

**Cumberland County Library System
Board of Trustees
Monthly Meeting Minutes
July 21, 2008**

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 Present: Jane Graham, William Gould, Margaret Kortze (alternate), Alicia Stine (alternate), Elizabeth Stone and Judy Yaw.

Others Present: Nan Cavanaugh, Jonelle Darr, Sue Erdman, Carrie Haverman, Linda Rice, Susan Sanders, Steve Tiley and Denise White.

Minutes & Treasurer's Report

Previous Minutes

The minutes from the June 16, 2008 board meeting were approved as submitted.

Treasurer's Report

Regarding the income and expense report, Mrs. Darr noted the following:

- Income budgeted for the strategic development fund interest (line 4310 - \$69,617) would not be available until year 2009 since the funds are in a two-year CD.
- Year-to-date computer equipment expenses (line 5321 \$92,781.99) includes expenses encumbered in 2007 for the LSTA grant's self-checkout units and the replacement remote patron authentication server (\$42,707). (The invoice for the self checkout units was not received until after the completion of the system audit.) Thus, the budget amount for this line item needs to be increased by \$42,707, making it \$129,224 instead of \$86,517. The system's carryover fund balance that was originally budgeted for 2008 will also be increased by \$42,707.

After these notes Library System Board unanimously moved to file the June 2008 Treasurer's Report for audit. The Board President reviewed and initialed June's bank statements, cancelled check records, and reconciliation reports for the system general operating fund and the system's foundation account.

Reports

Executive Director's Report

Leadership Development

New Cumberland Library Board Names Director: Joy Hamsher, currently assistant director at Fredricksen Library, has been named New Cumberland Public Library's new library director. She begins work there July 28, 2008.

Fredricksen Library Director: Fredricksen Library's board is now conducting interviews with three candidates.

Financial Management

Resource Acquisition

2009 County Budget Planning: As part of the county's planning process the library system submitted the following core goals, objectives and measures for the coming budget year:

2009 Goals:

1. Increase core library service (circulation, card holders, program attendance, library visits) by 2%.
2. Increase number of online catalog search sessions and public Internet computer use by 3%.
3. Increase use of online reference databases by 5%.
4. Improve collection rates on overdue accounts by 3%.
5. Provide customers with new library materials in a timely manner by reducing the average turnaround time for non-rush items by 5%.
6. Maintain or increase staff training program learning hours.
7. Provide library board members with trustee support website, registering at least two-thirds of library board members for accounts.
8. Maintain or increase number of STAR items delivered to homebound individuals and senior sites.
9. Annually maintain an advocacy program and implement activities to promote the value and importance of public libraries to community elected officials and leaders.
10. Annually allocate public tax funds on an equitable basis to member libraries.
11. Maintain or increase the number of system level grant applications.
12. Provide a sound source of statistical and financial information for planning, public relations, and preparation of member library annual budgets on a quarterly basis.
13. 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 2009:

1. Implement improved, user-tested library website and online services, including ecommerce and online library card registration.

2. Develop and implement website support for library trustees and library staff.
3. Complete re-classification and re-labeling of collections to improve operational efficiency.
4. Implement serials control software and explore ways to consolidate member library magazine subscriptions to obtain more cost-savings.
5. In accordance with 5-year life-cycle plans, replace approximately 50% of staff computers and upgrade software to Microsoft Office 2007 and Firefox Internet browser.
6. Provide staff with Microsoft Office 2007 and Firefox software training.
7. Improve currency and use of non-fiction science collections at member libraries through the use of \$20,000 DCED grant.
8. Provide ongoing support for STAR volunteers and STAR customers.
9. Provide orientation and support for new administrative staff at Bosler, Fredricksen and New Cumberland libraries.
10. Determine and finalize location for Cumberland County Library System administrative office.
11. Apply for federal grant and Pennsylvania Public Library Subsidy funding.
12. Work with System Finance Committee to determine long-term financial plans, especially as related to county and state funding deficits projected for FY 2010 and 2011 as well as projected cost increases for utilities and library services.

Performance Measures	2006 Actuals	2007 Actuals	Estimated 2008	Projected 2009
Library circulation	2,519,270	2,530,628	2,543,429	2,594,298
Library card holders	119,655	127,926	90,000	92,700
Library program attendance	109,150	124,728	130,964	134,893
Library Visits	1,247,653	1,249,507	1,250,000	1,250,000
Online Catalog Search Sessions	3,162,486	3,186,265	3,345,578	3,445,946
Public Internet Computer Use	130,162	136,642	143,474	147,778
Reference database searches	89,416	177,562	186,440	195,762
Reference database items examined	229,134	228,564	239,992	251,992
Percent of Accounts over \$25 Collected	56%	58%	59%	60%
Percent of Overdue Funds & Materials Collected	44%	48%	52%	55%
Turnaround time for New Rush (Requested) Items	5.07 days	2 days for est. 22,332 items	2 days for 23,000 items	2 days for 24,000 items
Turnaround time for New Non-Rush Items	26.74 days	28.81 days for est. 29,604 items	25.00 days for 30,000 items	24.00 days for 30,000 items
Number of Staff Trained and Learning Hours	1337 hours for 564 staff	1457 hours for 549 staff	1475 hours for 550 staff	1475 hours for 550 staff
STAR Materials Delivered	13,340	11,678	12,000	12,500

Resource Management

Audit RFP: Greenawalt and Company has informed the library system that they are no longer able to perform the library system’s annual audits due to the demanding requirements for governmental agency audits and CCLS’s March deadline. With the assistance of the county’s deputy controller, Michael Clapsadl, an audit RFP for the library

system was drafted and will be sent to six area auditing firms. Responses are due August 18, 2008. Mrs. Darr requested that the Executive Committee of the system board to assist with the RFP review. Mrs. Yaw also volunteered her expertise. It is expected that CCLS's annual auditing costs to increase significantly next year. The RFP was reviewed by the board and will be released to local auditing firms on Tuesday, July 22, 2008.

Resource Allocation

Formula Review Committee: The Formula Review Committee has now met three times. At the June meeting, discussion covered three areas:

1. Depending upon the size of the library's service area, the basic costs for meeting state standards and opening library doors for service range from a low of \$107,627 to a high of \$615,397.
2. Several criteria were identified to evaluate whether or not a formula component is 'good'. Some ideas included:
 - Encourages collaboration and cooperation;
 - Recognizes local financial effort or local government (school, municipal) support;
 - Is consistent with the system's long range plan objectives;
 - Is in-service to supporting core audience library services;
 - Uses library service level indicators;
 - Is quantifiable, measurable and verifiable.
3. The group reviewed formula components used by other library systems in Pennsylvania. Observations included:
 - Perhaps CCLS needs to de-emphasize circulation or other measures that use collection turnover rates as primary distribution factors. These encourage competition and less in-depth library collections (in favor of materials that will circulate well).
 - Resource sharing component may be suspect as well because it encourages decentralized decision making, and not collaborative decision making.
 - Program attendance is not verifiable.
 - Card holders might be a good measure of market penetration.
 - Website visits are not a good measure of technology use at the local library level. Perhaps public Internet computer use log-ins or catalog search sessions might be useful.

The committee's next two meetings are scheduled for Tuesday, July 29 and Tuesday, August 26. The directors' Reference Resource Center Committee report will be reviewed at the July 29 meeting.

Customer Services

Core Library Services

Library Building Projects: As reported at previous library board meetings, building plans for Amelia, Shippensburg and Bosler are moving ahead.

- Shippensburg's board is developing an architectural feasibility study for its current site. Based on the information that the study has provided thus far, the Board has decided to focus on remaining at its current location (with the realization that unforeseen problems could arise that might require revisiting this decision.) The Shippensburg board plans to conduct a capital campaign feasibility study this year and is currently interviewing firms. The Board expects to launch its campaign in 2009.
- Amelia has completed its capital campaign feasibility study with Nancy Saidis of NCS and is currently working with its architect to scale back its initial \$4.7 million addition plans. The Amelia Givin board plans to resubmit its capital campaign application to the United Way's Capital Campaign Review Board, for a public capital campaign of about \$2 million+ in 2010.
- Bosler's board has completed an architectural feasibility study for its current site and has decided to remain at its current location. It is now about to launch a capital campaign feasibility study with Tom Stone of the Franklin Group. The Bosler board plans to have this study completed by October. The Bosler board is hoping to submit its capital campaign application to the United Way's Capital Campaign Review Board by December 2008 for a 2010 or 2011 capital campaign in the \$6 to 8 million range.

Library Card Registrations Purged

Commonwealth Libraries requires libraries to count library card registrations active within the last three years. When CCLS migrated to Horizon in 2004, the system lost its ability to easily purge inactive records in a batch. To remedy this, CCLS has acquired a software utility that permits the library card registrations to be deleted in batch, based on various criteria.

As a result, any card that had not been used since January 1, 2005 and did not have fines or fees \$5 or greater was deleted from the system in June. As a result, 41,145 registration records were deleted — about one-third of the system's registrations. It also eliminated \$9,824 in unpaid fees to libraries on accounts that owed \$4.99 or less. Hereafter, this purge will be done in June each year.

LIBRARY CARDS DELETED	CARDS DELETED			FINES WAIVED		
	Adult	Juvenile	Total	Adult	Juvenile	Total
June 2008						
Amelia	1,100	272	1,372	\$281.00	\$45.70	\$326.70
Bosler	8,015	964	8,979	\$2,375.98	\$288.18	\$,2664.16
East Pennsboro	1,125	320	1,445	\$296.54	\$119.93	\$416.47
Fredricksen	9,820	1,311	11,131	\$2,247.05	\$445.07	\$2,692.12

LIBRARY CARDS DELETED	CARDS DELETED			FINES WAIVED		
	Adult	Juvenile	Total	Adult	Juvenile	Total
June 2008						
John Graham	835	264	1,099	\$138.35	\$59.59	\$197.94
New Cumberland	4,006	577	4,583	\$866.75	\$194.44	\$1,061.19
Shippensburg	3,800	528	4,328	\$852.88	\$120.36	\$973.24
Simpson	6,791	1,417	8,208	\$1,179.64	\$312.60	\$1,492.24
TOTAL	35,492	5,653	41,145	\$8,238.19	\$1,585.87	\$9,824.06

Processes and Evaluation

Strategic Marketing

One Book, One Community Program: This year's *One Book, One Community* program will launch on Wednesday August 27, 2008 4:00 pm at the Pequea Valley Community Library in Intercourse PA. Board members were encouraged to attend. Carpool transportation will be available.

Unfinished Business

Proposed Bylaws Revisions: A draft of proposed changes was distributed with changes shown in boldface and underlined. Mr. Tiley noted that telephone participation is possible, but he does not encourage it since the library system must comply with Sunshine Laws and all votes must be made publicly. After review, Article VIII—Committees, number 2 Finance Committee shall read "This committee shall be chaired by the Library System Treasurer, and composed of the treasurer, or their designee, of each member library **and shall meet on an annual basis.**"

Other additional comments or suggestions for Bylaws revision are to be forwarded to Mrs. Darr for review by Mr. Tiley. Another draft of the organization's revised Bylaws will be shared at the August meeting, with approval expected at the September meeting.

CCLS Office Space: New office space quarters will be needed for the administrative office by 2010. Contacts have been made with Chris Gulotta and two realtors. Mr. Gulotta suggested contacting Kenn Tuckey who may have property space available. A property will be visited on July 22, 2008 on Cherry Street, Carlisle.

Director's Annual Evaluation: The executive director's annual evaluation is due to the County Commissioner's by August 29, 2008. Mr. Gould asked the Executive Committee to complete the evaluation forms. Any board members with additional comments should forward them to Mr. Gould in the next week or so.

New Business

Self-Checkout Use: Mrs. Darr distributed statistics for self-checkout usage at Fredricksen, Bosler and Simpson libraries. Since April, the units are averaging 7% of all

circulation transactions. Fredricksen reports that 13% of its circulation transactions are being done at the self-checkout stations.

2008 Summer Reading Program Registrations: 7,276 have registered for this year's summer reading program. Overall, this is an increase of about 200 children. Of the total children registered, 774 were teen registrants.

Library	Children	Teens	Total
Amelia Givin (Mt. Holly Springs)	397	79	476
Bosler (Carlisle)	810	46	856
East Pennsboro Branch (Enola)	349	0	349
Fredricksen (Camp Hill)	1680	305	1985
John Graham (Newville)	173	17	190
New Cumberland	550	57	607
Shippensburg	616	59	675
Simpson (Mechanicsburg)	1927	211	2138
TOTAL	6502	774	7276

District News: Ms. Haverman reported that she is revising the 2008-2009 district budget due to a 2% decrease in state aid.

News from Member Libraries

News from member libraries was shared.

Recognition of Visitors & Visitors Concerns

There were no visitor concerns.

Adjournment

The meeting adjourned at 5:00 p.m. The next meeting of the Cumberland County Library System will be held on Monday, August 18, 2008 at the Cumberland County Library System administrative office at 4:00 p.m.