Attachment A

Cumberland County Library System
Board of Trustees
Monthly Meeting Minutes
August 18, 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: Nancy Besch, Nancy George, Jane Graham, William Gould, Jim Smith, Alicia Stine (alternate), Elizabeth Stone and Judy Yaw.

Others Present: Jonelle Darr, Sue Erdman, Linda Rice, Susan Sanders and Denise White.

Minutes & Treasurer's Report

Previous Minutes
The minutes from the July 21, 2008 board meeting were approved as submitted.

Treasurer's Report
The Library System Board unanimously moved to file the July 2008 Treasurer's Report for audit. The Board Treasurer reviewed and initialed July'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 Director Orientation
The system executive director will meet with Joy Hamsher in her new role as director for the New Cumberland Library next week. To help with new library director and management staff orientations, the system executive director developed an online source of local and state information. This information will be updated regularly and will be included on the new staff Intranet site.

PLA Leadership Fellows Program
The Public Library Association (PLA) has a new scholarship, PLA Leadership Fellows. It gives PLA members who are public library managers the opportunity to attend executive leadership training. One of the eligible programs is Harvard University's Senior Executives in State and Local Government at the Kennedy School of Government.

As part of the award, PLA provides tuition, with housing and most meals provided as part of the tuition costs. The applicant (or applicant's institution) would provide transportation to Cambridge/Boston, and must provide time off to attend the program. The program lasts 3 weeks and begins either June 9, 2009 or July 9, 2009.

The system board unanimously approved support for the executive director's request to apply for a Public Library Association Leadership Fellows scholarship to attend the Senior Executives in State and Local Government program at Harvard University in 2009. In addition, Dennis Marion, Chief Operations Officer for the County, has given his verbal approval. The application deadline is February 20, 2009. Awards will be announced April 1, 2009.

Financial Management

Resource Acquisition

State Annual Reports

With the exception of the Shippensburg Public Library, annual audits from each member library and the system office have been submitted to Commonwealth Libraries. Shippensburg's audit was completed the week of August 11 and will be sent to the system and state for review.

Resource Management

System Finance Committee to Meet

The system board's Finance Committee will meet Tuesday, September 9, 2008 to review 3-year financial projections and member library distributions recommended for 2009. x

Customer Services

Online Services

Website Re-Design: RFP for Website Usability Released

As part of the website re-design grant, CCLS issued a request for proposals from website usability consultants. The RFP requests respondents to:

1. Evaluate the current CCLS's current website (www.ccpa.net/ls), providing user research results, recommended website architecture and design recommendations for families with children, teens, older adults and avid readers.
2. Evaluate a prototype design website, providing user research results, website architecture and design recommendations for the audiences listed above. In addition, provide user testing with library trustees and staff on the private Intranet interfaces designed for their needs.
3. Test a final website design, providing recommendations for further modifications.
4. Assist CCLS in developing and establishing a continuous process for ongoing usability testing and improvements to its online services. Develop simple survey instruments that will measure ongoing customer satisfaction.

Responses were due August 11th. Five companies responded on time. The proposals have been reviewed and references are now being checked for one of the firms.

Final Self-Check Grant Report Submitted

The system's $90,000 LSTA grant for the previous year had three areas of focus: 1) installing public Internet workstations; 2) installing self-check stations; and 3) replacing the RPA server. The following final results were reported to Commonwealth Libraries:

Internet Workstation Expansion & Microsoft Office 2007 Upgrade:

1. Fifteen additional public Internet access computers were installed. This equipment included Microsoft Office 2007, plus, all existing public access Internet computers had Microsoft 2007 software installed, and the computers were configured to provide secure downloading and uploading.

Public Internet Computer Distribution	Amelia Givin	Bosler	Fredrick-sen	East Penns-boro	John Graham	Joseph T. Simpson	New Cumber-land	Shippens-burg	TOTAL
New PCs	1	3	3	1	1	2	2	2	15

2. This larger network helped increase public use of the Internet computers during April-June 2008 by 15%.

INTERNET COMPUTER USE (April-June)	Amelia	Bosler	East Penns-boro Branch	Fredrick-sen	John Graham	New Cumber-land	Shippens-burg	Simpson	TOTAL
2007 Usage	1,481	8,084	867	10,471	279	3,850	2,823	6,072	33,927
2008 Usage	1,338	10,014	943	11,249	625	4,281	3,009	7,438	38,897
% Change	**-10%**	**24%**	**9%**	**7%**	**124%**	**11%**	**7%**	**22%**	**15%**

3. Customers were surveyed pre- and post-implementation. After expanding the public access computer network 36% and providing improved software for public use, survey results found that:
   - Waiting time for Internet computers decreased dramatically. Before installing more computers, 65% of customers surveyed reported that either did not have to wait for a computer, or that they waited less than 5 minutes. After installation, 97% of customers surveyed report that they did not have to wait for a computer, or that they waited less than 5 minutes.
   - Customer satisfaction with software available for use on the public computers also improved dramatically. Before installing Microsoft Office 2007, 52% of customers surveyed reported that the software available on computers was either very good or excellent. Now, 81% of customers surveyed report that the software is either very good or excellent.

Self-Checkout Stations:

1. The 5 new self-check stations installed at Fredricksen, Bosler and Simpson resulted in a change in the number of transactions handled by staff at the circulation desk:

- Where self-check stations are installed, 8% of all circulation transactions are now performed by customers at the self-check stations.
- Fredricksen reports that customers do 13% of all transactions at the self-check stations. Bosler has 4% of transactions performed at self-service stations; and Simpson has 3% of transactions performed at self-service stations. (Note that Fredricksen has 3 stations; Simpson and Bosler each have one.)

Circulation Activity at Self Check Libraries	2007 (NO SELF-CHECK INSTALLED)				2008 (SELF CHECK INSTALLED)						
	Apr	May	Jun	July 1-31	Apr	% Change	May	% Change	Jun	% Change	Jul 1-19
Bosler Library											
Circulation Desk	40,508	36,434	44,325	46,713	37,581	-7%	36,926	1%	42,716	-9%	28,503
Self-Service	0	0	0	0	1512	n.a.	1514	n.a.	2100	n.a.	1181
Percent Self-Service	0%	0%	0%	0%	4%	n.a.	4%	n.a.	5%	n.a.	**4%**
Total Bosler CKOS	40,508	36,434	44,325	46,713	39,093	-3%	38,440	6%	44,816	-4%	29,684
Fredricksen Library											
Self-Service	0	0	0	0	1945	n.a.	6764	n.a.	8601	n.a.	6651
Percent Self-Service	0%	0%	0%	0%	3%	n.a.	11%	n.a.	11%	n.a.	**13%**
Total Fred. CKOS	62,932	56,445	76,675	78,848	63,694	1%	61,363	9%	75,581	-4%	51,998
Simpson Library											
Circulation Desk	41,747	40,387	49,042	52,488	46,371	11%	43,711	8%	52,018	-1%	33,766
Self-Service	0	0	0	0	349	n.a.	1187	n.a.	1416	n.a.	902
Percent Self-Service	0%	0%	0%	0%	1%	n.a.	3%	n.a.	3%	n.a.	**3%**
Total Simpson CKOS	41,747	40,387	49,042	52,488	46,720	12%	44,898	11%	53,434	2%	34,668
SUMMARY											
Circulation Desk	145,187	133,266	170,042	178,049	145,701		135,236		161,714		107,616
Self-Service	-	-	-	-	3,806		9,465		12,117		8,734
Percent Self-Service	0%	0%	0%	0%	3%		7%		7%		**8%**
Total Checkouts	145,187	133,266	170,042	178,049	149,507	3%	144,701	9%	173,831	-2%	116,350

2. Customers were surveyed pre- and post-implementation. After installing the new self-check units, survey results found that:
   - Waiting times reported by customers to checkout materials decreased. Prior to installing the self-check units, 58% of customers reported that they did not wait to checkout materials. Now, 71% report that they did not wait.
   - Actual checkout speed was also reduced according to customers surveyed. Prior to installing the self-check units, 80% of customers reported that checkout was either fast or very fast. Now, 94% of customers report that checkout was either fast or very fast.
   - Customer satisfaction with the overall checkout experience was also improved. Prior to installing the self-check units, 80% of customers reported checkout was either very good or excellent. Now, 96% report that checkout was either very good or excellent.

Remote Patron Authentication Server

3. The library system replaced its Remote Patron Authentication server in April 2008. To minimize service disruption, the server was replaced in the early morning hours, prior to any libraries' opening. Since going online, CCLS's customers have not experienced any downtime.

Processes and Evaluation

Effective Internal Communications

Track It! Help Desk Software Purchased

As an enhancement to the new staff Intranet site, CCLS plans to have a help desk portal available for staff to submit computer service requests, supply orders, training requests, etc. for CCLS administrative office action. Using this portal, staff will also be able to search a database of past solutions to questions and check on the status of all requests that their library has made of the CCLS administrative office staff.

After examining several open source products such as Bugzilla and Request Tracker as well as two commercially supported products (Help Star and Track It!), administrative office staff recommended purchasing Track It! software. The software has been acquired and will be configured this fall.

Strategic Marketing

Website Re-Design: NextReads Email Newsletter

As part of the website re-design grant, CCLS plans to announce major changes to the website as they occur via website announcements, news releases, signs and printed materials.

The first service change will be the addition of customized *NextReads* email newsletters. *NextReads* newsletters are sent on a monthly or every-other-month basis, and list about ten book recommendations. Subjects include biography and memoir, thrillers and suspense, history and current events, mystery, nature and science, travel, romance and audio books, as well as several different ones for children and teens. Each recommended title links back to the CCLS online catalog, so that readers can check title availability and place requests right away. Even people without email addresses can use *NextReads* by viewing the newsletters online, either from a library or personal computer.

The library system purchased the *NextReads* readers' advisory service in early 2008. Staff from member libraries are now trained to edit and create the newsletters. The first newsletters will be available to the public in September. The service will be publicly announced via news release in October.

Website Re-Design: New Website Addresses Acquired

CCLS purchased the rights to standard website address names for each of the libraries. Rather than its current non-user-friendly addresses, like www.ccpa.net/newcumbpl, CCLS will market each library as:

1. www.cumberlandcountylibraries.org

2. www.ameliagivinlibrary.org
3. www.boslerlibrary.org
4. www.eastpennsborobranch.org
5. www.fredricksenlibrary.org
6. www.johngrahamlibrary.org
7. www.newcumberlandlibrary.org
8. www.shippensburglibrary.org
9. www.simpsonlibrary.org

In addition, CCLS purchased the following alternative names (and plans to acquire some additional names that will be identified by each library). While these will not be promoted to the public, they can be used now. Each 'points' to the library's website:

1. www.cumberlandcountylibrarysystem.net
2. www.cumberlandcountylibrarysystem.org
3. www.cumberlandcountylibraries.net
4. www.ameliagivinlibrary.net
5. www.boslerlibrary.net
6. www.eastpennsborobranch.net
7. www.fredricksenlibrary.net
8. www.johngrahamlibrary.net
9. www.newcumberlandlibrary.net
10. www.shippensburglibrary.net
11. www.simpsonlibrary.net

Statistics for Second Quarter:

Library System Summary Statistics

Library service statistics were reviewed for the second quarter. In comparison with the same period in 2007:

- Systemwide library visits increased 20%.
- Systemwide circulation increased 3%, with John Graham and Simpson Public showing the highest increases (9% and 10% respectively).
- Systemwide computer use increased 17%

The circulation and computer use increases were reported in a *Patriot-News* article about how libraries are used more in economic downturns.

Library System Activity Statistics

Administrative Office statistics were reviewed for the second quarter. In comparison with the same period in 2007:

- Website visits increased by 36%.
- The number of online catalog searches has increased 93%.
- The number of items ordered increased 8%. 3406 items were cataloged and delivered to libraries in an average of 2 days. About 4000 items were cataloged and delivered to libraries in an average of 43 days.

- The number of STAR customers has increased 10%.

Unfinished Business

Reminder
Names are still needed from New Cumberland Friends, Amelia and Bosler Board and Friends groups for Advocacy group.

Audit Request for Proposals
Three proposals were received in response to CCLS's RFP for auditing services: Brown, Schultz, Sheridan, Fritz (Camp Hill, PA); Brown & Associates, LLC (Hunt Valley, MD); and Smith, Elliott, Kearns & Company, LLC (Carlisle, PA). Copies of the proposals were distributed. Two companies, Boyer & Ritter and Waggoner, Frutiger & Daub declined to respond indicating that they could not complete the audit by the mid-March date. A committee to review the proposals was appointed: Nancy Besch (Chair), Jonelle Darr, Alicia Stine, Judy Yaw and Denise White. The committee will meet at 5:30 pm on Monday, August 25, 2008.

Proposed Bylaws Revisions
A second draft reading of proposed Bylaws changes was distributed with changes shown in boldface and underlined. Final approval will occur at the September board 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 area realtors. Dennis Marion has also been made aware of the library system office's space needs.

A property was visited on Cherry Street, Carlisle on July 22, 2008. (It is currently the Hoffman Mills crystal plant building.) Its operations are consolidating to the first floor and about 10,000 square feet of space is available on the second floor. The building is owned by James Kravitz. In order to explore the financial feasibility of renovating the space to meet CCLS's needs, Mr. Kravitz has asked for a letter indicating CCLS's interest and more specific information as to CCLS's space requirements. *The library system board agreed that Mrs. Darr should send Mr. Kravitz a letter registering CCLS's possible interest in the facility along with CCLS's finalized building program statement.*

One Book, One Community
Board members were encouraged to attend the *One Book, One Community* kick-off Wednesday, August 27, 2008, at 4:00 p.m. at the Pequea Valley Community Library, Intercourse, Pennsylvania. Carpooling is available.

CCLS Formula Review Committee Update
For future board meetings, meeting highlights and excerpts from the Formula Review Committee will be distributed to system board members rather than the full-text minutes. For full-text reading, minutes will be distributed upon request. A highlights document was distributed. The next meeting of the Formula Review Committee is scheduled for Tuesday, August 26, 2008 at the Amelia Givin Library.

New Business

Actions

The system board unanimously approved the following:

1. ***Proposed County Coordination Aid Goals***
2. ***Systemwide LSTA 2009-2010 application for children's collection development in the approximate amount of $20,000***
3. ***Systemwide LSTA 2009-2010 application for staff training in the approximate amount of $45,000***
4. ***Simpson Public Library LSTA 2009-2010 application for video game collection development in the approximate amount of $18,000***

District News

The district received an LSTA grant to purchase a new federated search engine called "Webfeat". Webfeat will allow customers to search the catalog and all reference databases from a single search box on the library system website.

The district is also pursuing a proposal from OverDrive for e-audios rather than continuing its subscription agreement from NetLibrary. OverDrive may have better title selection and is also compatible with iPods.

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 5:15 p.m. The next meeting of the Cumberland County Library System will be held on Monday, September 15, 2008 at the Cumberland County Library System administrative office at 4:00 p.m.