

**Cumberland County Library System
Board of Trustees
Monthly Meeting Minutes
July 20, 2009**

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, Alicia Stine (alternate), Elizabeth Stone, Marcey Whiteside and Judy Yaw.

Others Present

Nan Cavanaugh, Jonelle Darr, Sue Erdman, Bonnie Goble, Linda Rice, Susan Sanders and Denise White.

Minutes & Treasurer's Report

Previous Minutes

The minutes from the June 15, 2009 board meeting were approved as submitted.

Treasurer's Report

The Library System Board unanimously moved to file the June 2009 Treasurer's Report for audit. The board also reviewed and accepted the Current Cash spreadsheet as presented.

The Board Treasurer reviewed and initialed June's bank statements, cancelled check records and reconciliation reports for the system's general, LSTA and foundation accounts.

Reports

Executive Director's Report

Learning and Innovation

Community Partnerships

Jump Street

Harrisburg based Jump Street has received its third National Endowment for the Arts Big Read grant. It will promote Ray Bradbury's Fahrenheit 451 to the community. The organization will be working with Fredricksen, Simpson and New Cumberland libraries to promote the program.

Financial Management

Resource Acquisition

eRate Funding

Amelia Givin, Fredricksen and New Cumberland libraries were finally notified that they are eligible for eRate or Universal Service Funds for the period 2009-2010. This brings the system's total grant eligibility award to \$57,304.

<u>Library</u>	<u>Amount</u>
Amelia Givin Library	\$ 809
Bosler Memorial Library	\$ 1,518
Cleve J. Fredricksen Library	\$ 2635
Cumberland County Library Sys	\$ 47,930
John Graham Public Library	\$ 648
Joseph T. Simpson Public Library	\$ 842
New Cumberland Library	\$ 1,740
Shippensburg Public Library	\$ 1,180
TOTAL	\$ 57,304

Fowler Family Foundation

The Fowler Family Foundation has donated \$2500 in support of the regional *One Book, One Community* program. Their support will help with printing of bookmarks and flyers, as well as provide one performance in each participating county of the Old World Folk Band. Cumberland County's performance will be held at Bosler Library.

Beatrice Kelley Estate

To date, the system has received \$250,000 from the Beatrice Kelley estate. The administrative office expects to receive an additional \$40,000 once the estate has been settled later this fall. The board asked the Executive Director to develop a list of recommendations for use of these funds. Ms. Darr will present the list at the board's August meeting. In addition, the system office also received two pieces of jewelry, of no particular monetary value, from the estate. ***The system board unanimously approved giving the jewelry to Ms. Kelley's nephew, Gerald Kelley.***

System Office Copier Purchase

The system office purchased a new photocopier at a cost of about \$6400. The old copier is 10 years old and parts are no longer available.

Resource Management

Horizon Application Server

In 2010, the library system was expecting to upgrade its primary Horizon application server. However, administrative office staff have since learned that the server's end of life may be delayed until 2012. Administrative office staff have requested written verification of the 2012 date as this differs from our original documentation. If so, this will delay a possible \$65,000+ expenditure until 2012.

Related to this, in May at Bill Gould's urging, administrative office staff began exploring the possibility of piggybacking on the Keystone Library Network's statewide automation system. The Keystone Library Network provides computer services for the state system of higher education (SSHE) libraries, plus the state library and several other Pennsylvania academic libraries. After seeing a demonstration and exploring the functionality that is available on the KLN's Voyager system, administrative office staff have tentatively concluded that this network would not be a good match for our needs.

Through our current Horizon system, the library system has established a higher level of customer service and adopted many more cost-effective service efficiencies than the Keystone Library Network. Some of these include:

- eMail notices for customers (reduces staff time and postage costs)
- Telephone messaging for overdues and hold pickup (reduces staff time and postage costs)
- DebtCollect to retrieve long overdue materials and collect accounts (reduces staff time and achieves higher collection rates)
- A much more user-friendly catalog enabling customers to renew and request items effectively (reduces staff time)
- Automated telephone circulation system (reduces staff time)
- Online payment of fines and fess (reduces staff time)

While administrative office staff continue to explore the cost of the Voyager system with the KLN, unless the price for it is extremely competitive with Horizon, the Voyager system is simply not a good match for us and is not worth further consideration.

The only remaining alternative is to see if the KLN might be willing to host our system on their servers at Shippensburg University. That may be a less expensive option than buying our own server in 2012. Administrative office staff will explore this option.

Customer Services

Core Library Services

State Budget Deliberations Continue

Once the state decides its library funding levels, the library system will begin serious work on its 2010 budgets. Budget scenarios were created earlier this year by most libraries. These will be revised, and library boards will need to discuss what their library's core services are. The system's long range planning research will be a helpful starting point for most boards. It is available at:

<http://cumberlandcountylibraries.org/index.aspx?NID=719>

Possible state budget cuts range from a lot of 16% to a high of 55%. This would mean about a \$1 million cut in funds and services for the system. Mrs. Darr urged board members, if they haven't already done so to contact their legislators.

Online Services

Web Site Use

Listed below are the top 50 public web site pages on our new web site. Home pages for the system and each library are listed in bold face.

Web Site Page Use June 2009	Pageviews	Avg Time	% Exit
Cumberland County Library System, PA	46,830	106.41	55.1
Fredricksen (Camp Hill, PA)	6,055	91.74	38.4
Simpson (Mechanicsburg, PA)	5,565	62.52	40.56
Bosler (Carlisle, PA)	3,931	168.81	81.36
Locations and Hours	2,388	61.64	41.11
Renew It	2,135	143.89	66.18
Shippensburg (PA)	2,012	76.55	48.31
Library Collection	1,854	56.97	35.94
Borrow, Renew, Return	1,839	80.42	56.11
New Cumberland (PA)	1,486	17.2	3.48
Amelia Givin (Mt. Holly Springs, PA)	1,018	80.51	58.3
Teens	1,000	53.38	34.68
Directions and Hours for Fredricksen	925	151.56	45.33
Searchable Resources	839	22.81	13.44
Digital Downloads	792	26.23	25.2
Directions and Hours for Simpson	729	15.4	9.34
East Pennsboro (Enola, PA)	711	215.88	51.23
Join Now!	677	183.51	40.5
Children's Events at Fredricksen	674	88.58	55.86
New & Popular Titles	648	56.83	30.52
Do Research	621	332.44	87.45
Summer Reading Program	555	100.77	29.17
Teen Summer Reading	529	111.42	48.96
Teen Events at Fredricksen	523	115.32	32.89
Work With Us	514	198.28	75.54
Directions and Hours for Bosler	401	52.56	21.74
Calendar of Events	384	55.95	36.91
John Graham (Newville, PA)	363	85.86	50.51
Simpson's Children's Special Events	314	43.4	14.54
Contact Us	303	76.03	22.7
Adult Events at Fredricksen	300	144.97	42.67
Request It	298	45.99	12.41
Directions and Hours for New Cumberland	295	64.42	30.3
Search Engines	271	79.05	50.99
Get a Free Online Card	252	196.63	42.86
Genealogy	233	158.1	56.67
eBooks	224	114.31	30.57
Book Sales at Simpson	202	23.38	8.58
Directions and Hours for East Pennsboro	200	62.2	42
Fundraising Events	180	93.37	52.53
Summer Reading Challenge	158	105.11	28.57

Web Site Page Use June 2009	Pageviews	Avg Time	% Exit
Alphabetical List of Searchable Resources	128	193.38	54.69

Web Site Library Card Registration

On average about 1 or 2 people register for a library card online each day.

Web Site Donations

In June, the system received \$205 in web site donations. Nearly all these funds were gifts for specific libraries. (One \$35 gift was designated for the library system). In the future, all online gifts will be reported on Library System Foundation financial reports, as this is the 501 (c) (3) organization that is actually accepting the donations online. However, because the administrative office was having problems with getting our accounts switched from Commerce and Orrstown for the foundation, the initial gifts were deposited in the library system's accounts. This will not happen in the future.

The credit card company associated with Blackbaud's online NetSolutions service charges 5% for each transaction. Net payments for gifts made online will be forwarded by the foundation on a monthly basis to member libraries.

Web Site Fee Payments

The administrative office is now in the process of setting up its web site to accept secure payments of overdue fines. This system will be linked to the Horizon system and update customer's accounts in real time, once credit card payments are received. After soliciting credit card proposals from a number of banks, PNC was selected. PNC will not charge a transaction fee, has no monthly account fees, and its rate per transaction is 2.45%.

Processes and Evaluation

Effective Internal Communications

Intranet

Administrative office staff members are now beginning to develop its staff and library board Intranet web support site. This site will eventually be our mechanism for posting policies, procedures, meeting minutes (for both staff and library boards), etc.

Unfinished Business

Energy Efficiency Stimulus Funds

Kirk Stoner, County Director of Planning, met with library directors to discuss the Energy Efficiency Stimulus Funds program. Mr. Stoner heard from the directors and is aware of the system's needs. The county has engaged a consultant (Constellation Energy) to develop a plan and prioritize projects. The plan is expected to be in place by year-end. Once the federal contract is executed the county has 36 months to spend the funds.

New Business

Shippensburg Public Library's Building Expansion

In accordance with the library system's policy regarding member library construction projects, Shippensburg Library Directors Susan Sanders presented an overview of the library's proposed \$8.1 million project, distributing all the required documents in advance of the meeting. ***After discussion and review, the system board commended Shippensburg for its work to date and unanimously approved the Shippensburg's Public Library's Building expansion as presented.***

Initiate Executive Director's Annual Evaluation

The system board unanimously initiated the system Executive Director's annual evaluation.

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 4:43 p.m. The next meeting of the Cumberland County Library System will be held on Monday, August 17, 2009 at the Cumberland County Library System administrative office at 4:00 p.m.