Approved 7/25/12

ARCHIVES

An archival file as stipulated in the CCS Bylaws shall be maintained under the direction of the CCS Administrator and under the official custody of the CCS Secretary.

Date Reviewed 7/25/12

Date Approved 7/25/12

BILLING CCS MEMBERS FOR SUPPLIES

CCS members will be billed for supplies when costs are incurred. A special arrangement for advance billing, e.g., for an end-of-fiscal-year purchase, may be made by mutual agreement between the member and the CCS Administrator.

Date Reviewed 7/25/12

Date Approved 7/25/12

BYLAWS AND POLICIES REVIEW

All CCS Bylaws and policies will be reviewed as needed by the Bylaws and Policies Committee or at the request of at least five CCS members .

Date Reviewed 7/25/12

Date Approved 7/25/12

COMMUNICATIONS MEDIA MANAGEMENT

Media inquiries pertaining to the affairs of CCS should be handled as follows, for the sake of having the appropriate spokespersons comment and the most timely and accurate information provided:

For questions directed to a library pertaining to that library specifically, the library should handle the inquiry according to local guidelines.

For more general questions involving CCS technology, policy, the perspective of a CCS member, etc., the media should be referred to the President or, if unavailable, the Vice President of CCS regarding matters affecting CCS libraries in general, and to the CCS Administrator regarding technology or operations. Any of these individuals may designate a surrogate as necessary and appropriate.

When practical, CCS will generate a FAQ (Frequently Asked Questions) document and circulate it to members.

CCS will specify if documents giving information and/or status are intended for distribution within the member libraries only and recommend target audiences to simplify such decisions at the libraries.

The American Library Association tip sheet on “Dealing With The Media” is appended to this policy as an advisory.

Date Reviewed 7/25/12

Date Approved 7/25/12

COMMUNICATIONS PRACTICES

Agendas, Minutes and adopted policies of the Governing Board meetings will be sent to all CCS member administrators and posted on the CCS web site.

Minutes of Executive Committee meetings will go to the Executive Committee members and to all CCS member administrators.

CCS correspondence and other items not listed will be sent to CCS members only.

All CCS Technical Group communications will be posted on the CCS web site.

Whenever practical, CCS will communicate agendas, meeting packets and Minutes online via e-mail distribution lists and posting of the documents on the CCS Web site. It is the responsibility of the library to work with CCS to ensure the accuracy of e-mail addresses.

Date Reviewed 7/25/12

Date Approved 7/25/12

TIPS FOR LIBRARY SPOKESPEOPLE

Dealing with the Media

American Library Association Public Information Office 50 E. Huron St. Chicago IL 60611
Telephone: 800-545-2433, ext. 5044/4041 Fax: 312-944-8520 e-mail:pio@ala.org

How to Keep Cool in the Spotlight

- Know your message
- Stay in control
- Be prepared to answer difficult questions
- Be truthful
- Practice
- Feel good about how you look
- Remember to smile

Responsibilities of Library Spokespeople

- Know your library's policies
- Give the media what they want
- Be quotable. Talk in soundbites (short, punch statements).
- Be factual and accurate
- Respond promptly
- Deliver the key message
- Mention the name of the "sponsor" – the library or library organization you are representing

What You Must Do

- Prepare
- Educate
- Sell

Tips for Staying in Control

- Don't be afraid to ask questions about what you will be asked or why you are being asked.
- Buy yourself time to think by saying, "That's a good question." Or, "Let me think about it and I'll come back to this."
- Ask the reporter to repeat the question, then rephrase it.
- Never answer a question you don't fully understand. Say, "I'm not sure I understand the question, are you asking...?"

- Focus the interviewer, e.g. “That’s an excellent question” or, “The real issue is…”
- “Flag” key thoughts with words and phrases like “the most important,” “once in a lifetime,” “critical,” “terrific,” “frightening,” “sad,” “exciting.”
- “Bridge” to the positive. When asked a “negative” question, answer briefly without repeating any “hot” or loaded words and add a positive statement. Example:

Q. Won’t computers make libraries obsolete?

A. Absolutely not. Libraries are more needed than ever in the information age. They provide a wealth of resources – such as preschool storyhours and summer reading programs for children – that no computer could ever match. Most important of all, they provide the personal touch of a librarian to help you find just the information you need.

General Tips (all media/public speaking)

How you say it is as important as what you say. Your goal is to be a credible, personable representative who delivers the appropriate message in an effective way for a particular audience.

- Know your audience – teens, seniors (who’s reading/listening/watching).
- Know your key message – Deliver it at the first opportunity. Repeat it at least twice.
- Talk – don’t “speak” – Use simple language. Avoid acronyms, jargon.
- Let your passion show – Deliver the message in a way that makes people feel – not just think – libraries are important.
- Remember, less is more. Limit yourself to three talking points. Keep your answers short, to the point, about 25 words or less (12 seconds). Let the interviewer ask questions.
- Speak deliberately – Pause after you answer. You will appear more authoritative and give the interviewer time to react.
- Anticipate questions – You’re most likely to be asked and have answers. Be prepared to answer the W’s (Who, What, When, Where, Why) and H (How).
- Use statistics sparingly – people don’t remember them.
- Tell stories – Use examples to illustrate key point.
- “Listen” to your audience – Watch for the wandering eye, the bored look. Make adjustments. Change your pacing. Pause. Raise, lower your voice.
- Never repeat a negative – Never say “no comment.”

Tips for....

Print

Don’t let a reporter “seduce” you into saying more than you want to say. Remember, there is no such thing as “off the record.” All other rules apply.

Radio

It's all in the voice. Use lots of expression. Highs and lows. Enthusiasm. Use simple, colorful language that paints a picture for the listener. Tell stories.

Television

How you look is as important as what you say. All of the techniques used in public speaking – keeping an open face (eyebrows raised), using hand gestures and varying your vocal expression – will help you appear as a credible and enthusiastic spokesperson. Props such as a book or large photo can add interest.

- Look at the interviewer – not the audience – unless you are doing an interview by remote or the interviewer is behind the camera.
- Practice “active listening.” Look at who is speaking. The camera may still be on you.
- Picture who your audience is and speak directly to them – from your heart as well the mind. Use stories and examples listeners can relate to.
- Wear more make-up than you normally would. Heavier lipstick and blush will counteract the harshness of the lights and still look natural. Powder will help to minimize shine. Some stations provide professional make-up assistance for men and women.
- Avoid black, navy, white, bright red. Rich colors such as bright blues, rust, wine or purple work well for most women as do charcoal gray or brown for men. Dress as you would for a business meeting or speaking engagement. A blouse with an open collar and suit are flattering to most women.
- Keep accessories simple. Medium-sized earrings or a pin can help focus attention on the face. Avoid dangling earrings that may move when you talk and distract from what you are saying. Avoid necklaces. Glasses should have non-reflective lenses.

Date Reviewed 7/25/12

Date Approved 7/25/12

COOPERATION UNDERSTANDINGS

It is understood that the CCS members shall adhere to all CCS-approved practices and procedures in addition to those established in the Bylaws, including but not limited to the following.

- CCS Cataloging Rules, authority file and other agreed upon inputting practices including the CCS Cataloging Manual.
- CCS Database Management Model.
- Participation in CCS interlibrary loan within six months of commencing circulating material on the computer, using the current agreed-upon practices.
- Plan for Funding Automated Resource Sharing in Illinois Libraries.
- Approved RAILS policies, procedures and regulations pertaining to its members.

Innovative uses of the computer and its database are encouraged. However, any uses of the computer that may alter the data entered such as statistical categories, printed reports and overdues, or the pattern of routing programs run, or may in any way limit the actual or potential usefulness of the computer to any CCS member, will require Governing Board approval according to established procedure.

Date Reviewed 7/25/12

Date Approved 7/25/12

COST APPORTIONMENT

It is healthy for any organization to monitor its costs. This means seeing where the money is going so that containment may be pursued, along with a periodic re-examination of the apportionment of those costs among the membership for the sake of fairness. Following is a review of where CCS dollars go, how they're apportioned including a brief historical review, and a rationale.

BASIC REVENUE AND COST CATEGORIES AND HOW THEY'RE DIVIDED

OPERATING FUND: This fund is for routine ongoing and capital expenses and operates on a pass-through basis. Billing offsets expenses with no surcharges.

REVENUE:

Library Billings: Money billed to libraries to offset expenses, almost always billed after the expense has been paid.

OCLC Billings: Individually and collectively (JED profile) incurred OCLC cataloging and Interlibrary Loan costs, billed monthly and apportioned according to relative materials budgets.

Individual Library Charges: Reimbursement from libraries for orders on their behalf for items that only impact the specific library ordering, e.g., SIP2 licenses.

Staff Accounts: Reimbursement from CCS staff for items ordered by CCS for personal use; rarely used.

EXPENDITURES:

Central computer maintenance: Payments to the vendor for the shared part of our hardware and software maintenance. Central servers, associated peripherals like printers and devices which serve everyone equally like firewall, Internet router, etc. These costs are computed by dividing the total monthly bill by the number of billable user licenses and billing equally for each license.

Personnel including recruiting costs and administrative overhead for benefits, sub-categorized into FICA Tax Expense, Unemployment Tax Quarterly and Insurance Benefits) is billed equally to the member libraries.

Operating costs include library materials; equipment maintenance; supplies; postage; telephone; and printing and copying. They are divided equally among the members.

Data communications includes the monthly costs for shared data lines. CCS maintains three dedicated T-1 lines to the Illinois Century Network (ICN). Increasingly, libraries are accessing CCS via their Internet providers; those costs are billed directly by the provider to the library.

Professional development includes continuing education, travel and professional dues and memberships. Costs are billed equally to members.

Insurance includes coverage of the equipment at CCS quarters and the usual coverages for CCS employees (exclusive of personnel benefits) and as an entity, including bonding the Treasurer and collective cyber insurance. Costs are divided equally between members.

Professional/contractual costs are divided into Accounting; Payroll Processing; Professional/Contractual General (such as Internet Provider access fees); Maintenance Agreements; and Legal. These costs are divided equally among members.

Capital expenses are divided equally among members.

Utilities are divided equally among members.

Rent is divided equally among members.

Electronic Resources includes any collective subscriptions to electronic databases, search tools or OPAC content enrichment.

OCLC includes the collective and individual libraries' charges for OCLC cataloging and Interlibrary Loan, apportioned according to relative materials budgets for the most recent fiscal year.

Individual library charges are for special orders on behalf of one or more members. Expenditures are billed back to the member(s) placing the order.

Staff Accounts are for special personal orders for CCS employees, who reimburse CCS.

DEVELOPMENT FUND:

This is the primary CCS reserve and growth fund, a consolidation of several which have existed over the years. It is supplemented by funds created for grants and the Working Cash Fund which is provided in the Bylaws as a safety valve for cash flow problems.

REVENUE:

Interest: From bank accounts and the Illinois Treasurer's Fund.

New members' retrocon assessments: A new member library pays a proportionate share of database message charges incurred by CCS over the previous five years.

Library billings: Revenue from libraries for reserve fund replenishment (currently \$83,333 collectively annually for cyclical server replacement and \$15,000 annually for authority control) and expense items in this fund per below.

Port rentals: This is for temporary use of simultaneous user licenses beyond a library's normal allotment, and has not been used for almost a decade; if it's not obsolete, it's close.

User licenses: Simultaneous user licenses for the ILS. According to CCS policy, the cost to add a simultaneous user license is \$1,500 per license up front, and a pro-rated share of ongoing Central computer maintenance (see Operating Fund costs).

Grant Income: Income from grant programs.

EXPENDITURES:

Vendor migration costs are devoted to investigation and acquisition of replacement technology. Cost allocation is situational.

Acquisition of new facilities is divided equally among members.

Moving expenses are divided equally among members.

Retrospective conversion covers database reformatting. Cost allocation may be situational, but for large projects, it has been calculated on the basis of proportion of overall bibliographic records in the database which reflect a given library's holdings.

Special software covers purchase of optional modules. It is divided equally among members if it has general utility; in a more specialized case only users would pay.

Database cleanup is divided equally among members. This expenditure category covers special projects outside the scope of costs in the Operating Fund.

Authority control is another subset of database management, divided equally among members.

Backup equipment is divided equally among members.

Site improvements are divided equally among members.

Equipment covers optional purchases for purposes other than backup. Costs are divided equally among members.

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Date Approved 7/25/12

CRITERIA FOR EVALUATING REFERENCE DATABASES FOR POSSIBLE INTEGRATION WITH CCS

The following considerations must be taken into account when selecting databases for integration into the CCS platform:

Cost

- price
- price/performance, e.g., cost related to extent and integrity of coverage, technical stability, support from vendor, etc.

Breadth of utility to the CCS community

- applicability to CCS clientele
- prevalence of cited materials held within CCS if it is a citations database or index

Suitability to the CCS technical environment

- format
- necessary overhead and maintenance
- backup
- ease and speed of loading
- size
- growth rate
- frequency of updates
- suitability to consistent interface (e.g., Z39.50-compliance)

Alternative sources

- as a whole, in online or other media, via various delivery mechanisms
- overlaps in coverage with other databases

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Date Approved 7/25/12

DATA ENTRY

Any material being entered in the CCS database with bibliographic information such as author and/or title, must be entered according to the most recent guidelines in the CCS Cataloging Manual.

For MARC bibliographic data entry, the CCS Database Management Model and CCS Cataloging Manual must be followed. These documents shall be incorporated into the Cataloging Policies and Procedures section of the CCS Policies and Procedures Manual and the CCS Catalogers' Wiki.

Date Reviewed 7/25/12

Date Approved 7/25/12

CCS DATA RETENTION/SECURITY

CCS will follow the data retention/security chart. The policy is to be reviewed annually by the Governing Board by January 1.

| Data Type | Current Practice |
|---|---|
| History Logs – contains all charges, discharges, holds, bills paid, contains patron barcode | Retain 2 years, plus current year Purged in Jan of each year. History logs are not privatized to remove patron barcode |
| Statistical Logs – these contain all circulation transactions, but no patron barcodes | None – these logs can only be changed by Sirsi. These are kept forever and cannot be maintained by our site. |
| Bills, Paid | One year after payment |
| Bills, unpaid | Retained forever (subject to local requests). GCK purges unpaid bills after 4 years. |
| Previous user data with item record – (last patron to borrow) | Retained till borrower after next circulates item |
| User Charge History | Kept at user option for rolling two years |
| Inactive holds | 6 months (for the Hold Fill Rate report) |
| Deleted bib records | Varies by library |
| Deleted items | Varies by library |
| Deleted patrons | Monthly purge after 2 or 3 years, depending on library practice |
| Invoices, payments, orders | Okay to purge after five years (we retain now) |
| Deleted vendors, funds | Okay to purge after five years (we retain now) |
| Serials data, check in, prediction | Keep current year plus last two full calendar years; archive pre-purge file for first year to make sure we don't need any of the purged data. System retains data update for holdings record. |
| iBistro statistics (searches done) | One year plus current year (we retain now) |
| Deleted authorities | Monthly purge (scheduled by Authorities Librarian) |
| Directors Station – this data is built from history logs, statistical logs and other Unicorn files particularly inactive holds file | See history logs, statistical logs and inactive holds. |
| Old MARC backup and error files | Not purged |

Date Approved 1/22/14

Date Approved 1/28/15

DATA SECURITY

CCS will follow the data retention/security chart. The policy is to be reviewed annually by January 1.

Approved by Governing Board 5/27/09

Database Management Policy

I. Purpose

The Cooperative Computer Services' database is a shared resource created for and by the members of the consortium. Through it the CCS libraries realize the following goals:

- To maintain a reliable and current union catalog of their holdings
- To provide consistent, specific and detailed access to the full intellectual substance of those holdings
- To cooperatively manage a shared patron database for ease in reciprocal borrowing
- To effectively evolve with electronic resources in order to make electronic resource access seamless for patrons

The successful maintenance of this database necessitates a consortium-wide commitment to these goals. Member libraries must agree on common cataloging standards and practice common data entry procedures. In return they enjoy the benefits of cooperation, which include

- Convenience of access to a larger pool of resources for patrons
- Distribution of responsibility, effort and cost
- Large pool of talent and resources
- Cost savings under a shared bibliographic utility
- Opportunities, e.g. training, advocacy, which generally accrue to larger libraries

The CCS Database Management Policy (DMP) is founded on that commitment to shared goals and is, in turn, the foundation on which consensus is built. Specifically, the DMP:

- Describes basic responsibilities of each library
- Describes the responsibilities of CCS central management
- Acknowledges CCS's reliance on a shared bibliographic utility as the primary source of records
- Outlines the means for assuring quality in the database

While the DMP provides a framework of responsibilities, each library is free to meet its obligations using the staff, budget, workflow and technological tools which best suit its situation.

The Database Management Policy expands upon, modernizes, and supersedes the Bibliographic Database Management Model in all its prior iterations.

II. Responsibilities of Member Libraries

Each CCS member library

- A. Will comply with the Database Management Policy, the CCS Cataloging Manual, and other agreed upon shared procedures for database consistency and quality
- B. Will employ a staff with competencies in technical services to supervise the library's bibliographic data creation and entry. These competencies should include a graduate degree in library science or equivalent experience, working knowledge of current, nationally adopted cataloging rules, MARC bibliographic format, Library of Congress subject headings, and bibliographic utilities such as OCLC
- C. Will ensure that all the library's database maintenance staff are trained to the level required by the CCS-defined core requirements for the work they do
- D. Will have a connection to the shared bibliographic utility and be authorized as a user
- E. Will have approved means, e.g. CCS vendor software, shared bibliographic utility software, third party software, to
 - o view and edit existing records in the CCS bibliographic database
 - o create records or acquire records from authorized sources, edit and transfer them to the CCS database
- F. Is still responsible for other activities that are not part of the shared databases, e.g., acquisitions, 3rd party databases, and RFID.
- G. Is responsible for acquisition and maintenance of database management equipment not covered by any consortium contract and ongoing training of its staff in the use of that equipment
- H. Will keep accurate statistics as required
- I. Will send a representative to applicable CCS meetings . Member libraries will encourage their staff to serve on committees and task forces as needed.
- J. Will encourage, support and provide continuing education beyond the core requirements for its database maintenance staff
- K. Will provide its share of resources, e.g., staff time, third party costs to perform database projects agreed upon by the CCS membership

III. Responsibilities of CCS Central Management

The CCS central management is charged with coordinating and overseeing the creation and maintenance of the database as a whole. In particular CCS has responsibility for functions that require or benefit from centralization. For example:

- quality control of the bibliographic database as a whole
- authority control
- quality control of the patron database
- leadership and quality control around the evolution of records for electronic resources

CCS acts as liaison between the CCS libraries and the consortium's system vendor in matters related to the database. CCS is responsible for reviewing and recommending all outside sources of records.

Specific responsibilities of CCS, as listed here, should be reviewed periodically by the Database Management Committee to ensure that the benefits of centralization are maximized.

CCS Central Management

- A. Will supervise the loading of data for new CCS member libraries
- B. Will advise member libraries about preferred methods for acquiring, editing and inputting bibliographic, item records, authority records, patron records, electronic resource records, and other record types as the system evolves
- C. Will monitor the quality of data in the database and coordinate cooperative or third party database revision projects as needed
- D. Will provide orientations of CCS's core requirements to new library staff members when requested or needed
- E. Will, in conjunction with membership feedback, identify continuing education needs and provide continuing education as needed or when requested
- F. Will emphasize the importance of and adhere to national practice, and in conjunction with membership feedback, draft local standards where necessary, and maintain the written record of those standards in conjunction with membership
- G. Will coordinate and monitor the creation and maintenance of a CCS authority file
- H. Will coordinate CCS participation in cooperative cataloging programs outside of CCS, e.g., NACO and PCC.
- I. Will coordinate the use of the shared bibliographic utility
- J. Will recommend to the CCS Governance sources of records
- K. Will coordinate the use of CCS system vendor's products Will have a connection to the shared bibliographic utility
- L. Will assist in the coordination of third party system setup
- M. Will have approved means, e.g. CCS vendor software, bibliographic utility software, third party software, to
 - o view and edit existing records in the CCS database

- create records or acquire records from authorized sources, edit and transfer them to the CCS database

CCS will ensure that the CCS staff have a working knowledge of the standards necessary to effectively support the shared database. These areas include but are not limited to nationally adopted cataloging rules, Library of Congress implementation guidelines, MARC, RDA, Library of Congress Subject Headings, Illinois codes and practices.

IV. Sources of Records

CCS Database Management Committee shall regularly revisit the approved sources of records and make recommendations to the Governing Board. The list of approved sources will be reviewed at least annually if not more frequently, as needed.

Member libraries may suggest sources to the CCS Executive Director for evaluation and group consideration.

Along with the member libraries, CCS staff will develop and regularly update procedures for working with approved sources of records.

V. Quality Control in the Database

The goal of database quality control is to ensure that an adequate amount of necessary information is provided as consistently as possible for the benefit of the patron. Necessary information is any information that is used by more than the inputting library for internal functions. To achieve the desired levels of completeness and consistency three things are required. There must be a reasonable set of core requirements understood by all libraries; there must be thorough and ongoing training in those requirements; and libraries must have staffs that are able and willing to satisfy the requirements. Each Technical Group will develop core requirements to ensure quality data entry, relevant patron experience, security, and maintenance within the database. These core requirements will be approved by the Governing Board. These requirements will be included as part of the procedures manuals and revisited at least annually.

VI. Training

To ensure database quality all database maintenance staff must satisfy the core requirements associated with his/her job. Each library assumes responsibility for training its staff members in the core requirements of their jobs. Each library will review the work of its trainees until the library is certain that the trainees can satisfy the core requirements. When necessary CCS, rather than individual library personnel, will be responsible for training. CCS will review the work of trainees until they are capable of meeting core requirements. CCS will do training and review

- For libraries that are new to CCS
- For CCS libraries that lack qualified trainers
- Under other circumstances as necessary

VII. Identification of Work

CCS libraries will identify the records they add to the database.

VIII. Monitoring

CCS should be advised when core requirements are not being met. CCS staff will address the problem by

- Discussing the matter directly with the library
- Conducting individual training sessions
- Conducting group training
- Ask for a volunteer mentor library to assist

IX. Continuing Education

Libraries are encouraged to allow their staffs to develop beyond core requirements. The CCS staff and membership will sponsor or conduct training sessions and workshops that are of interest to the CCS membership for maintaining a quality system.

X. Enforcement of Compliance

The CCS bylaws deal specifically with the responsibility of members in Article IX, Section 4. Article XI covers Enforcement Procedures.

DELINQUENT PATRONS

Every CCS member is required to refuse borrowing privileges to any patron whose status is Blocked or Barred.

A member may override the Blocked or Barred status for its own patrons when the delinquency involves the home library's own materials and/or fines only.

A member may override the Blocked or Barred status for any patron if the transaction is approved by the library at which the delinquency occurred.

Members' staff are permitted to use their best judgment at times when it is difficult or impossible to contact the other library or libraries involved.

Date Reviewed 7/25/12

Date Approved 7/25/12

DRUG-FREE WORKPLACE ACT

GENERALLY

Cooperative Computer Services ("CCS") shall be free from the non-medical use of controlled substances and free from alcohol abuse. All employees are prohibited from the following:

- The unlawful manufacture, distribution, dispensing, possession, use or being under the influence of a controlled substance while on CCS premises or while engaged in CCS business or activities.
- The distribution, consumption, possession of or being under the influence of alcohol while on CCS premises or while engaged in CCS business or activities.

For the purposes of this policy, a controlled substance is a controlled substance as defined in the Illinois Controlled Substance Act, or cannabis as defined in the Cannabis Control Act; including a substance which is:

- Not legally obtainable; or
- Being used in a manner different than prescribed; or
- Legally obtainable, but has not been legally obtained.

As a condition of employment, each employee shall agree to abide by the CCS policy concerning a drug and alcohol-free workplace.

CONSEQUENCES FOR VIOLATION OF POLICY

Sanctions for violation of the standards of conduct required by this policy may include discipline up to and including termination of employment and referral for prosecution consistent with applicable local, state and federal law. In addition, CCS reserves the right to require an employee who violates this policy to satisfactorily participate in an approved drug or alcohol abuse program.

NOTIFICATION OF DRUG CONVICTIONS

Any employee involved in a CCS project or activity which is funded directly by the federal government or the state government who is convicted of violating any local, state or federal criminal drug statute for a violation occurring in the workplace must notify the CCS Administrator within five (5) days after such conviction.

Any such employee convicted of violating any local, state or federal criminal drug statute for a violation occurring in the workplace shall be sanctioned by CCS in accordance with this policy, or be required to satisfactorily participate in a drug abuse assistance or rehabilitation program.

DRUG-FREE AWARENESS

CCS shall provide each employee annually with a copy of the CCS Drug-Free Workplace Policy and post it in a place where other information for employees is posted.

CCS shall make available to its employees information from anti-drug/alcohol abuse organizations and enlist the aid of community and state agencies to provide information to CCS employees.

The Administrator of CCS shall notify the appropriate federal agency or state agency from which CCS receives grant monies or contracts of any employee's conviction within ten (10) days after receiving notice of the conviction.

DISSEMINATION OF INFORMATION

Employees shall be given a copy of this policy and shall be notified that compliance with the policy is mandatory.

Date Reviewed 7/25/12

Date Approved 7/25/12

EQUITABLE ACCESS

The order of priority for ILL hold rankings for individual patrons should be local patrons (Hold Rank 125), then other CCS patrons (Hold Rank 125 but set secondary via the “own patrons first” Hold Priorities attribute in the Hold Map to protect the local hold queue), then patrons from outside CCS (Hold Rank 150).

Non-CCS libraries’ ILL requests (placed by the library’s staff, not a patron placing his or her own hold which is covered by recommendation one above) should be given the same secondary ranking (Hold Rank 150) as non-CCS libraries’ patrons.

- In-house cards with hold rankings lower than 125 (higher priority for holds) should be used only for library business and not for personal holds.

A hold limit for a User Profile of “unlimited” is defined as “100.” (This reduces the potential inequity for libraries that set lower limits for their own users. The software generally uses 25,000 to mean “unlimited.”)

We should use Profile CPCPUBLIC for Chicago patrons to allow libraries to distinguish them in their policy Maps. (CCS can do the Hold Map changes and a retroactive global edit to user records.)

On-order items should follow the Hold Map for their eventual post-receipt Item Type from the time the on-order record is entered, for the sake of consistency of practice and realistic patron expectations of seeing their hold filled.

As a general guideline, “new” should be defined as “six months maximum” in terms of availability for ILL.

The group encourages the sharing of everything else that circulates outside the categories discussed below, subject to licensing restrictions, with the understanding that there will be local definitions of “high demand” collections which may be limited. EATF encourages a conservative definition of collections to limit in the interest of reciprocity.

EATF recommends that libraries comply with reciprocity through local policy and the Hold Map.

With regard to some specific formats, the question of recommending uniform restriction or sharing was considered with the following results based on the current survey of practices.

- New videos: no recommendation due to evenly divided practice and an uncertain future for the format
- New DVDs: no recommendation due to evenly divided practice
- New audiobooks on CD: no recommendation due to divided practice
- New books: no recommendation due to divided practice

With the understanding that the formats listed may be exceptions, “availability” should be defined as making at least the library’s FIRST HOLDABLE COPY available to other libraries. (This will protect

non-circulating or non-holdable collections and allow a library to restrict some copies of a holdable Item Type to local patrons. It means that if a library allows holds on any copies of a title, it should make at least one copy available for ILL, subject to the exceptions listed.

EATF encourages the Governing Board to revisit the question of uniformity of practice to benefit patrons and staff on a periodic basis.

Date Reviewed 7/25/12

Date Approved 7/25/12

Cooperative Computer Services, Fiscal Accountability Policy

I. Purpose

The purpose of the Fiscal Accountability Policy for Cooperative Computer Services (CCS) is to provide a framework for the Governing Board and CCS Staff for the fiscal operations of CCS, to assure sound fiscal management and to outline responsibilities for management of CCS funds.

II. Scope

This Fiscal Accountability Policy applies to the financial and investment activities of all funds under the direction of CCS. This policy also applies to any new funds or temporary funds placed under the direction of CCS.

III. General

- A. CCS financial policies and procedures shall be in accordance with Illinois law.
- B. As per 75 ILCS 16/30-45, and as stated in CCS's Bylaws, CCS's Treasurer shall be bonded in an amount and with sureties approved by the Board. The amount of the bond shall be based on a minimum of 100% of the total funds received by CCS in the previous fiscal year or as otherwise required by law. The cost of the surety bond shall be borne by CCS.
- C. The current and past seven years' financial records of CCS shall be maintained and kept at CCS. CCS will maintain records in accordance with the Local Records Act (50 ILCS 205).
- D. CCS shall maintain an inventory of capital purchases.
- E. Roll call action shall be taken by the Governing Board on all financial matters.
- F. CCS Governing Board members with conflicts of interest shall resign from the Governing Board before the vote is taken in accordance with the Public Officer Prohibited Activities Act (50 ILCS 105) and any other applicable statutes. In the event of a common law conflict where the authorized representative is unable to serve as a member of the Governing Board, the Alternate Representative may vote on behalf of the member library.
- G. The total budget by fund shall be approved by the Governing Board.

IV. Deposits

- A. All revenue received by CCS shall be deposited in accordance with internal control procedures.
- B. Deposits in any one institution may not exceed the FDIC insured amount without a signed collateralization agreement (see Section VII. G).

V. Expenditures and Other Financial Transactions

- A. Authorized signatories are the Board President, Treasurer, CCS Executive Director, and designated CCS Manager.
- B. The CCS Executive Director is responsible for carrying out the day to day operations within budget as set by the Governing Board.
- C. The CCS Executive Director is authorized to purchase or lease material, goods, equipment, or services, the cost of which is less than \$5,000.00. The CCS Executive Director is authorized to purchase or lease material, goods, equipment, or services, the cost of which is less than \$10,000.00 with the approval of the CCS Executive Committee. The CCS Executive Director is authorized to purchase or lease material, goods, equipment, or services, the cost of which is less than \$20,000.00 with the approval of the full Governing Board. CCS may spend in excess of \$20,000.00¹ only after completing the formal bid process in accordance with Section VIII C.
In case of bona fide emergency, the CCS Executive Director may spend up to \$10,000 with the approval of any two members of the Executive Committee.
- D. CCS Executive Director has the authority to renew annual operating and maintenance contracts up to \$5,000.00. Contracts for services outside of annual operation and maintenance contracts, such as capital improvements or planning, must be approved by the Governing Board, no matter what the cost. The Governing Board may give the CCS Executive Director approval to negotiate and sign the contract documents, as long as the Governing Board has approved the service provider and a not-to exceed amount.
- E. Under no circumstances may a signatory sign a document for which that signatory is a payee.
- F. All financial transactions shall be reported to the Board at its regularly scheduled meeting.
- G. All Governing Board Members and CCS Executive Director shall file statements of economic interest with the County Clerk or state authorities.

VI. Routine Banking

- A. The CCS Executive Director or his/her designee is authorized to make deposits into appropriate accounts established with the approval of the CCS Governing Board.
- B. The CCS Executive Director or his/her designee is authorized to transfer funds from one CCS account to another CCS account for payment of CCS bills that have been approved by the Governing Board.
- C. ACH payments may be made on a monthly basis for vendors approved by the Executive Committee at amounts no higher than \$5,000. ACH payments shall be reported in the monthly financials.

¹ The statutory amount is \$20,000 and this entry cannot be any higher than that but can be lower at the discretion of the Governing Board, where it is self-imposing a bidding requirement earlier or at a lower than required amount.

- D. Two signatures will be required on regular checks payable by CCS. The signatories shall be any two (2) of the CCS President, CCS Treasurer, Executive Director, and designated CCS Manager.
- E. A credit card will be maintained for CCS use.

VII. Investments

- A. All investment policies, procedures, and practices of CCS shall be in accordance with Illinois law. The general authority of the Governing Board to control and invest public funds is defined in the Illinois Public Funds Investment Act [30 ILCS 30/235).
- B. Management Program, Internal Controls, and Delegation of Authority
 - i. Responsibility for—and management of— the investment policies, procedures, and practices are delegated to the Executive Committee’s Treasurer—hereby designated the Chief Investment Officer of CCS—acting under the general oversight and authority of the Executive Committee. The Treasurer, as Chief Investment Officer, and CCS Executive Director are responsible for establishing, implementing, and administering CCS’s investment program.
 - ii. In addition to the guidelines contained in this policy, the Treasurer shall establish, implement, oversee, and periodically review a system of internal controls and written operational procedures designed to prevent loss, theft, or misuse of funds. Such procedures shall include explicit delegation of authority to persons responsible for execution of financial activities under the direction of the Treasurer, including: investment transactions; check signing; check reconciliation; deposits; report preparation; and wire transfers.
- C. Prudent Person Standard
 - i. The standard of care applicable to investment of CCS funds is the “prudent person” standard of care. Using this standard, investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the possible income to be derived.
 - ii. When acting in accordance with this standard of care and exercising due diligence, the Treasurer and others authorized to act on his or her behalf, shall be relieved of personal responsibility for an investment credit risk or market price and value changes, provided that deviations from expectations are reported in a timely fashion, and appropriate action is taken to control adverse developments.
- D. Objectives and Guidelines
 - i. It is the Board’s policy to place idle funds in relatively risk-averse assets that will provide the highest return possible while meeting the cash flow demands of CCS.

- ii. When selecting financial institutions and investment instruments for CCS funds, the following general objectives and guidelines should be considered in the order listed:
 - a) **Legality and Safety** — Investments shall be made only in securities guaranteed by the United States Government or in institutions insured by the Federal Deposit Insurance Corporation (FDIC). Accounts in banks will not exceed the amounts insured under FDIC coverage, unless they are adequately collateralized.
 - b) **Liquidity** — The types and lengths of investments should be managed to insure that CCS is able to meet the cash flow requirements for ongoing operations and capital expenditures.
 - c) **Return on Investment** — Within the constraints imposed by considerations of legality, safety, and liquidity, every effort should be made to achieve a maximum returns on investments. All available funds shall either be invested or kept in interest bearing deposit accounts.
 - d) **Simplicity of Management** — The Treasurer, CCS Executive Director, and other designated administrative staff must be able to manage CCS investments effectively and efficiently within the time constraints imposed by other responsibilities and the limitations imposed by their respective levels of financial expertise.
- E. **Investment Instruments Authorized** investments shall be limited to the instruments listed below:
 - i. Treasury bills, bonds, or other securities issued and guaranteed by the United States Government, its agencies or instrumentalities.
 - ii. The Illinois Funds.
 - iii. Interest bearing NOW (Negotiable Order of Withdrawal) accounts, time deposits, or any other investments constituting direct obligations of any bank as defined by the Illinois Banking Act; and Certificates of Deposit with federally insured institutions that are collateralized or insured at levels acceptable to CCS in excess of the current FDIC coverage limit.
 - iv. Other investments that are permitted under Illinois law and satisfy CCS's investment objectives provided any such investment is specifically approved and authorized in advance by the Executive Committee.
 - v. Investments may be made only in those savings banks or investment certificates of which are insured by the FDIC.
 - vi. Investment products that are considered to be derivatives are specifically excluded from approved investments.
- F. **Diversification**
 - i. It is CCS's policy to diversify its investment portfolio in order to minimize the risk of loss resulting from over concentration in a specific maturity, issuer, or

class of securities. Diversification strategies shall be determined and revised periodically by the Treasurer, with the advice and counsel of the Budget and Finance Committee.

- ii. The principle of diversification shall be applied in accordance with the following parameters:
 - a) Treasury bills, bonds, or other securities issued and guaranteed by the United States Government, its agencies or instrumentalities—Up to 100% of the investment portfolio.
 - b) The Illinois Funds—Up to 75% of the investment portfolio.
 - c) Interest bearing NOW (Negotiable Order of Withdrawal) accounts, time deposits, or any other investments constituting direct obligations of any bank as defined by the Illinois Banking Act. Up to 75% of the investment portfolio;
 - d) Certificates of Deposit with federally insured institutions that are collateralized or insured at levels acceptable to CCS in excess of the current FDIC coverage limit—Up to 75% of the investment portfolio.
 - e) Other investments that are permitted under Illinois law and satisfy CCS's investment objectives, provided any such investment is specifically approved and authorized in advance by the Board —Up to 15% of the investment portfolio.

G. Collateralization and Safekeeping

- i. Time deposits in excess of FDIC insurable limits must be secured by collateral or private insurance. Eligible collateral instruments are any investment instruments acceptable under the Illinois Public Funds Investment Act. The collateral must be placed in safekeeping at or before the time CCS makes the investment(s).
- ii. Third-party safekeeping is required for all collateral. To accomplish this, the securities serving as collateral must be held at one or more of the following locations: [1] a Federal Reserve Bank or its branch office; [2] another custodial facility in a trust or safekeeping department through book-entry at the Federal Reserve; [3] an escrow agent of the pledging institution; or [4] the trust department of the issuing bank. Safekeeping shall be documented by an approved written agreement that complies with FDIC regulations. Substitution or exchange of collateral held in safekeeping for CCS can be approved exclusively by the Treasurer, and only if the market value of the replacement collateral is equal to or greater than that of the collateral being replaced.

H. Authorized Financial Institutions

- i. Financial institutions shall be considered and authorized only by action of the Executive Committee, upon the recommendation of the Treasurer.
- ii. The Treasurer shall maintain a list of institutions authorized to provide investment services to CCS.

- iii. Demand Deposits: Any financial institution selected by CCS shall provide normal banking services, including, but not limited to: NOW accounts, wire transfers, and safekeeping services. CCS will not keep funds in any financial institution that is either not a member of the FDIC or a credit union covered by NCUSIF.
 - iv. Certificates of Deposit: Any financial institution selected to be eligible for CCS's certificate of deposit purchase program must: [1] provide wire transfer and certificate of deposit safekeeping services; and [2] be a member of the FDIC and be willing to and capable of posting the required collateral or private insurance for funds in excess of FDIC insurable limits.
- I. Financial and Investment Services Providers
- i. Investment advisors, money managers, and similar service providers may be engaged on an as-needed basis by action of the Executive Committee. This process will be designed and coordinated by the Treasurer and the Budget and Finance Committee.
- J. Performance
- i. The Treasurer shall seek to earn a reasonable rate of return on investments consistent with the objectives stated in this policy.
- K. Reporting and Review
- i. Investments, fund balances, and the status of such accounts shall be reported at each regularly scheduled Executive Committee meeting. At least quarterly, reports shall include information regarding securities in the portfolio by class or type, book value, income earned, and market value as of the report date.
 - ii. The Treasurer shall review this Policy annually and report annually to the Governing Board on the investment portfolio and the portfolio's compliance with this Policy.
- L. Ethics and Conflicts of Interest
- i. Officers and employees involved in the investment process shall not engage in personal business activity that could conflict with the proper execution and management of this policy, or that could impair their ability to make impartial decisions.
 - ii. Employees and investment officials shall disclose any material interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio.
 - iii. Except as permitted under the Public Officer Prohibited Practices Act, no officer or employee involved in the investment process shall have any interest in, or receive any compensation from, any investments in which CCS invests, or the sellers, sponsors, or managers of those investments.

VIII. Purchasing and Bids

- A. Unless otherwise provided for in this policy, the CCS Executive Director shall have the authority to purchase or lease products and services, provided that the amount expended for any expense line of the annual budget shall not exceed the amount budgeted without the prior approval of the CCS Governing Board. Staff will act to procure quality products and services at the lowest possible cost, consistent with the needs of the user departments with regard to durability, performance, delivery, and service.
- B. All purchases for goods and services for CCS shall be authorized by CCS Executive Director through established procedures.
- C. When the cost is in excess of \$20,000, the Governing Board shall advertise for bids and award the contract to the lowest responsible bidder. Bidding is not required in the following cases:
 - Contracts for goods or services that are economically procurable from only one source;
 - Contracts for the purchase of magazines, books, periodicals, electronic databases, and similar articles of an educational or instructional nature;
 - Contracts for the services of individuals possessing a high degree of professional skill, where the ability or fitness of the individual plays an important part;
 - Contracts for the maintenance or servicing of equipment that are made with the manufacturers or authorized service agents of that equipment;
 - Goods or services that are procured from another governmental agency;
 - Contracts which by their nature are not adapted to award by competitive bidding, and contracts for utility services such as water, electricity, gas, internet, or telephone;
 - Involving public health, public safety, or in the event of a bona fide emergency;
 - Purchases of less than twenty thousand dollars (\$20,000) except when a lower amount is established at the discretion of the Governing Board in accordance with Section V C.
- D. For other purchases for services, materials, equipment, or supplies, other than professional services, with a value greater than \$5,000 whenever feasible, of three or more competitive quotations will be sought.

IX. Disposal of CCS Surplus Property

- A. For purposes of this Policy, “surplus property” is any asset owned by CCS that is no longer needed or useful for the provision of CCS services.
- B. The Executive Committee has the authority to determine assets of CCS that are surplus and no longer necessary or useful for CCS purposes, and to provide that such assets may be disposed of in accordance with this Policy.

- C. The CCS Executive Director is authorized to declare as “surplus property” any CCS asset that the CCS Executive Director, as designated agent of the Executive Committee, determines (a) is no longer necessary or useful for CCS purposes and (b) whose market value as reasonably estimated by the CCS Executive Director is less than \$500. At the discretion of the Executive Director, such surplus property can be: a) discarded; b) traded in on new equipment; c) sold; or d) given to local philanthropic, educational, cultural, governmental, or other not-for-profit organizations.
- D. The Executive Committee retains the sole and exclusive right to declare as surplus any CCS materials with a market value of \$500 or more.
- E. If there appears to be significant value or benefit (over \$500), the assets first must be offered at the determined market value to the CCS libraries that funded its purchase.
- F. If no CCS library bids and the value is over \$500, other means to sell the assets such as ads, eBay or other auction outlets) should be considered, taking into account the final revenue after seller’s fees are paid. Other options include trading in on new equipment or given to local philanthropic, educational, cultural, government, or other not-for-profit organizations.

X. Credit Cards/Accounts

- A. CCS may maintain a credit card account for use by CCS Executive Director and designated staff. Such business must be documented with receipts to support all purchases.
- B. CCS may maintain credit accounts with suppliers to meet regular operating needs, with authorization of CCS Executive Director.

XI. Governing Board and Executive Committee

- A. CCS Governing Board and Executive Board Members shall serve without compensation.

XII. CCS Staff

- A. Employees shall be reimbursed for reasonable authorized and approved expenses incurred by them in the performance of their duties. All such expenses must be approved in advance by the CCS Executive Director. Purchases made without the appropriate advance approval shall not be considered reimbursable.
- B. Mileage for automobile travel shall be reimbursed at the current Standard Mileage Rate as determined by the Internal Revenue Service.
- C. Expense reports must be supported by original receipts that document travel expenditures and all approved expenses.

XIII. Budget and Reserves

- A. The CCS fiscal year shall be July 1 through June 30.
- B. CCS may maintain a Development Fund.
- C. The CCS Governing Board shall review all fund balances not less frequently than on an annual basis in conjunction with the annual budget review.
- D. The goal of CCS is to maintain not less than 25% and not more than 50% of the prior year's operating fund as operating reserves in the Operating Fund.
- E. Annually, the Budget and Finance Committee shall review and update a list of potential uses (e.g. projects, emergencies) for the Development Fund.
- F. Annually, the Treasurer shall review the financials of the previous fiscal year to determine the amount to transfer from the Operating Fund to the Development Fund.

XIV. Audit

- A. An outside audit of all CCS accounts shall be conducted annually by an independent CPA firm to be delivered to the Governing Board no later than 6 months after the end of the fiscal year; the audit shall be reviewed by the Governing Board.
- B. Every 5 years, or sooner at the Governing Board's discretion, the Budget and Finance Committee shall solicit proposals from at least three auditing firms qualified to conduct an audit of CCS accounts.

GRADUATED FEES FOR NEW MEMBERS

Operating costs for new CCS members will be phased in under some circumstances for their first three years of participation, based on two premises:

- the library has interest in joining, but while its operating revenues are increasing, the library is still on the cusp of being able to afford CCS, and
- it is in the interest of present membership to have additional members whose payments would decrease costs for all members, and provide additional resources for the patrons of all CCS libraries. Existing members will not be assessed additional costs to subsidize the phase-in program.

Every library joining CCS is expected to pay startup costs. Certain startup fees (user licenses, data migration, training, SIP licenses, database subscription costs and others to be determined at the time of application) are excluded from the cap on expenses for the prospective member. The cap is applied to ongoing costs for the phase-in.

To qualify for these graduated fees, a library must have a current operating budget smaller than that of any current CCS member at the time of application for membership, and must make a five year commitment to CCS membership by Board action.

For a library which qualifies for the graduated fees, the cap on CCS operating costs will be as follows:

Year 1: 2.5% of the library's operating budget during its most recent fiscal year

Year 2: 5.0% of the library's operating budget during its most recent fiscal year

Year 3: 7.5% of the library's operating budget during its most recent fiscal year

The last two years of the five year commitment will be uncapped, with the library paying its full pro-rated share of CCS expenses.

The costs will be apportioned to the CCS Operating Fund and Development Fund in proportion to their share of projected revenue during the applicable CCS budget year.

Date Reviewed 7/25/12

Date Approved 7/25/12

HIPAA ANTI-RETALIATION

Purpose

Title II of the Federal Health Insurance Portability and Accountability Act (Title II of Public Law 104-191, Section 262(a) (codified as 42 USC 1320d to 1329d-8), and Section 264 of Public Law 104-191), and its accompanying Privacy Regulations, 45 CFR Parts 160 and 164, require that “covered entities,” as defined by the HIPAA Privacy Regulations, refrain from any retaliatory acts targeted toward those who file complaints or otherwise report HIPAA violations or infractions. The purpose of this policy is to clearly state the position of Cooperative Computer Services (“CCS”) on intimidation and retaliation. This policy applies to all workforce, volunteers and management of CCS.

Policy

Under no circumstances shall CCS intimidate, threaten, coerce, discriminate against, or take other retaliatory action against any individual for:

- The exercise of rights guaranteed under HIPAA, including the filing of a HIPAA complaint against CCS;
- The filing of a HIPAA complaint with the Secretary of HHS;
- Testifying, assisting, or participating in a HIPAA investigation, compliance review, proceeding, or hearing; or
- Opposing any act or practice that is counter to the HIPAA regulations, provided the individual or person has a good faith belief that the practice opposed is unlawful, and the manner of the opposition is reasonable and does not involve a disclosure of PHI in violation of HIPAA.

No retaliatory action against an individual or group involved in filing HIPAA complaints or otherwise reporting infractions will be tolerated.

Under no circumstances shall CCS require any member(s) of its work force, volunteers, or management to waive their rights under HIPAA.

Procedure

All allegations of HIPAA retaliation against individuals will be reviewed and investigated by CCS in a timely manner.

Effective Date

This policy is effective as of the 24th day of March, 2004.

Date Reviewed 7/25/12
Date Approved 7/25/12

IDENTITY PROTECTION

The Cooperative Computer Services (“CCS”) adopts this Identity-Protection Policy pursuant to the Illinois Identity Protection Act. 5 ILCS 179/1 *et seq.*

The Identity Protection Act requires each local and State government agency to draft, approve, and implement an Identity-Protection Policy to ensure the confidentiality and integrity of Social Security numbers (“SSNs”) that are collected, maintained or used, so as to safeguard SSNs against unauthorized access because SSNs can be used to facilitate identity theft. The goal of the Identity Protection Act and of this Policy is, in part, to require CCS to assess its personal information collection practices and to make any necessary changes to those practices to ensure confidentiality.

Social Security Number Protection:

Whenever an individual is asked to provide CCS with a SSN, CCS shall provide that individual with a statement of the purpose or purposes for which CCS is collecting and using the SSN. CCS shall also provide such statement of purpose upon request. The format for such Statement of Purpose is attached as exhibit to this Policy.

CCS shall not:

- Publicly post or publicly display in any manner an individual’s SSNs. “Publicly post” or “publicly display” means to intentionally communicate or otherwise intentionally make available to the general public.
- Print an individual’s SSN on any card required for the individual to access products or services provided by CCS.
- Require an individual to transmit a SSN over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Print an individual’s SSN on any materials that are mailed to the individual through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless State or federal law requires the SSN to be on the document to be mailed. SSNs may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the SSN. A SSN that is permissibly mailed will not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope, or be visible on an envelope without the envelope having been opened.

In addition, CCS shall not:

- Collect, use, or disclose a Social Security number from an individual, unless:
- Required to do so under State or federal law, rules, or regulations, or the collection, use, or disclosure of the SSN is otherwise necessary for the performance of CCS's duties and responsibilities;
- The need and purpose for the SSN is documented before collection of the SSN; and
- The SSN collected is relevant to CCS's documented need and purpose.
- Require an individual to use his or her Social Security number to access an Internet web site.
- Use the Social Security number for any purpose other than the purpose for which it was collected.

The prohibitions set forth above in Paragraphs a. through c. do not apply in the following circumstances:

- The disclosure of SSNs to agents, employees, contractors, or subcontractors of a governmental entity or disclosure by a governmental entity to another governmental entity or its agents, employees, contractors, or subcontractors if disclosure is necessary in order for CCS to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, CCS must first receive from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under Illinois Identity this Act on a governmental entity to protect an individual's Social Security number will be achieved.
- The disclosure of SSNs pursuant to a court order, warrant, or subpoena.
- The collection, use, or disclosure of SSNs in order to ensure the safety of: State and local government employees; persons committed to correctional facilities, local jails and other law-enforcement facilities or retention centers; wards of the State; and all persons working in or visiting a State or local government agency facility.
- The collection, use, or disclosure of SSNs for internal verification or administrative purposes.
- The disclosure of SSNs by a State agency to any entity for the collection of delinquent child support or of any State debt or to a governmental agency to assist with an investigation or the prevention of fraud.

- The collection or use of SSNs to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

Requirement to Redact Social Security Numbers:

CCS shall comply with the provisions of any other State law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's SSN. CCS shall redact social security numbers from the information or documents before allowing the public inspection or copying of the information or documents.

When collecting SSNs, CCS shall request each SSN in a manner that makes the SSN easily redacted if required to be released as part of a public records request. "Redact" means to alter or truncate data so that no more than five sequential digits of a Social Security number are accessible a part of personal information.

Employee Access to Social Security Numbers:

Only CCS employees who are required to use or handle information or documents that contain SSNs will have access. All employees who have access to SSNs are trained to protect the confidentiality of SSNs.

Date Reviewed 7/25/12
Date Approved 7/25/12

ILL BILLING FOR LOST OR DAMAGED ILL ITEMS

The individual or library patron to whom an ILL item is checked out in the CCS database is held responsible.

CCS libraries shall not bill each other for lost or damaged ILL items.

The borrowing library shall make every effort to recover the materials through its normal overdue procedures.

If money is tendered for a lost or damaged item, the money will be forwarded to the owning library.

Date Reviewed 7/25/12

Date Approved 7/25/12

INDEMNIFICATION OF GOVERNING BOARD MEMBERS, OFFICERS, EMPLOYEES AND AGENTS

1. Cooperative Computer Services ("CCS"), an intergovernmental agency formed pursuant to the applicable provisions of the Constitution of the State of Illinois and the Intergovernmental Cooperation Act (5 ILCS 220/ 1 et seq.), may indemnify any person who was or is a party, or is threatened to be made a party, to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative (other than an action by or in the right of CCS) by reason of the fact that he is or was a member of the Governing Board, officer, employee or agent of CCS, against expenses (including attorneys' fees), judgments, fines and amounts paid in settlement, actually and reasonably incurred by him in connection with such action, suit or proceeding, if he acted in good faith and in a manner he reasonably believed to be in, or not opposed to, the best interests of CCS, and, with respect to any criminal action or proceeding, had no reasonable cause to believe his conduct was unlawful. The termination of any action, suit or proceeding by judgment, order, settlement, conviction, or upon a plea of nolo contendere or its equivalent, shall not of itself, create a presumption that the person did not act in good faith and in a manner which he reasonably believed to be in, or not opposed to, the best interests of CCS, and, with respect to any criminal action or proceeding, had reasonable cause to believe that his conduct was unlawful.
2. CCS may indemnify any person who was or is a party, or is threatened to be made a party, to any threatened, pending or completed action or suit by or in the right of CCS to procure a judgment in its favor by reason of the fact that he is or was a member of the Governing Board, officer, employee or agent of CCS, against expenses (including attorneys' fees) actually and reasonably incurred by him in connection with the defense or settlement of such action or suit, if he acted in good faith and in a manner he reasonably believed to be in, or not opposed to, the best interests of CCS, and except that no indemnification shall be made in respect of any claim, issue or matter as to which such person shall have been adjudged to be liable to CCS, unless and only to the extent that the court in which such action or suit was brought shall determine upon application that, despite the adjudication of liability but in view of all the circumstances of the case, such person is fairly and reasonably entitled to indemnity for such expenses which such court shall deem proper.
3. To the extent that a member of the Governing Board, officer, employee or agent of CCS has been successful on the merits or otherwise in defense of any action, suit or proceeding referred to in subsections (a) and (b) of this Policy, or in defense of any claim, issue or matter therein, he shall be indemnified against expenses (including attorney's fees) actually and reasonably incurred by him in connection therewith.
4. Any indemnification under subsections (a) and (b) of this Policy (unless ordered by a court) shall be made by CCS only as authorized in the specific case upon a determination that indemnification of the member of the Governing Board, officer, employee or agent is proper in the circumstances because he has met the applicable standard of conduct set forth in subsections (a) and (b) of this Policy. Such determination shall be made (1) by the Governing Board by a majority vote of a quorum consisting of members of the Governing Board who were not parties to such action, suit or proceeding, or (2) if such a quorum is not

obtainable, or, even if obtainable, a quorum of disinterested members of the Governing Board so directs, by independent legal counsel in a written opinion, or (3) by the Member Libraries of CCS.

5. Expenses (including attorneys' fees) incurred by an officer or member of the Governing Board in defending any civil, criminal, administrative or investigative action, suit or proceeding may be paid by CCS in advance of the final disposition of such action, suit or proceeding, upon receipt of an undertaking by or on behalf of such member of the Governing Board or officer to repay such amount if it shall ultimately be determined that he is not entitled to be indemnified by CCS as authorized in this Policy. Such expenses (including attorneys' fees) incurred by other employees and agents may be so paid upon such terms and conditions, if any, as the Governing Board deems appropriate.
6. The indemnification and advancement of expenses provided by, or granted pursuant to, the other subsections of this Policy shall not be deemed exclusive of any other rights to which those seeking indemnification or advancement of expenses may be entitled under any law or any bylaw, agreement, vote of the Member Libraries of CCS or disinterested members of the Governing Board, or otherwise, both as to action in his official capacity and as to action in another capacity while holding such office.
7. CCS may purchase and maintain insurance on behalf of any person who is or was a member of the Governing Board, officer, employee or agent of CCS, against any liability asserted against him and incurred by him in any such capacity, arising out of his status as such, whether or not CCS would have the power to indemnify him against such liability under this policy.
8. The indemnification and advancement of expenses provided by, or granted pursuant to, this Policy shall, unless otherwise provided when authorized or ratified, continue as to a person who has ceased to be a member of the Governing Board, officer, employee or agent and shall inure to the benefit of the heirs, executors and administrator of such a person.
9. If a claim under this Policy is not paid in full by CCS within ninety (90) days after a written claim has been received by CCS, the claimant may at any time thereafter bring suit against CCS to recover the unpaid amount of the claim and, if successful in whole or in part, the claimant shall be entitled to be paid in addition the reasonable expense (including reasonable attorney's fees) of prosecuting such claim. It shall be a defense to any such action (other than an action brought to enforce a claim for expenses incurred in defending any action or proceeding in advance of its final disposition where the required undertaking has been tendered to CCS, unless such action is based on the claimant having committed an act involving moral turpitude) that the claimant has not met the standards of conduct which make indemnification permissible under this Policy; but the burden of proving such defense shall be on CCS. Neither the failure of CCS (including its Governing Board, independent legal counsel, or its Member Libraries) to have made a determination prior to the commencement of such action that indemnification of the claimant is proper in the circumstances because he or she has met the applicable standard of conduct set forth in this Policy, nor an actual determination by CCS (including its Governing Board, independent legal counsel, or its Member Libraries) that the claimant has not met such applicable standard of conduct, shall be a defense to the action or create a presumption that the claimant has not met the applicable standard of conduct.

10. The provisions of this Policy shall be a contract between CCS and each member of the Governing Board, officer, employee and agent to which this Policy applies. No repeal or modification of this Policy shall invalidate or detract from any right or obligation of CCS with respect to any state of facts existing prior to the time of such repeal or modification.

Date Reviewed 7/25/12

Date Approved 7/25/12

ITEM TYPES

The criteria for creating a new Item Type and maintaining use of an existing one are:

- It must be used by some library for some item, be planned to be used, or it must be required by Sirsi as a “delivered” policy.
- It must be required for correct circulation or display (description).
- It must not be redundant with an existing one.

Consolidation of existing Item Types in accordance with these criteria and this timetable should be pursued with all due diligence.

Date Reviewed 7/25/12

Date Approved 7/25/12

LEGAL COUNSEL

The Governing Board of CCS reserves the right to:

- Engage its' own counsel
- Agree to the terms by which legal counsel shall be compensated, and
- Decide under what circumstances legal counsel shall be employed

The CCS Administrator in consultation with and approval of the CCS President is empowered to employ the CCS or other legal counsel when delay would be harmful to the CCS or its members.

An individual CCS member desiring legal clarification relative to the meaning of any CCS document may use the services of the CCS Attorney or any Attorney of its own choosing. All legal expenses (those of the individual library's own Attorney as well as those, if any, of the CCS Attorney) resulting from such inquiry are the responsibility of the individual library.

Date Reviewed 7/25/12

Date Approved 7/25/12

LIBRARY BUY-INS

Libraries that buy into optional features after the initial rollout will be charged using the same formula as was used for the original participants unless the Governing Board determines a different pricing formula.

If a library joins the initial participants within a year of the rollout date determined by CCS (when the product is working in the production environment), the revenue from the library joining later will be credited to the previous participants according to the prevailing pricing formula. If a library joins the users of an optional feature a year or more after the initial rollout date, the proceeds will accrue to the CCS Development Fund.

Date Reviewed 7/25/12

Date Approved 7/25/12

MIGRATION COST APPORTIONMENT

The first year cost of a potential CCS vendor migration will be apportioned with equal weight given to:

An equal division among CCS libraries

Relative number of Symphony user licenses

Legal service population

Approved 11/28/12

MISSION AND VISION STATEMENTS

MISSION: CCS provides access to shared, cost effective library technology and serves as a collaborative learning hub to unveil the future.

VISION: CCS promotes innovation and efficiency among member libraries, and it delivers a reliable, user-friendly experience for library users.

Date Approved 7/27/16

NEW CCS MEMBERS: APPLICATION AND ORIENTATION

The following steps should be followed when a library applies for membership to the CCS and is accepted:

- A library interested in joining the CCS should provide written notice to the CCS President and the CCS Administrator of its interest in joining the CCS.

CCS will supply current documents establishing membership and pertinent to membership to the interested library for review.

- CCS-vendor supply agreement (if accessing vendor database)
- CCS-vendor maintenance agreement (if accessing vendor database)
- CCS Membership Ordinance (if to a District Library)
- Intergovernmental Agreement for library computer services
- Bylaws of the CCS
- CCS Database Management Model
- CCS-vendor contracts for other services to be used by the Member Library

When a library decides to become a member of CCS a letter should be sent to the CCS Administrator and the CCS President including the following information:

- Statement of acceptance of current ordinance or agreement(s) with no change to existing language
- Date when an agreement with CCS is desired and number and types of terminals to be ordered and/or services to be used

If accessing CCS Database:

- Projected date for CCS online circulation
- Number of items to be entered into the CCS database
- Number of titles to be entered into the database
- Method of data entry according to the CCS Database Management Model
- Number of registered borrowers
- Projected annual circulation using CCS equipment

The CCS Administrator must obtain a letter from the appropriate vendor(s) outlining the technical implications and any recommendations for the CCS required by the library for membership.

The CCS Executive Committee will review the technical information, discuss any possible effects on service and costs, and make recommendation for or against CCS membership to the Governing Board.

The Governing Board will consider the Executive Committee's recommendation and then act on the library's application for membership.

If the action of the CCS Governing Board is favorable, the library and CCS will execute all necessary agreements. A letter to the CCS Administrator and President assenting to the CCS Bylaws will be a part of the necessary documentation. All contracts and the Bylaws will be accepted by the library without alteration.

Membership commences when all documentation is properly executed and has been accepted by the CCS Governing Board.

Each new CCS member shall be subject to a retrospective assessment as stipulated in the CCS Bylaws.

Each new CCS member will be assigned a “buddy” library by the CCS Administrator for the purpose of general staff orientation, preparation and hands-on experience. The new CCS member shall obtain consent of the “buddy library” before contacting the vendor through CCS for the purpose of scheduling any vendor-provided training sessions. The buddy/new library relationship will be coordinated through the CCS Administrator. The buddy library should communicate with the new member on a regular basis to monitor progress and problems. Experienced staff from either the buddy library or the computer room will be available to visit the new member to assist in establishing the best locations for equipment, types of equipment and general setup requirements for going online. The CCS Administrator should also be involved in these recommendations and decisions.

The following information will be provided to a new CCS member by the CCS Administrator, and reviewed with the new CCS member by the “buddy” library:

- Data entry manuals and other documentation
- Interlibrary loan procedures
- All Governing Board Minutes within the last year
- Operational Specifications
- Installation Specifications
- CCS Policies and Procedures
- All other available procedural documentation
- All Technical Group Minutes within the last year

Orientation at the CCS Computer Center will be provided to the new member in a timely fashion.

A new member should establish contact with the following:

- CCS Catalogers Technical Group
- CCS Database Manager
- CCS ILL Technical Group
- CCS Circulation Technical Group
- Other appropriate CCS Technical Groups
- The Governing Board

Date Reviewed 7/25/12

Date Approved 7/25/12

NEW USER LICENSE ASSIGNMENTS

New user licenses will be assigned formally and in writing by CCS computer room staff according to the date of receipt of either a letter of intent (see “New CCS Members: Application and Orientation” step one) in the case of a new member or, in the case of an existing CCS member, a letter of intent or purchase order signed by the library’s representative.

Date Reviewed 7/25/12

Date Approved 7/25/12

OCLC COST APPORTIONMENT

CCS libraries divide OCLC costs by taking the aggregate OCLC billing for all CCS libraries and re-apportioning the total amount based on each library's collection development expenditures during the most recent fiscal year for which the library has filed its Annual Report.

A specific list of inclusions and exclusions is on the attached example worksheet.

Date Reviewed 7/25/12

Date Approved 7/25/12

ORIENTATION AND TRAINING

Libraries accepted for membership in CCS shall not be permitted to input data into the database or to go online for circulation purposes until that library has completed orientation and training.

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Date Approved 7/25/12

PATRIOT ACT

Public Law 107-56, commonly known as the “USA Patriot Act,” became law on October 26, 2001. The USA Patriot Act contains a number of provisions intended to expedite law enforcement. Several sections of the USA Patriot Act may implicate information generated and or retained by CCS and its member libraries, particularly in terms of law enforcement access to library records, and the use of library facilities for surveillance and wiretapping purposes.

CCS and its member libraries are subject to the Illinois Library Records Confidentiality Act (75 ILCS 70/1 *et seq.*) This Act forbids publishing or making public, except pursuant to court order, any information contained in the “registration records” or “circulation records.” For purposes of this Act, a valid subpoena or search warrant would constitute a “court order.”

This Policy refers to some of the provisions of the USA Patriot Act and describes the CCS protocols which are to be followed.

1.

Required Disclosures of Electronic Communications

Under existing federal law, knowing disclosure of the contents of any transmitted or stored electronic communication may be illegal. A number of statutory exceptions already exist, and the USA Patriot Act has created a further exception for “required disclosures” involving law enforcement. These exceptions expand the scope of obtainable materials and the grounds upon which law enforcement officials may obtain and serve authorizations for their disclosure.

If an individual states to a CCS employee that the individual is a law enforcement agent, and requests the CCS employee to provide the contents of electronic communications or any information about users of library materials or facilities of CCS or any of its member libraries, do not disclose any information. Instead, contact CCS Privacy Officer, Richard Shurman; and if no CCS Privacy Officer is available, contact both the Attorney for CCS (currently, Kathie T. Henn, Klein, Thorpe Jenkins, Ltd., Telephone: 312 (984-6424) and the CCS President.

2.

Emergency Disclosures

The USA Patriot Act added a new voluntary disclosure exception for emergency situations. Under this exception, if a provider of electronic communication services reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person justifies the disclosure of certain information, the provider may disclose that information to a law enforcement agency.

If a CCS employee in the course of CCS business operations reasonably believes that the CCS employee has accessed information about an emergency involving immediate danger of death or serious physical injury, contact the local police immediately. After contacting the local police, report that contact and the underlying information immediately to CCS Privacy Officer, Richard Shurman; and if no CCS Privacy Officer is available, contact both the Attorney for CCS (currently Kathie T. Henn, Klein, Thorpe Jenkins, Ltd., Telephone: 312 (984-6424) and the CCS President.

3.

Computer Trespass

Under the USA Patriot Act, owners or operators of electronic systems may authorize federal law enforcement agencies to investigate computer trespass. A “computer trespasser” is defined as the person who accesses a protected computer without authorization and, thus, has no reasonable expectation of privacy in any communication transmitted to, through or from the protected computer.

Any CCS employee who knows or believes that the CCS computer system has been compromised by a computer trespasser should first report this information to CCS Privacy Officer, Richard Shurman. If the CCS Privacy Officer would like to have a law enforcement agency investigate the matter, the CCS Privacy Officer will either contact the law enforcement agency or decide which CCS employee should do so.

4.

General Protocols

The following protocols are applicable generally with respect to the USA Patriot Act:

- If anyone claiming to be a law enforcement official approaches a CCS employee to request information, do not disclose any information to that individual. Immediately contact a CCS Privacy Officer.
- The CCS Privacy Officer will ask to see official identification of the alleged law enforcement official, and will make a photocopy of the alleged official’s ID.
- If anyone claiming to be a law enforcement official presents a subpoena or a search warrant, do not provide any information whatsoever. Instead, the CCS employee should direct that person to a CCS Privacy Officer or to the employee’s Supervisor or Department Head.
- The CCS Supervisor, Department Head or Privacy Officer will make a photocopy of the subpoena or search warrant (and of the law enforcement official’s ID), and then will contact both the Attorney for CCS (currently, Kathie T. Henn, Klein, Thorpe Jenkins, Ltd.; Telephone: 312 (984-6424) and the CCS President.
- CCS Attorney will examine any subpoena or court order for its validity, including the manner it was served on CCS, the breath of its request for information, its form, and whether there was sufficient showing of good cause made to the court. If a defect exists, the CCS Attorney will advise the CCS Administrator or designee. The CCS Attorney will determine whether it is appropriate to request the court that issued the subpoena or court order to enter its protective order keeping the CCS information confidential and limited to use in the particular case, with access thereto restricted to those law enforcement officials directly involved in such case.
- CCS will provide information strictly in accordance with the terms of the subpoena or court order, and will not provide any information not specifically requested therein.

PERSONAL INFORMATION PROTECTION

CCS will take all measures reasonably necessary to protect the security, confidentiality and integrity of “personal information” as defined in the Personal Information Protection Act, 815 ILCS 530/1 et seq.*

Any suspected breach or compromise of the security (as defined in 815 ILCS 530/5) of CCS data which contains personal information shall be investigated promptly by the CCS Administrator. Using personal information for a purpose unrelated to the business of CCS, and making personal information available in order to further disclosures that are unauthorized by 815 ILCS 530/5, also constitute breaches or compromises of the security of CCS data.

The CCS Administrator may consult with local law enforcement officials and/or CCS’s Attorney before making a determination as to notifying the affected individuals that there has been a breach of CCS data which contains personal information.

If notice to the affected individuals is appropriate, notice shall be given in accordance with the Personal Information Protection Act. “Personal information” means an individual’s first name or first initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted or redacted:

- Social Security number
- Driver’s license number or State identification card number
- Account number or credit or debit card number, or an account number or credit card number in combination with any required security code, access code, or password that would permit access to an individual’s financial account

No CCS employee (other than the CCS Administrator) shall contact any individual about a suspected breach or compromise of the security of CCS data which contains personal information. Every such security-related incident must be reported immediately to the CCS Administrator.

“Personal information” does not include publicly available information that is lawfully made available to the general public from federal, State or local government records. 815 ILCS 530/5

Date Reviewed 7/25/12

Date Approved 7/25/12

PRE-RELEASE TESTING

CCS will not participate in pre-release Alpha or Beta testing without Governing Board approval.

Date Reviewed 7/25/12

Date Approved 7/25/12

PUBLIC PARTICIPATION AND COMMENT AT MEETINGS

Pursuant to 5 ILCS 120/2.06(g), the Governing Board of Cooperative Computer Services (“CCS”) Library encourages and welcomes public participation and input at all CCS meetings, and will allow any interested individual to speak at CCS meetings pursuant to the guidelines outlined in this policy. The purpose of this policy is to ensure that interested individuals are allowed time to address the Governing Board or, as appropriate, the CCS Executive Committee, while permitting the Governing Board or Executive Committee to conduct its meeting in an efficient and effective manner.

Therefore, during each regular meeting a period of time, not to exceed 15 minutes, will be devoted to concerns presented by the public. Before speaking at a CCS meeting, the members of the public are urged to seek solutions to their concerns through administrative channels.

The following guidelines shall govern members of the public who intend to speak at a CCS meeting:

- Members of the public wishing to speak are asked to sign up with the CCS Administrator or designee before the start of the CCS meeting, stating their name, address and the topic on which they wish to speak. If applicable, the individual will indicate any organization or association on whose behalf the individual will be speaking. NOTE: Members of the public will not be allowed to discuss individual personnel issues or confidential patron matters, and the individuals’ concerns or comments should be limited to CCS business. No public comments shall be heard on behalf of or opposed to a candidate for public office, or on any matter that may be subject to discussion by the Governing Board or Executive Committee in closed/executive session in accordance with the Open Meetings Act.
- Public participation and comment will be permitted only during the “Public Comment” portion of the Agenda.
- The Governing Board President or person presiding over the CCS meeting will ask if anyone wishes to address the CCS meeting and will determine the order in which the speakers are to be recognized.
- The time allowed for each person to speak will be not more than five (5) minutes unless the Governing Board President or the person presiding over the meeting grants an extension of time. Speakers must adhere to the time limit allocated and should be brief and to the point.
- Speakers must identify themselves, their residence address, topic(s) and group affiliation, if any, before speaking.
- Speakers may provide written copies of their remarks to the Governing Board or Executive Committee. Requests to append written statements or correspondence to the

CCS meeting minutes are not favored as CCS meeting minutes are a summary of the official discussion and actions. Written materials presented to the Governing Board or Executive Committee must be included in the CCS files, but they will not be attached to the meeting minutes.

- Groups of speakers are requested to designate a single spokesperson.
- Members of the CCS Governing Board or Executive Committee will generally not respond to comments from speakers. The Governing Board President or other presiding officer may, however, respond if appropriate and, for example, direct speakers to the appropriate CCS staff member for assistance. Issues requiring possible action by the Governing Board or the Executive Committee may be added to a future CCS agenda. Issues that may need to be addressed by the CCS Administrator will be duly noted.
- Abusive, profane, frivolous, harassing and/or repetitive comments and/or personal attacks will not be permitted and shall promptly be ruled out of order by the Governing Board President or other presiding officer.
- Individuals addressing a CCS meeting must at all times adhere to CCS policies and other rules as may be necessary or appropriate for the efficient and orderly conduct of the meeting.

The Governing Board vests in the Governing Board President or presiding officer the authority to terminate the remarks of speakers who fail to adhere to the above guideline.

All public comment shall be addressed to the Governing Board or Executive Committee as a whole, and no comments shall be addressed to individual members of the Governing Board, Executive Committee, CCS staff or other members of the public.

There shall be no debate or comments by members of the public on any matters raised in the public comment portion of the CCS meeting. The Governing Board or Executive Committee may, however, refer any matter of public comment to the CCS Administrator, CCS staff, or another appropriate agency for review, or may place the matter on a subsequent agenda for discussion.

No final action may be taken on any public comment or concern which requires a CCS resolution or a written contract, or which has the effect of approving any expenditure of funds. The Governing Board or the Executive Committee may, however, direct that any matter raised on these subjects be set for a future agenda, including the preparation of resolutions or other documents for consideration at such time.

Date Reviewed 7/25/12

Date Approved 7/25/12

RECIPROCITY IN RESOURCE SHARING

Reciprocity in interlibrary loan requests and loans is encouraged.

CCS libraries that place ILL restrictions on specific Item Types are responsible for informing CCS and CCS member libraries of these restrictions.

Date Reviewed 7/25/12

Date Approved 7/25/12

RECORD RETENTION

SECTION 1: Definitions.

"Public record" means any book, paper, map, photograph, digitized electronic material, or other official documentary material regardless of physical form or characteristics, made, produced, executed, or received by Cooperative Computer Services ("CCS") or any officer thereof pursuant to law or in connection with the transaction of CCS business, and preserved or appropriate for preservation by CCS, or any successor thereto, or any officer as evidence of the organization, function, policies, decisions, procedures, or other activities of CCS, or because of the informational data contained therein. Reports and records of the obligation, receipt and use of public funds, including certified audits, management letters and other audit reports made by certified public accountants and presented to the Governing Board of CCS are "public records". "Public record" does not include library material made or acquired and preserved solely for reference purposes, extra copies of documents preserved only for convenience of reference, and stocks of publications and of processed documents. Paper copies of registration records, as defined in Section 1 of the Library Records Confidentiality Act (75 ILCS 70/1), shall not be considered public records once the information contained in the paper registration records is transferred into a secure electronic format and checked for accuracy.

SECTION 2: Application of Freedom of Information Act.

Records and reports prepared or received by CCS shall be covered by the provisions of the Illinois Freedom of Information Act.

SECTION 3: Storage of Records.

The records of CCS shall be kept at the official place of business of CCS, or at a designated site for the storage of official CCS records. No records made or received by or under the authority of, or coming into the custody, control, or possession of CCS or any officer thereof shall be mutilated, destroyed, transferred, removed or otherwise damaged or disposed of, in whole or in part, except as provided bylaw.

SECTION 4: Storage of Public Records.

Except as otherwise provided by law, no public records of CCS shall be disposed of by CCS or any officer thereof unless the written approval of the appropriate Local Records Commission is first obtained. The regulations of the Local Records Commission shall be binding on CCS and its officers.

SECTION 5: Disposition of Non-Record Materials.

Non-record materials or materials not included within the definition of public records as set forth in this Policy which are in the possession of CCS may be destroyed at any time without prior approval of the Local Records Commission.

SECTION 6: Disposition of Public Records No Longer Having Administrative, Legal or Fiscal Value and That Have Been Held for the Required Retention Period.

The CCS Administrator shall submit to the Local Records Commission, in accordance with regulations of the Commission, lists or schedules of public records of CCS in the custody of the CCS Administrator that are no longer needed in the transaction of current business and that do not have sufficient administrative, legal or fiscal value to warrant their further preservation. The CCS Administrator shall also submit lists or schedules proposing the length of time each records series warrants retention for administrative, legal or fiscal purposes after it has been received by CCS. Attached hereto and incorporated by reference herein as Exhibit A is the CCS Record Retention Schedule.

Date Reviewed 7/25/12

Date Approved 7/25/12

REPORTS SECURITY

Computer-compiled-and-generated notices and reports for a library whose data the report contains must be requested by an employee of that library and will be sent only to the library. The data will not be made available for downloading by any third part, with the exception of the vendor for diagnostic purposes.

Each member library agrees to notify CCS immediately via telephone and a written instrument if there is any reason to believe there has been a security breach. Each member library further agrees to cooperate with any investigation that is requested by CCS or any outside person or agency alleging any violation of access to a member library's individual data. CCS shall have the right to turn over any evidence of unethical or illegal conduct discovered in the course of any such investigation, or discovered in the routine operation and maintenance of the CCS services and components, and to make copies of material anywhere in storage on its network for use in any such investigation.

Each member library agrees to indemnify, hold harmless and defend CCS from any legal action which results from any improper use of the Internet access or from breach of this policy.

Date Reviewed 7/25/12

Date Approved 7/25/12

REREGISTRATION OF BORROWERS WITH ONLINE DELINQUENCIES

If a patron presents himself or herself at a CCS member library for registration, and a check of the CCS database indicates that the patron is already on file with delinquent status or outstanding obligations to his or her previous home library, the new library may direct the patron to resolve the obligations before a reregistration is performed.

Date Reviewed 7/25/12

Date Approved 7/25/12

SYSTEM MAINTENANCE

A. Emergency Maintenance

When problems occur with the central servers or application software, help should be sought from the provider even when it is separately billable.

B. Planned Down Time

Whenever it is possible, CCS will attempt to schedule planned down time for such reasons as preventive maintenance or upgrades so that it minimizes conflict with peak operating hours, even when such scheduling means paying the provider for after-hours field service.

Date Reviewed 7/25/12

Date Approved 7/25/12

TERMINATION OF MEMBER LIBRARIES

General Considerations

When a CCS Member Library terminates its CCS membership, CCS does not act as an intermediary between the terminating Member Library (hereinafter referred to as the “terminating member”) and its new computer vendor. CCS will not formulate, make independent decisions, or execute autonomously a terminating member’s data conversion strategy. CCS’s function is to help the terminating member and its computer vendor to articulate a data conversion strategy and related tasks with sufficient accuracy and specificity to accomplish the terminating member’s goals. CCS will advise, review communications and suggest possible clarifications, so that CCS can help minimize the chance of errors and avoid problems. As a matter of mechanics, CCS’s own vendor also requires that requests for database manipulation emanate from CCS, not from a Member library or a terminating member, so CCS must sign off on such requests and communicate them to CCS’s vendor on behalf of the terminating member.

All communications about expectations, responsibilities, concerns or requests by the terminating member to CCS must be in writing, including specifications for data extraction or manipulation, requests for printouts or lists, purge criteria, etc.

CCS requires each terminating member to submit a copy of its migration plan as it pertains to CCS, as complete as possible, as soon as possible, including tasks, a time frame and proposed dates.

A terminating member must also submit to CCS a memo (hereinafter referred to as the “Memo”), for distribution to other CCS Member Libraries, no later than sixty (60) days before the effective date of the terminating member’s termination, setting forth specific details about how circulation and ILL procedures, etc., will be affected. An example from the Cook Memorial Library is attached, for the purpose of illustrating topics which should be addressed. The specific procedures mentioned in this example are not recommended in all cases.

The terminating member must notify CCS in writing about billing changes, equipment to be removed from maintenance coverage, data circuits to disconnect, etc. Such notification must comply with the applicable deadlines for modifying billings to CCS from third parties. It is the obligation of the terminating member to obtain the appropriate information from CCS about such deadlines in specific cases, and about contractual requirements, such as termination payments for data circuits.

Data Extraction

The terminating member must designate a contact person, specifying such person’s name, phone number, fax and email address. CCS will create an email distribution list for those involved in the migration at (a) the terminating member, (b) CCS and (c) the terminating member’s computer vendor, but in all cases the terminating member’s designated contact person is responsible for requests, etc.

The terminating member must advise CCS in writing as to the terminating member’s expectations and schedules for how and when data should be extracted, media, destination, updates, printouts, etc., so

CCS can review these expectations and ask questions and/or make suggestions. CCS will provide a packet of informational guidelines for upfront review by a terminating member and/or its computer vendor. These informational guidelines will indicate the types of files and records, record formats and criteria available for data extraction, related data files, methods/media available, etc. These informational guidelines are subject to the confidentiality requirements of CCS's vendor.

Specific necessary lead time for data extraction is situational. CCS encourages maximum advance notification. CCS will make reasonable efforts to meet the terminating member's timetables, subject to CCS meeting the priorities and the general interests of CCS's membership in the event of scheduling conflicts, and to make reasonable effort to perform work related to terminating libraries during regular hours.

The terminating member is responsible, with optional but recommended assistance from CCS, for formulating a request for a quotation from CCS's vendor for any data manipulation which cannot be done by the CCS staff. CCS will sign off on the terminating member's request and communicate it to the CCS vendor.

The terminating member is responsible for all costs associated with the transfer of data from CCS to the terminating member's new system, and for changes to the CCS database which are a direct result of such termination, including, but not limited to, any overtime pay for CCS staff necessitated by data extraction for the terminating member; storage media; shipping costs; and any data manipulation by CCS's vendor to clean up the terminating member's data, including the timely removal of the terminating member's items and unique title data from the CCS database. Approximate costs for the terminating member may range from \$1,500 to \$5,000.

OCLC Issues

The terminating member is responsible for notifying the ILLINET/OCLC Services Office of its effective date of termination. OCLC can be consulted for its services to store database activity and deliver machine-readable products for the terminating member's independent database in a customized manner.

The terminating member must notify the CCS Administrative Secretary of its anticipated last day of JED/OCLC use, and also of the terminating member's actual last day of JED/OCLC use. JED/OCLC billing adjustments must be anticipated so that budgeting and accounting software can be updated. JED/OCLC billing to the terminating member will cease at the correct time.

Copies of correspondence between a terminating member and OCLC or the ILLINET Office at the State Library which pertain to CCS and/or the JED OCLC profile must be promptly delivered to the CCS Database Manager.

Other Data Considerations

The terminating member must shadow, remove or convert all its on-shelf items to non-holdable, as soon as possible after the date on which the terminating member is no longer circulating such items via CCS, and, in all events, not later than thirty (30) days after the said date, so that such items will not be stuck at In Transit status. Access to CCS will be provided for this purpose at no charge to the terminating member, and for the deletion of all the terminating member's items and related information from the

CCS database. Such access will be provided within a period of time mutually agreed upon by CCS, CCS's vendor and the terminating member.

The terminating member must resolve all its open holds for its patrons in the CCS database. Such resolution may involve a request to CCS's vendor (for which the terminating member will be financially responsible), manual cancellation, re-faxing, etc. A plan and time frame must be incorporated into the Memo (referred to in the fourth paragraph under Paragraph No. 1 ("General Considerations") above.

The terminating member must also notify the CCS Database Manager of the effective date of its termination and other timetables pertinent to the CCS Bibliographic Database Management Model. Compliance with the Model and commitments to fully enter and upgrade MARC records must be reviewed by the terminating member and the CCS Database Manager.

General Responsibilities

Each terminating member remains obligated for its share of CCS group commitments made before its decision to terminate, e.g., for its share of client licenses, and OCLC cataloging charges.

A terminating member must phase out its ongoing participation in CCS consortial group database subscriptions, as follows:

- A monthly administrative fee of \$50 per discount program in which the terminating member participates through CCS will be billed to the terminating member, for each month or part thereof between the effective date of termination and the renewal date for the contract with the vendor for the discount program. This fee, which may be modified from time to time, reflects possible overhead to CCS for administering and supporting the product; and
- Effective upon the contract renewal date following the effective date of termination, a terminating member may not participate in CCS consortial discount programs.

The Administrator of a terminating member must participate in an exit interview with the CCS Executive Committee prior to the effective date of termination.

Nothing in these Guidelines shall be construed in such manner as to contravene or supersede the CCS By-Laws, the pertinent provisions of which are incorporated herein by reference.

Date Reviewed 7/25/12

Date Approved 7/25/12

THIRD PARTY PRODUCT INTEGRATION

When a CCS member library plans to acquire a product for integration with the Integrated Library System (ILS) supported by CCS, every reasonable effort should be made to verify that the product is certified by the ILS vendor.

There are three reasons why this is advantageous for both the library and CCS:

- The third party vendor will have access to the ILS source code and test bed, making it less likely that ILS upgrades will be problematic and more likely that the product will be as tightly integrated and robust as possible.
- Troubleshooting will be better integrated with both vendors standing behind the product.
- Certification may allow for increased functionality for the add-on product.

When a library is pursuing possible product integration with the ILS provided by CCS, the library should determine the status of certification (working with the CCS staff as necessary) before making the decision to purchase or license the product. When selecting a certified option is feasible, it is strongly encouraged. If certification is not possible or practical, CCS staff will make the purchasing library aware of the possible limitations of integration.

CCS cannot assure the successful integration of products that are not certified by the ILS vendor.

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USER LICENSES

The charge to a member library for each additional ILS (Integrated Library System) user license shall be \$1,500, to accrue to the Development Fund.

If CCS faces a limitation on the number of available user licenses, the following priorities for the available user licenses should be followed:

First priority: Central site user licenses needed for collective functioning.

Second priority: User licenses enabling a current CCS member library to go online for circulation, including the necessary file building.

Third priority: User licenses enabling current CCS member libraries to expand their ability to function at existing levels, e.g. data entry, additional circulation stations, additional public stations, etc.

Fourth priority: User licenses enabling current CCS member libraries to expand their automated functions.

Fifth priority: User licenses for new members.

A purchase order shall be the necessary instrument to reserve one or more user licenses.

Lack of availability will be indicated to the requesting CCS member library within one week of receipt of the purchase order by CCS.

Within the above priority structure, availability of user licenses shall be on a first come, first served basis.

If the CCS Administrator detects the likelihood that the priority system must be used, he or she will inform the CCS President so that timely notification may be given and any collective action taken. Timely notification will also be given when it is possible to lift priority-based restrictions on availability.

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VARIANT MEMBER HOURS

Total staff costs, including those resulting from variant member operating hours, will be divided among the CCS members, subject to periodic review, with the following exceptions:

- Requests to have the computer room services available on other special days when the computer room is otherwise not staffed should be directed to the CCS President, who will present the request to the Executive Committee.
- Payment for staff working variant hours will be governed by the CCS Personnel Code.

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WORKFLOWS IN WIRELESS ENVIRONMENTS

Summary: At the request of the Maintenance Coordinators group, the CCS policy limiting the use of Symphony Workflows over wireless networks was reviewed recently. While it is prudent to continue to proceed with caution, technology has progressed to a point where proper configuration can minimize risks. This proposed policy addresses safeguards that should be put in place in conjunction with wireless deployments, and specifically cites the need for a wireless vulnerability assessment, up-to-date network diagram, and assurances that precautionary network practices are in place. We also address practical matters to get projects underway.

We propose to proceed first on a trial basis with the deployment of wireless access for one library, then we will be able to schedule work with libraries more broadly and incorporate lessons learned.

Policy proposal: CCS proposes the following policies for libraries planning deployment of Workflows on wireless networks.

A library wishing to implement Workflows over wireless should contact the CCS Computer Room (Linda Zaleski or Frank Correa).

To begin, the library must submit to CCS an up-to-date network diagram and also include the planned wireless capability. Some precautions that CCS will be looking for are (but are not limited to): hardware running current industry standard protocols, staff wireless separate from public wireless, wireless Workflows only on a separate segment, a separate line for staff wireless, radius authentication, and a policy ensuring that no personal devices are connected on the staff Workflows wireless segment (except personal devices that are library provided for library purpose, belong to the library and stay in the library). In addition, laptops used by the public should not have Workflows loaded. The library and CCS will review the plan jointly for adjustments.

The library must also, as a basic precaution, have a wireless vulnerability assessment by a qualified agency at the beginning of the deployment and then annually (more if something changes drastically in the network). An annual security assessment has become a best practice for networks. The person(s) or company that implements and maintains the library network should be different from the agency doing the assessment.

If the library fails to satisfy the vulnerability assessment or insecure practices are detected, this could result in CCS blocking the wireless segment from the network with notification to the library. CCS would always attempt to notify the library. However, in an emergency situation, CCS could act to block the segment and then notify the library. The intent is that pre-emptive measures taken should prevent these situations from ever occurring, but it needs to be stated.

Vendors: In terms of a possible agency to do the security assessment, we have consulted Prairie Technology and feel they understand the needs of the individual libraries, while also understanding the needs to protect the network shared by all the libraries. A sample of their statement of work can be obtained from the Computer Room and is attached. Other certified consultants making a similar assessment would be acceptable. The intent is that the library's

normal network engineers or consultants would be in charge of the deployment - we are not making any recommendations on that front (but we can if you need a recommendation).