AGENDA Regular Meeting TULELAKE CITY COUNCIL

April 01, 2025 5:30 PM

Dial in Number: 712-432-3900 - Conference id: 419973 #

If you are unable to attend in person, join the meeting by dialing the number listed above and entering the Conference ID No.

- 1. Call to order the regular meeting of April 01, 2025.
- 2. Pledge of Allegiance
- 3. Approval of the March 18, 2025, regular meeting minutes. Discussion/Action.
- 4. Approval of the payments of bills. Discussion/Action.
- 5. Comments from the public.

This is the time set aside for citizens to address the Council on matters not on the agenda. Comments should be limited to matters within the jurisdiction of the Council. If your comment concerns an item on the agenda, please address the Council after that item is open for public comment. By law, the Council cannot discuss or act on matters that are not on the agenda. The mayor reserves the right to limit the duration of each speaker to three (3) minutes. Speakers may not give their time to others.

- 6. Discussion and approval of having a free clean up day for the City. Discussion/Action. (Director of Public Works)
- 7. Approval of hiring Marco Medina full-time for Public Works. Discussion/Action. (Director of Public Works)
- 8. Discussion and possible approval of raising the Miscellaneous Fees in the City. Discussion/Action. (Mayor Cordonier/Director of Public Works)
- 9. Discussion regarding RKC stipend for Tulelake Library. Discussion/Action. (Council Member Cordonier)
- 10. Possible approval of purchasing a new computer for the Tulelake Library. Discussion/Action. (Library Manager)
- 11. Appoint a negotiating committee for Northstate Packaging, Inc. to lease the warehouse. Discussion/Action. (Interim City Hall Administrator)
- 12. Closed Session: Negotiation of 2 Ray Oehlerich Way Lease. Discussion/Action. (Mayor Cordonier)
- 13. Announcement of Closed Session.
- 14. Possible approval of lease for 2 Ray Oehlerich Way property. Discussion/Action. (Mayor Cordonier)
- 15. Department Head updates. Discussion/Action.
 - a. Chief of Police, Tom Hoy
 - b. Chief Resilience Officer, Jenny Coelho
 - c. Interim City Hall Administrator, Aissa Martinez
 - d. Director of Public Works, Jose Perez
 - e. Finance Director, Will Sargent

COMMENTS FROM ADMIN AND STAFF:

- 16. Comments from City Engineer
- 17. Comments from City Attorney
- 18. Comments from City Building Inspector (Steve Sluss)
- 19. Comments from Library Branch Manager (Kaylee Wood)
- 20. Comments from Police Officer (Jorge Ruiz)
- 21. Comments from City Treasurer (Sara Luscombe)
- 22. Comments from City Administrative Clerk (Cecilia Alvarado)
- 23. Comments from Assistant City Admin (Christian Marquez)
- 24. Comments from Council Member Henry Ebinger
- 25. Comments from Council Member Margie Cordonier
- 26. Comments from Council Member Teresa Williams
- 27. Comments from Council Member Bryan Hendricks
- 28. Comments from Council Member Tom Cordonier
- 29. Adjournment

Meetings are held in the Council Chambers at City Hall located at 591 Main Street, Tulelake, CA 96134.

Parties with a disability as provided by the American Disabilities Act who require special accommodations or aids to participate in a public hearing should make the request to City Hall Staff at least 48 hours prior to the meeting.

The City Attorney, Margaret Long, may appear by telephone from 2240 Court Street, Redding, CA 96001 (530) 691-0800.

The City Finance Director, Will Sargent, CPA, may appear by telephone from 125 Riverside Drive, Klamath Falls, OR 97601 (541) 882-2668.

MINUTES Regular Meeting TULELAKE CITY COUNCIL March 18, 2025 - 5:30 PM

Before the meeting, Mayor Cordonier announced that item #12 was going to be replaced with approval of Resolution 25-04.

Mayor, Tom Cordonier called the meeting to order at 5:32PM. Mayor Pro Tem Bryan Hendricks and Council Members Henry Ebinger, and Margie Cordonier were present. Also in attendance were City Treasurer, Sara Luscombe; Chief Resilience Officer, Jenny Coelho; Director of Public Works, Jose Perez; City Administrative Clerk, Cecilia Alvarado and Assistant City Admin, Christian Marquez. Police Officer, Jorge Ruiz was present via conference call. Those absent were Council Member, Teresa Williams; City Clerk, Aissa Martinez; Finance Director, Will Sargent and Chief of Police, Tom Hoy.

APPROVAL OF THE MARCH 04, 2025, REGULAR MEETING MINUTES

Council Member Cordonier made a motion for the approval of the March 04, 2025, regular meeting minutes. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-45)

APPROVAL OF THE PAYMENT OF BILLS

Mayor Cordonier made a motion to approve paying the bills presented. Mayor Pro Tem Hendricks seconded the motion. All votes were aye. Motion carried. (Motion 25-46)

COMMENTS FROM THE PUBLIC

No comments.

DISCUSSION ABOUT CITY FARM LEASE

Nick Scott commented that he is concerned about his field being farmable due to all the water that was pumped into it. He commented that his rent to the City is due on April 1st and he doesn't know if it's going to be feasible to farm it because a lot of the water will need to be pumped out of the field. Council Member Cordonier made a motion to forgo this next lease with Nick Scott for this year. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-47)

DISCUSSION AND APPROVAL FOR THE MAYOR TO SIGN THE PROCLAMATION FOR CHILD ABUSE PREVENTION MONTH IN APRIL AND HAVE THE CITY OF TULELAKE ADOPT THE PROCLAMATION MAKING A STANCE AGAINST CHILD ABUSE PREVENTION

First 5 Siskiyou Coordinator, Allison Scull, read the Siskiyou Child Abuse Prevention Council Collaborative Proclamation. Council Member Ebinger made a motion for the approval for the Mayor to sign the Proclamation for Child Abuse Prevention Month in April and have the City of Tulelake adopt the proclamation making a stance against Child Abuse Prevention. Council Member Cordonier seconded the motion. All votes were aye. Motion carried. (Motion 25-48)

DISCUSSION ABOUT CITY PIG PENS

Jolene Moxon commented that she received a \$4000.00 check from Klamath County Rotary donated to the City pig pens. She also commented that the pig pens she ordered will arrive in about three weeks. She commented that she would like a Resolution in place before a permanent structure is built. Council Member Cordonier made a motion to direct City staff to create a Resolution for the April 1st Council meeting and review and update the lease agreement. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-49)

APPROVAL OF TASK ORDER NO. 18, FOR GRANT APPLICATION FOR TULELAKE WATERLINE REPLACEMENT, METER REPLACEMENT AND BACKFLOW PROTECTION PROJECT CONSTRUCTION FUNDING

Mayor Cordonier made a motion for the approval of Task Order No. 18, for Grant Application for Tulelake Waterline Replacement, Meter Replacement and Backflow Protection Project Construction Funding. Mayor Pro Tem Hendricks seconded the motion. All votes were aye. Motion carried. (Motion 25-50)

DISCUSSION ABOUT REQUESTING AN OPENING FOR POLICE MOU

Police Officer, Jorge Ruiz, commented that he would like to request for an opening for Police MOU and assign two negotiators for a new MOU. Mayor Cordonier made a motion for him and Mayor Pro Tem Hendricks to be on the negotiating committee for a new Police MOU. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-51)

APPROVAL OF APPOINTING A NEW CITY CLERK

Mayor Cordonier commented that City Clerk, Aissa Martinez, is moving out of City limits and this will be her last month as City Clerk. Mayor Cordonier made a motion to advertise for a new City Clerk and to close the application process on April 14th. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-52)

APPROVAL OF RESOLUTION 25-04, A RESOLUTION OF THE CITY OF TULELAKE CITY COUNCIL ACCEPTING THE 2024 GENERAL PLAN ANNUAL PROGESS REPORT AND APPROVING THE TRANSMITTAL OF THE REPORT TO THE GOVERNOR'S OFFICE OF LAND USE AND CLIMATE INITIATIVE AND THE CALIFORNIA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

City Planner, Rico Tinsman, presented the General Plan Annual Progress Report to the Council. Mayor Cordonier made a motion to adopt Resolution 25-04 accepting the 2024 General Plan Annual Progress Report and approving transmittal of the Report to the Governor's Office of Land Use and Climate Initiative and the California Department of Housing and Community Development. Council Member Ebinger seconded the motion. All votes were aye. Motion carried. (Motion 25-53)

CLOSED SESSION: PUBLIC EMPLOYEE PERFORMANCE EVALUATION

(§54957) TITLE: DIRECTOR OF FINANCE

Council went into Closed Session at 6:17PM.

ANNOUNCEMENT OF CLOSED SESSION

Council returned from Closed Session at 6:40PM. No action was taken.

DEPARTMENT HEAD UPDATES

Chief of Police: Absent.

Chief Resilience Officer: Jenny Coelho commented that she got the slip-on tanker grant submitted last week and it's through the Fire District. She commented that she is going to create a web page for emergency information and plans for the City.

Interim City Hall Administrator: Absent.

Director of Public Works: Jose Perez commented that they are still having issues with the plant. He commented that the ponds are still high. He also commented that they are pumping roughly a million gallons a day towards the field.

Finance Director: Absent.

Aissa Martinez, City Clerk

DJOURNMENT				
	e a motion to adjourn the meeting at 7:07PM. Mayor Pro Tem Hendricks sere aye. Motion carried. (Motion 25-54)		Mayor Pro Tem Hendricks seconded the	

Tom Cordonier, Mayor				
Attest:				

City of Tulelake Posted General Ledger Transactions - City Council Bills to Approve

Name	Document Number	Document Amount	Document Description	Fund Code
ADKINS ENGINEERING AND	61590	1,880.40	SCDRG Well Rehabilitation & Emergency	02
ADKINS ENGINEERING AND	61591	1,327.50	Infrastructure Asset List Update	02
ADKINS ENGINEERING AND	61618	2,287.50	Ciry Hall Parking Lot TO#17	13
BEAR TECHNOLOGIES	25422	87.50	Endpoint Detection & Response	01
BEAR TECHNOLOGIES	25423	410.00	Monthly Server Maintenance	01
CAPITAL ONE SPARK BUSINESS	C1 02/20/2025	9.27	Water for Customer	02
CAPITAL ONE SPARK BUSINESS	C1 02/27/2025	5.57	Bandaids - CH	01
CAPITAL ONE SPARK BUSINESS	c1 02/27/2025 #2	580.00	Fee to fix CH Doors for ADA Compliance	01
CAPITAL ONE SPARK BUSINESS	C1 03/12/2025	198.28	Attorney Training Lunch	01
CAPITAL ONE SPARK BUSINESS	C1 03/13/2025	1,039.97	Repairs on Wastewater Pumps	02
CITY OF WEED	1720		Building Inspector 02/2025	01
ED STAUB & SONS PETROLEUM,	12208810	9.30	Propane - Burn Pit	04
ED STAUB & SONS PETROLEUM,	12217827	22.89	Propane - PW	02
ED STAUB & SONS PETROLEUM,	12219629	78.56	Propane - PD	01
ED STAUB & SONS PETROLEUM,	350176		Fuel - PD	01
ED STAUB & SONS PETROLEUM,	350186	1,062.21	Fuel - PW	02
FIRE SAFE OF KLAMATH COUNTY	8768		Annual Extinguisher Training	01
LANGAN ENGINEERING AND	90028652		Environmental Services Jan 25 - Feb 21,	01
LEAGUE OF CALIFORNIA CITIES	INV-26816-N9B4Z8		Cal Cities Membership	01
METAL MASTERS, INC	MM 03/18/2025		Semi-Annual Maint. for Gas & A/C Systems	01
MT SHASTA TITLE & ESCROW	2710-47039342		Title Patricia Havlina	01
MT SHASTA TITLE & ESCROW	2710-47039378	and engineering on	Title MJM Investments	01
OFFICE TECHNOLOGIES, INC.	51904		Kyocera - CH	01
PACIFIC POWER	41972561-002 8 04/25		Streetlights	11
PACIFIC POWER	41972561-004 4 04/25		C St - Lift Station	03
PACIFIC POWER	41972561-007 7 04/25			01
PACIFIC POWER	41972561-009 3 04/25		470 C St #A	01
PACIFIC POWER	41972561-013 5 04/25		Park St	03
PACIFIC POWER	41998321-001 6 04/25		101 Siskiyou St	02
PACIFIC POWER	41998321-004 0 04/25		Main & E St	01
QUALITY ELECTRIC	030425T		Lift Station Controls	03
	004054		Gate Fees	04
SOLID WASTE SOLID WASTE	004079	846.72	Gate Fees	04
SOLID WASTE	004105	834.12	Gate Fees	04
SOLID WASTE	004103	819.84	Gate Fees	04 ·
SOLID WASTE	004157	753.48	Gate Fees	04
SOLID WASTE	004174	1,310.40	Gate Fees	04
TANK HOLDING CORP.	562654	4,504.50	40 Garbage Cans	04
U.S. CELLULAR	0717241308	172.48	U.S. Cellular - PW	02
UNITED MECHANICAL	250228-010	159.00	General Maintenance for Library	01
VERIZON WIRELESS	6108500734	167.20	Verizon - PD	05
Total Bill Amount	0100000/JT	\$38,398.98		
	Pay Dates: 03/28/2025	Approved at the Regular Meeting		
	03/09/2025-03/22/2025	on April 01, 2025	Fund Account Codes:	
Police Department: (3 Employees)	<i>\$5,309.24</i>		01- General Fund	

City of Tulelake Posted General Ledger Transactions - City Council Bills to Approve

Approval - April 01, 2025:		\$00,043.74		
Total Amount Submitted for		\$60,045.74		
Total Amount of Payroll DD's	<u> </u>	\$21,646.76	13- Local Transportation (TDA)	
(1. p			11- Gas Tax Fund (Streets)	
Council & Elected Officials: (7 persons)	<i>\$2,054.90</i>		05- Police Personnel (COPS Grant)	
City Hall: (5 Employees, including Library & Custodial)	\$4,998.67		04- Enterprise Fund - Garbage	
Public Works: (6 Employees)	\$7,087.09		03- Enterprise Fund - Sewer	
Chief Reslilience Officer (1 Employee)	\$2,196.86		02- Enterprise Fund - Water	

MISCELLANEOUS FEES

Deposit for Utilities – The amount which is twice the monthly amount for the full basic service charges for water, sewer and garbage and any associated fees - \$200

Reconnect Water Service for Non-Payment - \$50

After Hours Call out for Water Reconnection - \$100

After Hours Water Turn Off/On for Customer Repairs - \$50

Water Service Modification (Owner requested water turn off/on) - \$50

Water Service Standby - \$15

Water Meter Tampering - \$100

Utility Account Changes - \$25

Returned Payment (NSF) - \$25

Rural Klamath Connects (RKC) has put out an inquiry with all of the five towns that it serves to see if the Library Managers in each town can help keep information for their town up to date on the RKC website. They are offering a stipend for this work, but the stipend amount has not been decided on yet. Attached is the "scope of work" RKC has put out for all the towns to review.

This would be a bit of work at the beginning and then once we get everything up to date it would just be maintaining information or adding a small amount of information each week.

Estimated time that would be spent on this:

- Start off 5-10 hours
- Maintain 1-2 hours a week

We could ask for a \$2000 stipend and that would cover the wages that would be paid for this project for 1 year.

Community Website Project - Rural Klamath Connects

ruralklamathconnects.com

Work closely with Community Website Project Advocates, City Administrators and Community Builders to help maintain the Rural Klamath Connects website content for the Five Friendly Towns:

Responsibilities:

Work closely with RKC Website Community Advocates:

- Bonanza –
- Malin Kay Neumeyer
- Dorris Theresa Fleming
- Tulelake Aissa Martinez
- Merrill Rayna Hernandez

Directory Content:

- Post each business within your community (or help the business owner post);
 name, address, phone number, hours of operation, specialty, contact
 information, website address if available
- Verify accuracy
- Learn how to add pictures
- Monitor and update directory listing if necessary

Calendar Content

- Identify and post community events with contact information
 - o Annual categorize as reoccurring
- Learn how to scan and post Posters for events

News / Stories Content:

- Add and assist community members to add current news, stories or project information or pictures
- Verify accuracy
- Monitor website, if content has not been updated contact community advocates who will reach out in their community for new content

The Tulelake Library has to replace 4 of the 5 Patron computers in our library so that our computers can process the program that the county has to use to be in compliance with the Children's Internet Protection Act (CIPA). Not being in compliance with this act would make it so our county library program (or our library) would not be able to get any federal or state funding.

Two of the Tulelake Library computers are going to be replaced with some funding our library has from Vestal, and the county has one computer that they are going to let us borrow until we can get enough funding to replace all of our computers but I am asking that the city pays to replace one computer.

1645.85 It costs \$1342.21 to replace one computer and has to be ordered by Siskiyou County IT department and then they bill send us the bill from Dell and we will pay the bill directly.

It is in the Agreement with the county that The City of Tulelake is responsible for providing the computers and technology for our library (highlighted in the MOU with pink) and that the county provides the Technology Backbone (Highlighted in the MOU with blue)

Most afternoons we have more patrons coming in to use computers than the computers we already have, so replacing all of our computers in necessary.

The city does own the outdated computers so we can try to sell them or get rid of them how we best see fit.

MEMORANDUM OF UNDERSTANDING REGARDING COUNTY LIBRARIES AND LOCAL COMMUNITIES

This Memorandum of Understanding is entered into by the Siskiyou County Library of Siskiyou County, California, hereafter referred to as "the County," and Color of Tulclake (name of municipality or service district), California, hereafter referred to as "the Community," on this 17 day of 2023

WHEREAS, County and the Community wish to continue the provision of Library services in communities; and

WHEREAS, due to financial limitations, a new Library structure to provide such services is needed.

NOW THEREFORE, the parties to this Memorandum of Understanding agree as follows:

- Items identified as fixed assets of the County will remain as County property until donated, identified as surplus or otherwise approved for disposal as agreed, by County in writing.
- 2. The County will make provision to provide:
 - 2.1. Technology backbone, which includes:
 - 2.1.1. Communications network connecting all library sites (including telephone and Internet)
 - 2.1.2. Centralized circulation system, including circulation parameters
 - 2.1.3. Catalog of shared library materials, available from any internetconnected computer
 - 2.1.4. Online materials requests
 - 2.1.5. Centralized file of user records, protected by firewall
 - 2.1.6. Updates to the technology backbone, handled centrally
 - 2.1.7. Staff to manage the technology backbone
 - 2.1.8. Routers and other networking communications equipment
 - 2.1.9. Installation of any equipment connected to the network in the community facilities
 - 2.1.10. Book repair
 - 2.1.11. Library specific materials, such as library cards

- 2.2. Distribution center for books and other library materials to be shared by all library locations, which includes:
 - 2.2.1. Print and non-print library materials to be shared freely throughout the county
 - 2.2.2. Rotating collections
 - 2.2.3. Preservation of historical collections
 - 2.2.4. New and gift materials cataloging and processing (as described in Appendix 1, attached hereto)
 - 2.2.5. Centralized purchasing
 - 2.2.6. Negotiation of discounts from book suppliers
 - 2.2.7. Staff for the distribution center
 - 2.2.8. Volunteers for the distribution center
 - 2.2.9. All operating costs for the distribution center
- 2.3. Delivery service between the distribution center and community library facilities
- 2.4. Siskiyou County Library website
- 2.5. Design and provision of training in County Library procedures for community staff and volunteers at a central location and at times such training can be offered as determined by County.
- Coordination and management of programs and grants that are applicable countywide.
- 3. The Community will make provision to provide, at no cost to the County:
 - 3.1. Code-compliant local library space, open to the public, with hours of operation to be determined by the local community
 - 3.2. The Community is responsible for:
 - 3.2.1. Additional furniture
 - 3.2.2. Utilities
 - 3.2.3. Maintenance
 - 3.2.4. Cleaning and restroom supplies
 - 3.2.5. Janitorial service
 - 3.2.6. Trash removal
 - 3.2.7. Insurance
 - 3.3. Staffing
 - 3.3.1. Local customer service volunteers
 - 3.3.2. Background checks for volunteers
 - 3.3.3. Local paid or contract staff
 - 3.3.4. Shelving and re-shelving of circulating materials
 - 3.3.5. Volunteers and paid or contract staff will participate in training provided by the County

- 3.4. Local magazine subscriptions
- 3.5. Technology to use the backbone provided by the County:
 - 3.5.1. Optional self-service checkout machine
 - 3.5.2. At least one Internet-compatible local computers for public access
 - 3.5.3. Maintenance, and supplies for this equipment
 - 3.5.4. Purchase, maintenance, and replacement of any other non-networked local hardware including additional computers, copiers, fax machines, supplies, software, and upgrades are the responsibility of the community
- 3.6. Collection of overdue fines and other library service fees, such as printing and copying, are to be kept for local use (as described in the Fees Schedule in Appendix 4, attached hereto)
- 4. The Community agrees to share the materials held in its location with the users of other community libraries in Siskiyou County, using the County-provided circulation and delivery systems.

Policies for sharing are subject to discussion by the Siskiyou County Library Coordination Committee (described in Appendix 2, attached hereto).

5. In case of technology failure:

The County is responsible for:

- 5.1. The countywide online checkout, catalog, and patron record system
- 5.2. Problems covered under the self-check warranty agreement
- 5.3. Routers and other networking communications equipment
- 5.4. The County Library website
- 5.5. County software

The Community is responsible for:

- 5.6. Replacing the self-checkout machines
- 5.7. Laptop and desktop computers not managed by County IT
- 5.8. Copiers
- 5.9. Printers
- 5.10.Local software

- 6. Basic procedures for reporting technology failures and other service and support requests to the County Library Distribution Center (described in Appendix 3, attached hereto).
- 7. The County and the Community agree to participate in the County Library Coordination Committee (described in Appendix 2, attached hereto).
- 8. The County can accept funds from either the Community or its Friends of the Library group to help coordinate purchases of library materials and supplies.
- 9. The County Librarian will work with the Library Council to formulate cooperative library policies on countywide services. Access to the catalog's circulation database to perform library service functions will be granted to County and Community staff and volunteers that follow these policies.
- 10. In the event of a catastrophic event, the County's insurance will cover materials identified in the County's Insurance policy.

Items not covered by County insurance will be the responsibility of the Community.

11. The term of this agreement shall be from July 1, 2022 and be extended in writing by both parties every four (4) years. Either party may terminate this Agreement upon thirty (30) days written notice to the other party.

execute this agreement and to bind the Party on whose behalf his/her execution is made. License No.: (Licensed in accordance with an act providing for the registration of contractors) Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.) TAXPAYER I.D. APPROVED AS TO LEGAL FORM: Edward J. Kiernan, County Counsel APPROVED AS TO ACCOUNTING FORM: Account Fund Org If not to exceed, include amount not to exceed: Encumbrance number (if applicable): Diane Olson, Auditor-Controller APPROVED AS TO INSURANCE REQUIREMENTS:

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the

dates set forth below, each signatory represents that he/she has the authority to

Melissa Cummins, Risk Management

CATALOGING AND PROCESSING FOR NEW AND GIFT MATERIALS

Acquisition and Processing

- Notify central processing of pending orders to facilitate the scheduling of processing workload
- 2. Large orders may need to be processed in coordination with new materials purchased by other locations
- 3. Processing turn-around time will vary based on the availability of staff and volunteers
- 4. Limits on the volume of materials submitted for processing will be necessary if backlogs develop

Materials will be processed based on these priorities:

- 1. Materials Purchased centrally with budgeted funds
- 2. Materials Purchased with local funds
- 3. Materials Donated/gift materials that meet the evaluation guidelines

Collection Development guidance will be available to the communities that request assistance.

If the local community decides to keep local materials for local circulation only, those materials will not be serviced by the backbone.

SISKIYOU COUNTY LIBRARY COORDINATION COMMITTEE

A Siskiyou County Library Coordination Committee will be established. This Committee will be a forum for discussing local community needs and priorities with respect to:

- 1. Customer service practices, such as checkout lengths and fine rates, so that such practices will be consistent
- 2. Communications across the County
- 3. Communications with County government officials
- 4. Countywide programs and events such as Summer Reading Program
- 5. Countywide grant opportunities
- 6. Technological upgrades
- 7. Issues arising under this Memorandum
- 8. Any future menu of optional contract services, such as children's programming or reference services, from which the Communities may select and fund, if so desired

It is understood that in order to receive the benefits of the library system, some countywide customer service rules will need to be defined. The Coordination Committee will coordinate the implementation of such rules.

The Coordination Committee will consist of the County Librarian and one representative designated by each Community participating in the County Library system.

SERVICE AND SUPPORT REQUESTS

- Service and support requests may be submitted by authorized personnel only. Authorized personnel include any paid staff or volunteer who has completed County-provided training in library circulation and reporting processes.
- At the completion of the training of authorized personnel, the process for submitting service and support requests will be provided, including: email address, telephone numbers, and a web site link, and the coverage schedule for support staff.
- 3. Service and support requests will be answered by the following business day.

FEES SCHEDULE

Overdue Fees		
Reference material	\$0.50 per day (\$3.00 maximum)	
Interlibrary loans	\$0.50 per day (\$3.00 maximum) (Plus applicable charges from lending library, if any)	
All other item (i.e., books, magazines, etc.)	\$0.20 per day (\$3.00 Maximum)	

Replacement Fees		
Cataloged items	Retail price (as indicated in the library database)	
If retail price is not liste	ed in library database, then as follows:	
Books: Adult	\$20.00	
Books: Young Adult and Children	\$15.00	
Magazines	\$5.00	
Board books	\$7.00	
Audiobooks	\$30.00	
DVDs	\$30.00	
Reference materials	Cost of replacement	
Interlibrary Loan materials	Charge set by lending library	
Processing fee to replace item	\$5.00 per item	

Additional Fees	
Computer Printouts and Copies	Determined by local branch (Suggested \$0.20 per page)
Microfilm Research	\$10.00 per hour (1 hr. min.)
Returned Check Fees (Non-Sufficient Funds)	\$20.00 per check
Room Use	\$10.00 per hour for non-library events (subject to availability)
Library card replacement fee	\$1.00
Replace broken Audiobook cases	\$4.00
Replace broken DVD cases	\$2.00