

**Cumberland County Library System  
Board of Trustees  
Monthly Meeting Minutes  
July 16, 2007**

**Call to Order**

The regular meeting of the CCLS Board was called to order by President William Gould at 4:00 p.m. in the meeting room of the Cumberland County Library System, Carlisle.

**Members:** Nancy Besch, Nancy George, William Gould, Jane Graham, Margaret Kortze, and Judy Yaw.

**Others:** Nan Cavanaugh, Jonelle Darr, Nancy Davis, Sue Erdman, Darlene Ford, Felicity Hajjar, Linda Rice, Susan Sanders, Sandy Pepinsky, and Denise White.

**Consent Agenda**

***The Library System Board unanimously approved the Consent Agenda, which included the June 18, 2007 meeting minutes and the June 2007 Treasurer's Report which will be filed for audit.*** As part of the Consent Agenda, the System Board was notified that Cheryl Lenker (Boiling Springs) will be appointed to the Library System Foundation Board by the Amelia Givin Library. Mrs. Besch requested and received clarification on several items listed in the Executive Directors' report.

**Executive Director's Report**

**Library Services**

**Library System Summary of Activities:** System office statistics for June 2007 were distributed. Quarterly report forms for member library services have been significantly revised. Member libraries will receive training on how to obtain the new standardized Horizon reports and complete their statistics forms in late July. A systemwide statistics report for the first two quarters of 2007 will be available for the board's reviews at its August meeting.

**STAR Services Requests:** Two sites have requested STAR service, a personal care home in Mechanicsburg and a new retirement center in the Fredricksen service area. In addition, six new homebound have recently also joined the STAR program.

More requests are being received from STAR clients for 'delivery on demand' service. Rather than a once or twice a month visit, requests are being made for delivery within 48 hours after making a call, thus devotes more time for delivery and return for volunteers. So far this year, five clients have requested for this new type of service. As the board considers how to develop services for older adults in the future, this type of service needs to be considered.

**Finance**

**Development Software:** Work has nearly concluded on creating translation tables for importing Horizon library card holder data into the Blackbaud Raiser's Edge database. CCLS plans to have the database available for testing and use by those who have received software training in August.

## **Computer Services**

**Wide Area Network Upgrade:** The wide area network upgrade has been accomplished with few problems and minimal downtime for member libraries. Two outstanding issues yet remained to be solved. 1) It was discovered that a fiber optic transceiver that provides the library system's link to the county network is running only at half duplex rather than full duplex. This means CCLS will not receive any faster Internet speed than 5 MB (CCLS is paying Level 3 for 6 MB). The county's Director Information Management and Technology, has informed CCLS that the fiber optic transceiver is leased equipment and that the contract expires in the summer of 2009, therefore, changes cannot be made until that time. Ms. Darr plans to investigate this further. 2) CCLS requested that an external address be established on the county's library system router so CCLS may begin to set up a virtual private network (VPN) for external access by staff to library system services (such as Horizon and Blackbaud's Raiser's Edge software). The county will not agree to make this change. CCLS plans to set up a meeting with county IMTO officials and CCLS's networking consultant Mark Foster to discuss find some resolution to these two service issues.

## **System Cooperation and Development**

**System Communications:** To improve communications in the system, the formats for system meeting agendas and meeting summaries have been revised. The new formats now clearly delineate meeting participant expectations (such as who should attend, the length and purpose of meetings, items to bring or prepare, etc.) as well as responsibilities for follow-up after a meeting (such as task lists, who information should be shared with, key decisions, etc.). After using the formats for about six weeks, the directors reviewed them and reported that they find them to be helpful. (Attachment F)

**2008 County Budget Planning:** Planning has started for the 2008 County budget. Department heads were asked to submit core activities, goals, objectives and performance measures for 2008. After consulting with member library directors, the following information was submitted to the County by its June 29 deadline.

### **2008 County Budget Planning — Library System**

#### **Mission Statement**

To plan, develop, coordinate and provide comprehensive public library services for residents through a cooperative network of public libraries.

#### **Core Activities:**

- 1 **Library Services** — Includes providing county residents and taxpayers a free library card that provides access to countywide public library services, library material delivery services, reference databases and library system web site services. Service development and improvements are coordinated through a number of member library advisory groups, including member library directors, children's librarians, computer services staff, technical services staff, training services staff and outreach staff.

- 2 **Information Technology** — Includes computer hardware/software upgrades, maintenance and telecommunications costs for the county's 250-PC wide area network using Horizon library management software for circulation, cataloging, online public access catalogs, and Internet services. In 2006, the web catalog was used 3,162,486 times, with 198,424 items requested – a 44% increase from 2005.
- 3 **Technical Services** — Includes acquisitions, cataloging and processing of new and donated library materials for member libraries. Also includes bibliographic database maintenance and clean-up activities. In 2006, 64,443 items were added to the catalog, compared to 2002, when 50,877 items were added — a 27% increase in items added.
- 4 **Training Services for Staff & Board Members** — Includes countywide training for new and existing staff, with an emphasis on maintaining and improving technology skills. Also provides higher-level skill development for existing staff and board members and an annual countywide staff development day. Since 2002, over 375 library staff training events have been held. In 2006, 564 people attended 121 training sessions for a total of 1337 learning hours.
- 5 **STAR Outreach Services** — STAR (Service to Adult Readers) provides free, personalized selection and delivery of large print and audio book library materials. Costs include staff and large print and audio library materials. STAR homebound service grew from 12,957 items delivered in 2001 to 15,681 in 2006 – a 21% increase. STAR volunteers increased from 76 in 2002 to the current 104, a 37% increase. STAR Sites increased from 49 to 57 — an increase of 16%.
- 6 **Advocacy, Public Relations and Marketing**— Includes outreach to elected officials and fostering partnerships with community agencies such as Success by Six and Hospice of Central PA. Also includes strategic service marketing initiatives such as *One Book, One Community* yellow pages advertising and brochure printing.
- 7 **Administrative & Financial Services** — Includes group health insurance plans and reimbursements for approximately 25 member library staff, group dental and vision insurance, employee assistance program, systemwide grant applications, group purchasing of office and library supplies (such as book jackets, labels, audio/DVD cases, etc.).

### Goals:

- 1 Increase core library service (circulation, card holders, program attendance) by 3%.
- 2 Increase use of library web site by 5%.
- 3 Increase use of online reference databases by 5%.
- 4 Increase customer's use of library self-service options such as self-service renewals and self-service requests by 5%.
- 5 Reduce number of overdue accounts greater than \$25 by 25%.
- 6 Provide customers with new library materials in a timely manner by reducing the average turnaround time (material receipt to shelf-ready status) by 20%.
- 7 Maintain staff training program.
- 8 Increase countywide trustee training opportunities by 25%
- 9 Maintain STAR outreach services for homebound individuals and nursing homes.
- 10 Maintain or increase service partnerships with other organizations (such as *Dauphin County Library System, Success by Six, Kiwanis*, etc.) for extension of services.
- 11 Annually maintain an advocacy program and implement activities to promote the value and importance of public libraries to community elected officials and leaders.
- 12 Annually allocate public tax funds on a performance/service basis to member libraries.

- 13 Maintain or increase the number of system level grant applications.
- 14 Provide a sound source of statistical and financial information for planning, public relations, and preparation of member library annual budgets on a quarterly basis.
- 15 Annually visit member library boards and prepare monthly summaries of activities to communicate the mission, core activities, goals, and decisions of the library system.

### Primary Objectives for 2008:

- 1 Evaluate collection agency services to determine effectiveness.
- 2 Implement development software use at member libraries. Increase capacity of member libraries to create development plans.
- 3 Implement self-service checkout at Fredricksen, Bosler and Simpson.
- 4 Implement centralized acquisitions, cataloging and processing services for the East Pennsboro Branch library.
- 5 Explore ways to develop and enhance web site, for example by offering online library card registration and credit card payments for donations and/or fees.
- 6 Evaluate system Resource Allocation policy.
- 7 Evaluate system Reference Resource Center policy.
- 8 Apply for federal grant funding.
- 9 Apply for Pennsylvania Public Library Subsidy funding.
- 10 Develop trustee training program.
- 11 Work with Finance Committee to determine long-term financial needs.

Performance Measures	2004	2005	2006	Est 2007	Proj 2008
Library Circulation	2,393,295	2,393,407	2,519,233	2,444,900	2,518,247
Library Card Holders	101,064	110,857	122,037	123,000	126,690
Library Program Attendance	87,183	95,202	109,150	112,425	115,797
Library System Home Page Web Site Hits	n.a.	n.a.	1,221,608	738,416	775,337
Reference Database Searches	81,685	128,885	89,416	176,748	185,585
Reference Database Items Examined	109,016	190,342	229,134	280,868	294,911
Number of Item Requests	264,414	123,720	265,844	299,668	314,651
Item Requests that are Customer Self-Service	28%	n.a.	75%	77%	81%
Number of Item Renewals	n.a.	375,961	663,618	477,368	501,236
Renewals that are Customer Self-Service	n.a.	35%	43%	67%	70%
Customer Accounts Overdue > = to \$25	n.a.	n.a.	2,543	2,676	2,007
Customer Accounts Overdue > = to \$25	n.a.	n.a.	\$127,871	\$143,271	\$107,453
Rush Item Turnaround Time	n.a.	n.a.	5.07 days	4 days	3 days
New Item Turnaround Time - Non-Rush Items	n.a.	n.a.	21 days	20 days	15 days
Staff Trained	511	198	550	550	550
Trustee Training Sessions	n.a.	n.a.	n.a.	4	5
STAR Materials Delivered	13,819	15,184	15,681	15,800	15,800

### Unfinished Business

**Advocacy:** Advocacy Committee names include:

- Fredricksen/East Pennsboro: Barbara Neff and Linda Milano
- John Graham: Sara Ann Arbegast
- New Cumberland: D.J. Landis and Joan Aufiero (spelling corrected from agenda)

Appointments are still needed from Amelia Givin, Bosler, Simpson and Shippensburg.

## New Business

**Elected Official Breakfasts:** The Library System Board discussed whether county and state officials should be invited to local library municipal breakfasts, even if the events were scheduled close to the county's annual breakfast. ***The Board agreed that member libraries could invite county and state officials to local member library legislative breakfast events.*** This would allow more opportunity to inform local leaders.

**CCLS Annual Legislative Breakfast:** Nan Cavenaugh reported that CCLS's annual Legislative Breakfast is planned for October 11 or 12 at the New Cumberland Public Library.

**State Budget Update:** Mrs. Darr reported that it was likely that the state budget would increase only three-tenths of one percent (.3 percent) for 2007-08. However, continued library construction funding from the Keystone Fund remains in limbo. Mrs. Darr said that the fund might be raided to pay for hazardous waste clean-up. Trustees were encouraged to contact the state governor and their local legislators. Mrs. Darr distributed copies of the booklet *Keystone Project for the Last 10 Years*. *[Subsequent to the meeting, it was learned that Public Library Subsidy funding will increase only .3%. Keystone Funding for libraries will remain the same at this time. However, the issue will be taken up again by the legislature in the fall 2007 session.]*

**Policy Change:** ***The System Board approved changing the number of holds from 15 items to 25 items that library card holders may place.*** The revised policy shall read:

### **Placing a Request for Materials**

(January 27, 1997; August 18, 1997; 1/24/2000; July 16, 2007)

If an item is not available or is owned by another Cumberland County Library System member, library card holders may request the item. This service is free of charge and is limited to 25 requests. Requests for materials owned by the local library receive first priority.

**2008-2013 Five-Year Plan:** Nancy Davis, lead consultant for the Ivy Group, provided the Board with an overview of the Planning Committee's proposed 2008-2013 Five-Year Plan. The draft plan will be reviewed with the Commissioners in August, reviewed with member library boards in September and October, reviewed again by the System Board in November and adopted in December.

## Adjournment

The meeting was adjourned at 5:50 p.m. The next meeting of the Cumberland County Library System will be held on Monday, August 20, 2007 at the Cumberland County Library System administrative office at 4:00 p.m.