# Cumberland County Library System
**Board of Trustees**
**Monthly Meeting Minutes**
May 19, 2014

**CALL TO ORDER**
A regular meeting of the CCLS board was called to order by Dr. William A. Gould, President, at 4:02 pm in the meeting room of the Cumberland County Library System, Carlisle, PA.

**MEMBERS PRESENT**
Bill Gould, Jane Graham, Jim Hutcheson, Diane Myers (alternate), Elizabeth Stone, Suzanne Simmons and Kevin Stoner.

**OTHERS PRESENT**
Jody Cole, Jonelle Darr, Gary Eichelberger, Sue Erdman, Bonnie Goble, Bonnie Powers, Jeff Swope and Denise White.

**MINUTES & TREASURER'S REPORT**
**Previous Minutes**
***The Library System board unanimously approved the April 21, 2014 board meeting minutes.***

**Treasurer's Report**
The system board reviewed the Balance Sheet and Income and Expense statement for the month of April. ***After review of the reports, the Library System Board unanimously moved to file the April 2014 Treasurer's Report for audit.***

In Mr. Fisher's absence, Dr. Gould reviewed and initialed April's bank statements, cancelled check records and reconciliation reports for the system's general, money market and online payments accounts. He also signed the Executive Director's expense reimbursement request.

The next Finance Committee is scheduled for Monday, June 2nd at 4:00 pm. Directors are welcome to attend this meeting. In addition, an audit presentation is expected at the July 2014 board meeting.

## REPORTS
## Executive Director's Report
## CUSTOMER SERVICES
### Core Library Services – Provide core audiences with quality library services
### Revised Library Assumptions
Attachment G reflects the latest revisions made to the library system's *Assumptions about the Future* document.

Following the review of the Assumptions document, the Board discussed its *Assumptions about Library Services*, reviewing the system administrative office core services. This included the areas of:

- Information technology services, including web site service

- Technical Services
- Staff and trustee training
- Services for the Aged (STAR)
- Service coordination, policy development, advocacy and financial support/analysis

The board discussed the possibility of forming a sub-committee of board members and directors to re-evaluate Technical Services to identify additional service improvements and cost efficiencies. Before any board action is taken, directors were asked to discuss this at their next meeting and provide a recommendation for the board to consider in June.

**Library Roles and Initiatives** – Explore and evaluate new library service roles and initiatives

**Program Budget Prepared**

As requested by the county chief clerk, a program budget was developed that categorized each library's expenditures into one of six areas. Details for each library can be found on Attachment F).

1. Library collection access and support (49%)
2. Educational, cultural and informational programming (11%)
3. Technology access and instruction (13%)
4. A safe and welcoming place for residents to learn, work or enjoy library collections — a 'third' place or destination (5%)
5. Fundraising (6%)
6. Administrative and Shared Services (17%)

Overall, the report found that each library's:

- Support for collection access and support comprised anywhere from 43% to 66% of expenditures.
- Support for programming ranged from a low of 4% to 20% of expenditures.
- Technology access and instruction support ranged from a low of just over 0% to a high of 38% (at system headquarters)
- Fundraising costs ranged from 3% to 6% of expenditures.
- Administrative costs and shared services ranged from 9% to 31% of expenditures.

This information was shared with Mr. Thomas on Friday, May 16th. In addition, he received an advance copy of some of our legislative breakfast information (Attachment H).

## RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

**Customer Feedback** – Obtain and respond to customer feedback about library roles and services

**Summer Reading Program**

The library system will conduct two surveys this summer to obtain customer feedback regarding the summer reading program. One of the two surveys was created by Commonwealth Libraries and will be completed by children who participated in the summer reading program. The second survey will obtain parents' feedback and observations about the summer reading program's effectiveness. Libraries will also conduct at least one library customer focus group.

**Promote Library Services** – Promote the value of library services strategically and effectively

**Legislative Breakfast**

Preparations are being made for the library system's annual legislative breakfast on Thursday, May 29, 2014. Drafts of handouts that will be distributed that morning are available as Attachment H.

Thus far, 45 people have replied that they will be attending. Elected officials who are new to Cumberland County as a result of re-districting (Senator Eichelberger, Rep. Keller and Rep. Tallman) were also invited.

## LEARNING, INNOVATION & TECHNOLOGY

**Leadership** – Develop leadership among staff and board members

**Trustee Orientation**

Twenty-four people registered for the orientation, with 20 people actually attending. (Five of these were staff members.) Overall evaluation results from the trustee orientation were very positive.

## UNFINISHED BUSINESS

Board members were reminded to complete and submit the State Ethics Commission Statement of Financial Interest form to the system office. A copy of the form will be sent to Mr. Hutcheson.

## NEW BUSINESS

**Capital Area Library District**

Bonnie Powers, Capital Area Library District Consultant, briefly reviewed the proposed District Library Services Agreement. The agreement provides Delivery, Interlibrary Loan, Consulting/Coordination, Online Resources/Ebooks, and Continuing Education for staff and trustees. ***The System Board unanimously approved the 2014-2015 District Library Services Agreement.***

**Circulation Adjustments**

Circulation statistics at member libraries for January 23 through May 9, 2014 were about 25 to 28% lower than the previous year due to the fact that the Sierra system was not attributing renewals to the library from which the original loan was made, but to a 'virtual library' location. As of May 9, the Sierra system was adjusted, and it is now attributing renewals to the original place of checkout. (This was how the Horizon system counted these statistics.)

As a result, Mrs. Darr recommended that the system board adjust each library's circulation numbers as reported by Sierra from January 23 through May 9th, giving each library a portion of the renewal transactions that had been attributed to the virtual library. She distributed a chart (below) that demonstrated that the adjusted figures are consistent with prior year activities; and are also consistent with increases and decreases in library visits.

***Based on this recommendation, a motion was made and seconded to adjust the circulation transactions for each member library, portioning out renewals to each library based on each library's percentage of overall circulation for the first quarter of 2014. The motion was***

***amended to include the month of April and a portion of May (May 1-9). The amendment and motion were unanimously approved by the system board.***

| **Cumberland County Library System**<br><br>**Recommended Circulation Adjustments** | **1st Quarter 2013** | **1st Quarter 2014** | **Increase/ Decrease** | **Percentage of total member library circulation** | **Circulation Adjustment for Online Renewals** | **Total Adjusted Circulation** | **Comparison with 2013** |
|---|---|---|---|---|---|---|---|
| **CIRCULATION** | | | | | | | |
| Amelia | 32,890 | 23,689 | -28% | 5% | 8,013 | 31,702 | -4% |
| Bosler | 129,523 | 97,977 | -24% | 20% | 33,142 | 131,119 | 1% |
| East Pennsboro | 11,516 | 7,473 | -35% | 2% | 2,528 | 10,001 | -13% |
| Fredricksen | 202,648 | 155,064 | -23% | 32% | 52,453 | 207,517 | 2% |
| John Graham | 14,112 | 10,600 | -25% | 2% | 3,586 | 14,186 | 1% |
| New Cumb. | 53,033 | 39,003 | -26% | 8% | 13,193 | 52,196 | -2% |
| Shippensburg | 58,497 | 45,848 | -22% | 9% | 15,509 | 61,357 | 5% |
| Simpson | 143,297 | 109,170 | -24% | 22% | 36,928 | 146,098 | 2% |
| ***Subtotal Member Libraries*** | ***645,516*** | ***488,824*** | ***-24%*** | | ***165,352*** | ***654,176*** | |
| System Office | 34,911 | 22,635 | -35% | | - | 22,635 | -35% |
| Encore Virtual Library Renewals | - | 165,352 | --- | | (165,352) | - | --- |
| ***Subtotal System Office/Virtual Library*** | ***34,911*** | ***187,987*** | ***438%*** | | ***(165,352)*** | 22,635 | -35% |
| **TOTAL** | **680,427** | **676,811** | **-1%** | | **-** | **676,811** | **-1%** |

| **LIBRARY VISITS** | **1st Quarter 2013** | **1st Quarter 2014** | **Increase/ Decrease** |
|---|---|---|---|
| Amelia | 34,689 | 33,100 | -5% |
| Bosler | 69,785 | 66,785 | -4% |
| East Pennsboro | 10,825 | 8,614 | -20% |
| Fredricksen | 58,313 | 55,354 | -5% |
| John Graham | 8,163 | 7,696 | -6% |
| New Cumberland | 31,214 | 29,779 | -5% |
| Shippensburg | 23,760 | 23,201 | -2% |
| Simpson | 65,145 | 64,207 | -1% |
| TOTAL | 301,894 | 288,736 | -4% |

## UPDATES

### Library News

Library news was shared.

## ADJOURNMENT

There being no further business, the meeting was adjourned at 5:13 pm. The next meeting of the Cumberland County Library System will be held on Monday, June 16, 2014 at the Cumberland County Library System's headquarters office at 4:00 pm.