

SAUCON VALLEY LIBRARY TASK FORCE MEETING

Date: Thursday, October 13, 2011
Time: 5:00 PM
Location: Lower Saucon Township

Present: Lower Saucon Township: Jack Cahalan, Tom Maxfield, Kim LaBrake, Mike Karabin, Cathy Gorman
Hellertown Borough: Rev. Lamar Handwerk, Cathy Kichline
Hellertown Area Library: Jessica Goedtel, Robin Rotherham, Allison Finkbeiner
Guest: Jim Hollinger, PA Office of Commonwealth of Libraries, Harrisburg

Committees:

Demographic/Statistics:

Alison Finkbeiner
Lynn Koehler
Jessica Goedtel

Building:

Kim LaBrake
Joe Pampanin
Mike Evangelista

Technology:

Gail Nolf
Mike Karabin
Jack Cahalan

Finance:

Reverend Lamar Handwerk
Tom Maxfield
Cathy Gorman
Tina Krasnansky

1. Approval of Minutes from September 8, 2011 meeting – Cathy Kichline said she was at the meeting. Allison Finkbeiner said she was not at the meeting. Jack said he will make the changes and they will be put on the website. Motion for approval of the September 8, 2011 minutes, with changes. All in favor.
2. Jim Hollinger – District Library from Harrisburg

Kim said we invited Jim to come and give an overview of what the current codes are and field some questions from the committees on how it affects what we are looking at right at this moment.

Jim said his title is Chief of the Division of Library Improvement. The Office of Commonwealth Library is a small part of the Department of Education. There are two bureaus. One is the State library itself and the other is the Bureau of Library Development and their charge is providing funding for libraries, technical assistance, continuing education, support, advisory services, grants, things like that. Basically there are two pieces of law. One is the library code, which was enacted in 1961 and then there are regulations which try to implement policies and laws in the library code itself. Coincidentally, there is a Senate bill out now to revise the library code, Senate Bill 1225. We'll see where that goes. The code has been around for quite a while. That really established the State aid program for libraries. Any time money goes out, there are standards attached to it. Just generally, the purpose of State aid is not only local funding of libraries, but supplement local funding and extend and improve library services. Roughly 97% of the citizens of Pennsylvania have access to the public library service. About 3% of the population and the 3% has stayed pretty steady over the years and it does not have pre-access of the library service. Some of the areas are in some of the more distressed counties. There are pockets of unserved population in this area and it's kind of like that all over. There's no easy way to address that issue. When there's no local funding, then there's no local library service and that's where these problems pop up.

Jim said he wanted to talk specifically about the issue here talking about what kind of library service there is for Lower Saucon Township and he knows one of the issues you are looking at is having the possibility of Hellertown serving the residents of Lower Saucon Township. He thought it might be helpful to look at that scenario and what would that do, and how might it change the standards of Hellertown's specifically and what they would be required to meet. A lot of the standards tend to be driven by population, per capita, that kind of thing. He did want to put down controversies of the service area. The state librarian is the arbiter of controversies over a disagreement in library service area and certainly that is a potential issue that

could crop up. The first standard that is a service standard and that has to do with the number of hours open, population of more than 7,000, which would happen obviously if Lower Saucon were part of the Hellertown service area. The library would have to be open 45 hours a week and you already open up 47 hours. Periodical titles are another standard that's driven by population. Population between 10,000 and 25,000, which again would come into play if the Township joined Hellertown. There would be a minimum number of titles which would be 50. You realize this was written in the 1960's before there were online data bases and things like that. Having 50 hard subscriptions in the library may not be as important since a lot of that is available electronically. Someone asked if that counted towards if you have online periodicals or does it have to be hard copies? Jim said is in the existing code, but sometimes they grant a waiver. Robin said right now they have about 42. They were almost up to 50, but then eliminated some. Jim said another area affected by population is certification level of the head librarian. He did want to find out what Robin's certification level was, but didn't. Robin said she's a professional librarian. Jim said that's not an issue either.

Jim said the number of staff would be something that would be changed. He used the 2010 census figures. Presently, on the annual report, Hellertown reported 2.65 FTE staff, with the addition of Lower Saucon Township, the staff would rise to 4.76 FTE.

Jim said looking through the minutes, other issues that have arisen are the ACCESS PA library card program. This used to be funded and libraries serving residents out of their service area would four times a year report their statistics and get reimbursed, but never at the level it was intended to be, but at least some reimbursement for those transactions. That money went away during the last administration, but the program is still in the law. Nothing has changed except there is no funding for it.

Someone said did they have to amend actual law for that? Jim said this was put into State law in recent years to participate in the State ACCESS program and libraries are required to lend materials free of charge and provide inter-library loans to residents direct service area. The kicker here is someone living in an area that is unserved by a public library cannot get a library card from a home library or can't participate. Lower Saucon Township does have a home library, currently the Bethlehem Area Public Library (BAPL), so the residents there are served.

Jim said he wanted to address any standards that would be driven by a change. Are there other specific questions you had over your discussions? Someone said the controversy over service areas, they heard they possibly needs to be a voter referendum to change libraries. Is that a requirement? Jim said no. Someone said it's an option. Jim said the referendum is often used to get the library tax for a library. There's a question on service area. It may be that the parties involved may be agreeable and just ask to have that changed, but it also could be there is disagreement. One library has to release their service area to another library and it has an impact on funding, so they would become involved. Mike said one library has to release their service? Jim said right now BAPL would claim Lower Saucon Township for state aid purposes. If Lower Saucon Township would fund the Hellertown Area Library (HAL) instead of the BAPL, it gets complicated. There are formulas that are supposed to drive state aid. Those formulas haven't been in play for ten years. We are approaching the 10th anniversary of not having used the library formulas. That occurred when there was a major cut in funding and there was no longer enough money to drive the funding formulas without being a real disparity in terms of winners and losers in State funding, so libraries have ever since 2002 been paid on activity that was done in 2001, ever since then. In January 2012 payment is still based on statistics that libraries reported back in 2001. That's because every year since then, libraries receive a percentage, either an increase or decrease of what they received the year before which means the impacts of that is not being able to make changes in terms of service areas, address new libraries that might form, because the law doesn't allow us to have the funding accompany that change as everyone is supposed to get what they got the year before plus or minus the percentage of change in the appropriation. Kim said that's the reason why if there's a change in there is a new library springs up that whoever was serving that library literally has to release it. Jim said they can't even legally make that change in payment because that library is supposed to still get what they got before. Cathy said they discussed this a couple of months ago with a woman from the Fiscal Department. Years ago, they based a formula and decreased it by 30% straight across the board. Kim said if Lower Saucon, in this case, decides to make a change, whatever that may be, whether it goes somewhere else or stays with BAPL, what would

happen? Jim said it should follow. If there's a change in population, there should be a change in State Aid. Kim said at this point, there's no monetary decrease to the BAPL because they are still getting funding if we aren't there or not. Jim said yes. They are having a struggle right now what to do about the 2010 census because that will affect some changes in funding for libraries and they have no mechanism legally to do it.

Jack said let's just say, Lower Saucon pulls out of the BAPL, you are saying there's no change in their State aid? What happens if another of the participating municipalities pulls out like Bethlehem or Hanover Township? The same scenario? Jim said more than likely. Jack said they could continue to get the same amount of State aid, but yet have one or two less municipalities participating. It doesn't seem to make any sense. Jim said they will be the first ones to agree with you on that. Tom said is there any sort of existing appeal process to that? Jim said there's an appeal process in terms of a library change in service area which would be the Governor's Advisory Council and Library Development, so there is an appeal process. Jack said but not for the actual numbers. Jim said correct. If it was in their control, they would be running the formulas. Jack said since 2002, has there been cases where a library left one area and went to someplace else and joined another library? Has this happened and no one filed an appeal? Jim said he knows of at least one incident where it happened, there was a County library system in place. The County library system actually is the payee for State aid. Now that State aid doesn't change, internally they can rearrange how that State aid is apportioned among its members. Where you don't have a County library system, such as in Lehigh Valley, that's where things get a little awkward. Mike Karabin said Hellertown would only keep what they are getting right now if Lower Saucon chose to move there? Jim said correct.

Robin said is that being addressed in the proposed Senate bill? Jim said he doesn't think it is. The funding formula just takes enabling legislation every year. It really doesn't have to be in the library code. The standards and things occur in there, the eligibility, for receiving it, could in terms of how the money is distributed, can be changed, simply through the enabled legislation.

Someone said for ACCESS PA, where do you see that program in the next few years? Because it's not funded anymore, but on the flip side, there hasn't been a lot of movement in library changes ever since the major funding was cut. Is there any indication that the program could be completely dropped? Jim said he doesn't think so. The present Commissioner of Libraries is pretty committed to continuing. Someone said it's pretty well accepted through the State. Jim said from the user point of view, yes, it is. As someone mentioned in one of the minutes, people go to the library they want to go to. That was the nice feature about the State-wide card program. It recognized that and recognized that libraries may not be receiving funding for paying for those people. The program will stay.

Mike Karabin said for example in the referendum situation, and you also talked about an appeal, what if Lower Saucon decides to go with Hellertown, and the community itself might object. Would the community itself have a right to appeal it to the State? Jim said he's not sure. He'll try to find out the answer. Someone said she would think they would go to the Township first. How would the Township handle that? Jack said he hopes this process would give them enough time to come forward and if a vote is taken, the Council could hear how they feel about that. After a vote is taken, you can always take another vote. Tom said you can always reconsider. The trouble with public meetings is there always is a small vocal minority. It's always hard to judge a feel of the community by a vocal minority. Maybe surveys would help. Jack said that is one of the things they are considering is a public meeting and this general process, they are hoping to generate some response from the public.

Jim said he was getting a sense reading through the minutes that the Township was somewhat divided in which library they use. Jack said that's reflected in the statistics from the HAL. Someone said it's a little tough. They have the check outs from last year and they have statistics. Jim said his point in asking about that is if indeed there's a tendency for the residents using both libraries at both time depending on their needs, he would hope at some point there could be a conversation with the BAPL, that it's not win or lose in terms of funding for both libraries, but is there a way to promote consolidation and serve the residents with one of them losing all the funding of that Township. Mike K. said is there a State department that can advise or look into consolidation. In other things, the State has helped them on things like that. Jim said they can certainly provide and advise on that. He has not talked to BAPL. It just seems that at some point

that conversation could occur. Mike K. said in the section where it says HAL would need 4.76 full time, could those be broken down into part-time help or equal to that? Jim said correct. You can combine them.

Jessica said Bethlehem library cards at Hellertown is 35,555, so that's how many people with Bethlehem cards came to the HAL. These are circulation numbers, not the number of people. Then Bethlehem has 34,197 at the main for Lower Saucon residents and 2,284 for the South Side. This year, the numbers look a little bit more towards HAL, but she can't find the numbers right now.

Cathy Gorman said you are saying, it is possible if all parties agree, to have a system that may charge a rate per capita but understanding the amount of per capita, and have funding for both libraries? Jim said it would be worth looking at. There would be a way to do that. Whether that's acceptable or not to both parties, he doesn't know. As he understands it, BAPL has a board made up of residents and members from both municipalities. Jack said is there any municipality in the State of PA paying to two separate libraries? Jim said yes, there actually is. Jack asked if that information was available in Jim's office? Jim said yes, he would be able to find examples.

Mike said is there any related situations from moving from one library to another library in that State that we could look at? Jim said he'd have to think about that. Kim said what about areas in the State who have started a new library because of areas of growth and they have come from another library? Would they have to go through that jurisdiction? Jim said there have been some mergers where two individual libraries that were serving distinct libraries built a new library. Kim said that was an agreement. Jim said in terms of libraries, PA has plenty of libraries. If anything, they would encourage libraries to really look at ways to consolidate if they can.

Tom said the controversy over service areas where would that stem from? Could it stem from multiple places? Jim said it would mostly likely originate from an affected library, a library that would be affected by the change or it could be affected by a municipality that would be affected by a specific change. Tom said it's an organization of some kind. Jim said usually.

Jim said from what he read, he appreciated the fact that the interest of the community seems to be very important to the group that's looking at this. That is very important ultimately. What services do the people want and how can they best get the services is the ultimate question. He knows the purpose is looking at Hellertown and Lower Saucon Township, but he sees at some point, Bethlehem will be brought in. He doesn't know how you are intending to do that. Kim said it's an open public meeting and they are allowed to attend and voice their opinion. Jack said what Jim mentioned tonight, there are a couple of other options to consider maybe not the Task Force, but the Township. They were thinking it was an all or nothing proposition. There may be a possibility of some other different options that this Task Force or the Library Committee could look into. The Township Council said go out and find some alternatives to what we currently have and that's what we are looking at. It all seems to be characterized that we are leaving BAPL, but all we want to do is look for alternatives to the current system. That's very good information. Someone said if they did a 50/50 split, and said half is going here and half going to BAPL, how does that affect the full time staff and the population? Jim said he still thinks only one municipality can be claimed by a library for State aid purposes. Those instances where municipalities are supporting more one library, he'll go back and see how the State aid is paid.

3. Committee Reports:

- Demographic/Statistics – Kim said the circulation information we received from the BAPL at the last meeting was distributed to the committee and was based on a time duration from January 1, 2011 through August 10 or 11, 2011. The total number of Lower Saucon checkouts of materials in the main BAPL library was 19,735 items, whatever they may be. They also provided South Side Branch checkouts for the same duration which were 887 items. From March 2010 to March 2011, the book mobile was 2,284. She would assume that a request could be made through the committee to have the full year numbers so we can compare apples to apples. For the total extrapolation based on 2010 numbers and 2011 numbers from this year, she extrapolated it based on per day and got Bethlehem 27,862 as a total number and Hellertown's which they had for a

whole year last year was for the Hellertown residents was 48,881 and the ACCESS numbers, which is anyone who has a card outside, was 43,788 Bethlehem card ACCESS that went to Hellertown. They will wait until the end of the year to get the numbers so we get the current numbers.

Joel Katz said he went to the HAL and tried to check out three books, and he only had a Bethlehem card. Robin said did they ask you if you had a Hellertown card? Joel said they said he couldn't check them out unless he had a Hellertown card. Robin said that is true. They could have given you a Hellertown card. Joel said he didn't want a Hellertown card. Robin said then you can't check any books out from Hellertown. Joel said anyone with a library card can take a book out from any library in the state, is that correct? Someone said that is true, but when you present the home library card, you have to get the library you are going to, their card as well. Joel said nobody said a word about that. Robin said there is not State wide library software that all libraries would share. Joel said he went to the HAL and the woman at the desk said he could not borrow a book as he didn't have that card. If she meant that she would give me a card, she might have well said that. Jack said let's put this off until public discussion. We need to get through the committee reports.

- Technology – Jack said Gail had sent some information to both him and Mike. They are trying to start a wish list of technology. Gail came up with some things. He added it and Mike has it and they are going to keep working on it. They are putting in everything they can think of. They may have duplicated some of the things, and it may be in two places, but it's a start of what they are thinking of. They don't have an idea of sizes or numbers; they are just talking about systems. Some of them are ideas. They will keep working on that. If you have anything, email them if you have any ideas. This is the first shot and they will keep adding to the list. Someone said they would like to add blog under website.
- Building – Kim said they will review it on the building committee side and will look at the technology committee ideas as it kind of ties in. What they were looking at, they met up at the library two weeks ago and were trying to look at the usage of the Lower Saucon residents and how many people are using the library, either the BAPL or the HAL and what are those numbers. Interestingly enough, this summer there was an article in the Morning Call about the Parkland Community library, which is pretty detailed, and talks about the process they are going through. Based on the number and size of their community what they felt was an appropriate square footage per person to try to figure it out. The library code doesn't set out how big a library has to be or if it's so many residents. They cover staffing and volume, but it doesn't say how big of a building. They were using the information out of that and kind of comparing it to what HAL has now. They basically have 6,230 square feet and that's all the way to the outside of the wall. Based on their census numbers for 2010, this is basically equating to 1.11 square feet per person, which they are functioning out of. In that operation, they are not only operating out of their 5,898 people, which is Hellertown, but the statistics that they were provided last week show there were 35,000 check outs during the year of Lower Saucon residents. To figure out how you equate that with a body count is sort of the tangle. If we can say half are using BAPL and half are using HAL, then you can say 10,000 people in Lower Saucon, 5,000 are going this way and 5,000 are going that way which means over the past year and subsequent years before that, HAL's square footage goes down to a half of square foot per person is what they are functioning out of right now. Mike said not to change the number, that's one way to figure, but 100% maybe going to BAPL, and the other half going to HAL. It doesn't necessarily mean that only 5,000 are going to BAPL and 5,000 are going to HAL. Kim said it could be the same 5,000 are going to both, and that's where the problem arises when you look at the statistics that way. They looked the information the Parkland community had in this article based on their membership, which at the time in June was 26,000 and the size of the library they are planning on building and fundraising for at this point, their square footage actually worked out as they are planning on building a 30,000 square foot facility. Basically, you're about 1.11 again. Not that it means anything, but they have gone through a process of their design professionals based on the needs of their community and came out with somewhere with a square foot per person to base their membership and serve their community. With the amount of checkouts of Lower Saucon at HAL, they are functioning out of it and it works. That's what is happening now, more than 5,800 are using the HAL. Kim said since no plans have

been developed on that, they are waiting on the demographic numbers. She would agree it's a crucial number, but they are not far in the process. Joel Katz said you are putting the cart before the horse. It seems the Committee is saying it should abandon the BAPL in favor of a Hellertown-Lower Saucon library at the same spot. Kim said she won't comment one way or the other. That's your personal opinion. If they were interested in doing that, do you think this committee would have this plan done because that's what they are pushing. The plan is not done because all the information is in and no decision or direction has been decided by the Committee. Joel said what's the point unless this whole thing was presented. Why are you all wasting your time? Kim said because we love community service. We can't make a decision until all the information is presented. Mike said we're trying to find out what is going to be contained in this building and what equipment is needed. Until we find that out, we can't really come up with the size of the building yet. Everyone is doing their research to find out what is doable.

- Finance – Cathy Gorman said no report at this time until they get more information from the other committees. Demographic wise, it's all going to trickle down. The Technology Department is going to say what they need, it's going to depend how much demographic, how much you are going to assume, how much your membership is going to be. If you can assume or project your membership, and a certain amount of people who are going to be utilizing it, then we'll know how much technology is going to be required, how much building space is going to be required. Once she gets all that information, then she can give you a financial projection.

4. Assignments for next meeting – Someone said demographic wise, they will be going over the book mobile numbers, more of like where the drops are in Lower Saucon and usage. We'll see where that's at and what's involved. Kim said we could have a range and Jim has put on the table of splitting service and she's not sure where that will go yet and look at options. She will dig up another reference on the building side on expansion of libraries. Since there are no specified code requirements, it comes down to how many square feet do you really want for DVD's versus what you have room for. Maybe the way to do it is based on this population, the needs for this population is, and then back it in that way. That's another option they will look at. Tom said maybe at one of the meetings, you gave us an article on future libraries, and some of it is going to stem from what we get from the technology wishes, he would like to get an overall view of what a functioning library would be in ten years, almost like a futuristic view of what it is we might be looking at if it was built. Robin said there was a good article in the Library Journal on exactly that. She'll make sure he gets it. Kim said she only has a perspective on the education end of it based on what they've done and library function has changed specifically in the amount of space for volumes. Granted the volumes that are required based on the library code are much smaller than most libraries hold now because of the year it was put out. In the educational realm, most of it is going on line and the collections being maintained are more archival collections. Most libraries are seeing the need for digital. That's what she's seen in library construction. They are doing it in the sense it's a research library as most kids in college aren't going there to have fun reading, they are going there for a course and for researching. The change in a municipal library is by many different types of users. The functions are different. Whether those statistics or trends are as similar to an education, she doesn't know.

5. Open Public Discussion

- Karen Gartner said are there specific books that State is recommending to design a new library building? Kim said she has most of those already, but do you have any the State recommend? Jim said has no recommendations for designs.
- Someone said is she correct that Jim presented options other than Lower Saucon going to either to the BAPL or the HAL. Is there some way of sharing or consolidating? She doesn't think consolidation would go over well here. Is there some way the municipality could go to both BAPL and HAL. Jim said his suggestion was at some point, there could be conversation between Bethlehem and Hellertown and the stakeholders in terms of what do they want in library services and is there a way libraries could partner together. It's worth looking into. Hopefully it's just once people look deeper into consolidation, it could actually happen. Sometimes the fear of consolidation isn't realistic. He's not going to say it's going to work here, but he would at least

have the libraries look at how can we serve this population, the two of us. Someone said if Lower Saucon wanted to be with BAPL, Bethlehem gets the State aid. Jim said you could end up with one library entity. Someone said if that were not to happen, and Bethlehem were to stay with the BAPL without Lower Saucon and Lower Saucon goes to HAL. They are two separate libraries, in order for State aid to be split, Bethlehem has to agree to this. Jim said right now we don't have a way of sending that State aid along with the population. Kim said this is the Lower Saucon Task Force and we can't make them consolidate. The consolidation talk is precipitated by recommendations from Lower Saucon. We are well aware of what's there and what's not there at both libraries. Jack said one of the goals of the Task Force was to explore regional opportunities. Consolidation is one of those opportunities. It's not all "let's leave BAPL and go with HAL". It's come back with options and look at all of those options. Tom said what he would like to see before he could ever vote for consolidation, would there be some real signs of fiscal responsibility and fiscal help from BAPL. Linda Robertson said you said that same thing at the last meeting. Tom said it doesn't give us as a Township the feeling that the BAPL is fiscally stable. The funding requests go up and up and up, and not in small increments. We were told the per capita would not rise, but then the census came in and we still have to give more. He's not seeing anything that convinces him. Linda said your representative wasn't at the BAPL meeting when they discussed that. She doesn't think they can really do what they want to do unless they have an active person at the meeting from Lower Saucon. It did go up some. In terms of stability, she thinks they are fiscally stable. They did everything they could think of. She hopes you will participate more in their meetings. Your representative needs to come to these meetings. She isn't at this meeting this evening, she wasn't at the budget meeting. Kim said that is Tom's perception and if he was the only one in the Township that had that perception, we wouldn't have a Task Force. Tom said at the Township, we just get the bill every year. There was no discussion at all. Jack said historically before the Task Force existed, we had a Township Library Committee. Lynn Koehler was part of that committee. We identified any issues and concerns with library services and communicated them to the library. We had meetings with Janet Fricker and good responses from her, so the lines of communication have always been open between the Township and the BAPL. She has always done everything we asked. The Task Force is a separate animal. We are not trying to get into an adversarial relationship with the BAPL. We're just trying to gather information. He doesn't want either the BAPL or the HAL to be on the defensive in this process. Someone said that Lower Saucon must have been dissatisfied with something. Jack said the Council was looking for other alternatives for library services. Ali said there's a lot of collaboration between Hellertown and Lower Saucon. They are looking at a regional police force. You see the Hellertown-Lower Saucon Halloween parade is coming up. Hellertown-Lower Saucon trick-or-treat is coming up. Hellertown-Lower Saucon Farmer's Market. It's just natural that the community is going to look at collaboration between Hellertown and Lower Saucon, and the school district is in there. It's a common sense decision. Someone said if you take away the money, BAPL will be in a bad way. Jack said we've said this before, it's not the intention of the Township to take away library services for its residents and push them into the HAL with a fraction of those services. What we are looking for is to have comparable services, not to pull away services they are getting now just to save money. Joel said that's nonsense. Mr. Maxfield said it costs too much. Tom said he was worried about the cost from the BAPL. He didn't say he was unhappy with services provided. Kim asked Joel when he makes a comment to try and not make it personal. Joel said it is personal as he's taking a personal position, not having been there and criticizing the BAPL. Tom said he's going to ask him to stop telling him what he thinks, stop telling me what I have done and stop telling me what information I don't have. If anyone is assuming anything around this table, it is you, Joel. Someone said how does ACCESS PA work? She didn't have to get a library card. Kim said Allentown puts a bar code right on your card. Jim said a goal of ours is to have a true State wide library card which doesn't exist yet. To do it, they need the software.

- Allan Johnson said can you give us some ideas of consolidation and how it would work. Jim said it could be a single board, a single administration, operating a number of libraries or branches. That's how consolidation would work. He would characterize the system as anytime libraries get together and decide this is how we're going to serve a given area and they can decide how beneficial it is to operate as one library with several locations or they decide, here's the level to

which we can cooperate and talk to the state holding communities about how they can fund that. He would see that driven by what services the area wants and how they are provided. Allan said how would the governing authorities split up? Jim said according to state code, funding municipalities have to be represented on the board. His personal recommendation is it's better if you have a couple different entities that none of them are representing a specific library, but a representing the community that's being served by the libraries.

6. Next Meeting Date – November 10, 2011 at 5:00 pm at Lower Saucon Township.
7. Motion to Adjourn: Meeting adjourned. The time was 6:35 PM.