

Community Needs for Library Services: Panel Discussion



Swartz Auditorium - Carlisle Area School District
February 25, 2015
7 to 9 PM

Welcome and Opening Remarks

Purpose of the Session

To identify our community's needs and how these needs affect library use and the future of libraries in Cumberland County.

Agenda

- 1. Welcome and Opening Remarks**
- 2. Discussion Format and Ground Rules**
- 3. Introductions**
- 4. Library Services Background Report**
- 5. Questions for the Panelists**
 - Moderator
 - County Commissioners and Library System Board
 - Audience (as time permits)
- 6. Summary**

Discussion Format

- **Moderator will ask panelists to address 6 introductory questions.**
- **Following these responses, a questions and answer period will follow:**
 - **Priority given to questions from the County Commissioners and Library System Board members;**
 - **As time allows, questions from the audience may be submitted in writing using 3x5 cards.**

Ground Rules

- **Respect each speaker's view and comments.**
- **We ask that the audience refrain from making comments or asking questions until the end of the panelists remarks.**

Introductions

- **Monica Gould**, Moderator - President, Strategic Consulting Partners
- **Barbara Cross**, Cumberland County Commissioner
- **Jim Hertzler**, Cumberland County Commissioner
- **Gary Eichelberger**, Cumberland County Commissioner
- **Larry Thomas**, Cumberland County Chief Clerk

Introductions

Cumberland County Library System Board:

- **Dr. William A. Gould**, President - Shippensburg
- **Kevin Stoner**, Vice President – Mt. Holly Springs
- **Paul Fisher**, Treasurer – Camp Hill
- **Jane Graham** - Newville
- **Jim Hutcheson** - Carlisle
- **Sue Simmons** - Mechanicsburg
- **Elizabeth Stone** - New Cumberland
- **Jonelle Darr**, Executive Director



Panelists

Tim Whelan

**Vice President of
Community Impact,
United Way of the
Capital Region**



Panelists

Lucy Suter Zander

**Executive Director,
United Way of
Carlisle and
Cumberland County**



Panelists

Kathy Silks

**PA Forward Project
Manager,
Pennsylvania
Library Association**



Panelists

Dr. Kent Chrisman



**Professor of Early
Childhood
Education,
Shippensburg
University**

Panelists

Kathy Possinger

**Executive Director,
Tri County
Community Action
Commission**



Panelists



David Kalinoski

**Associate State
Director, AARP**

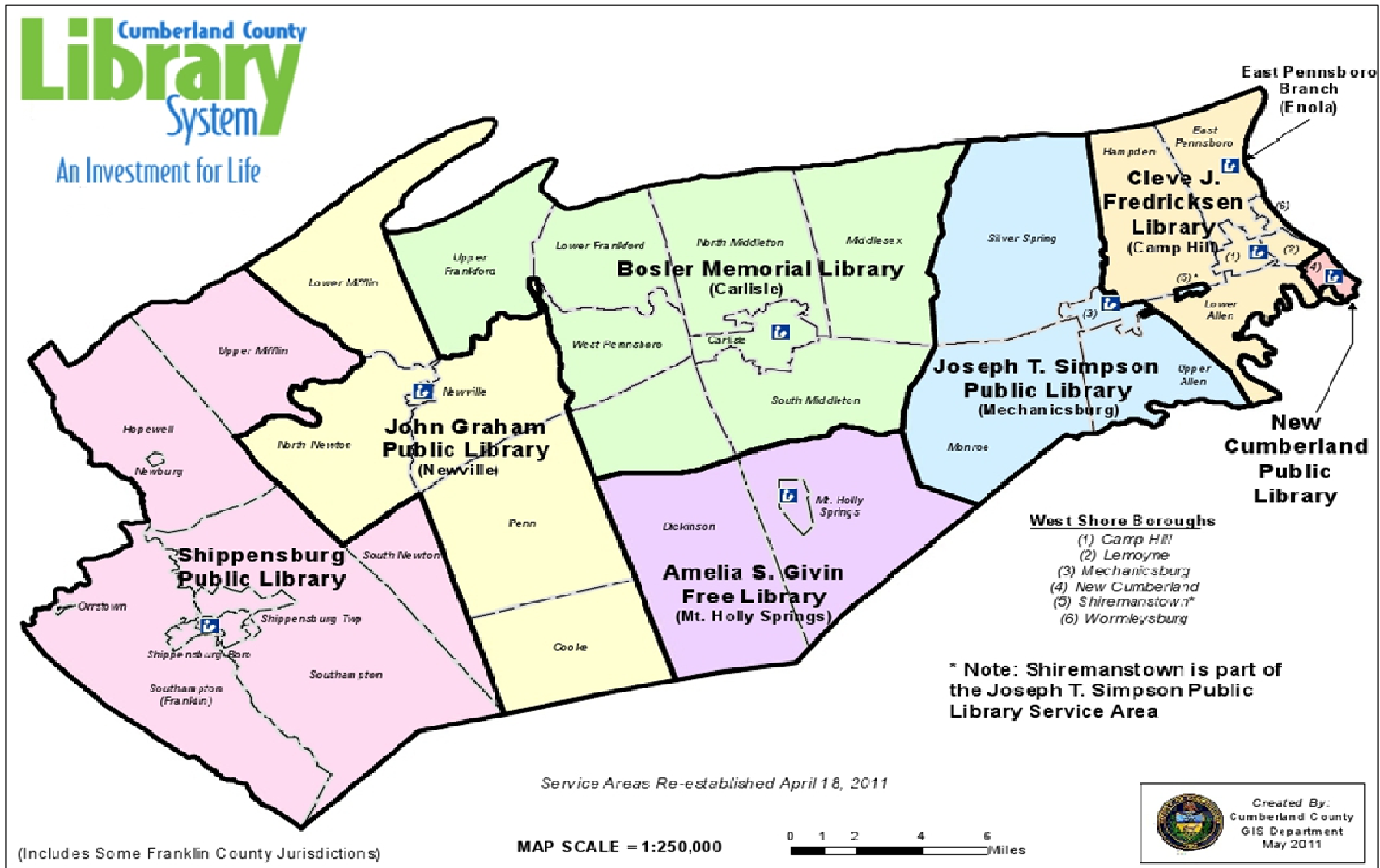
CCLS Library Services Report

- Purpose is to provide a baseline for what the CCLS does.
- What is the CCLS and for whom does it provide services?
- What services does it provide and how is it funded?

Who We Serve



Where We Are



What We Do



What Residents Use

- **Busiest library system in Pennsylvania!**
- **Since 1994, population has grown 21%. Library use has grown even more:**
 - **Children's use has increased 133%**
 - **Homebound senior use has increased 164%**
- **Services are constantly evolving:**
 - **Classes and events for youth and adults**
 - **Technology access and support**

What Library Users Report

Summer Reading Program:

- When kids don't participate in summer reading programs, they fall behind. By the end of 5th grade, kids in need are nearly 3 grades behind.

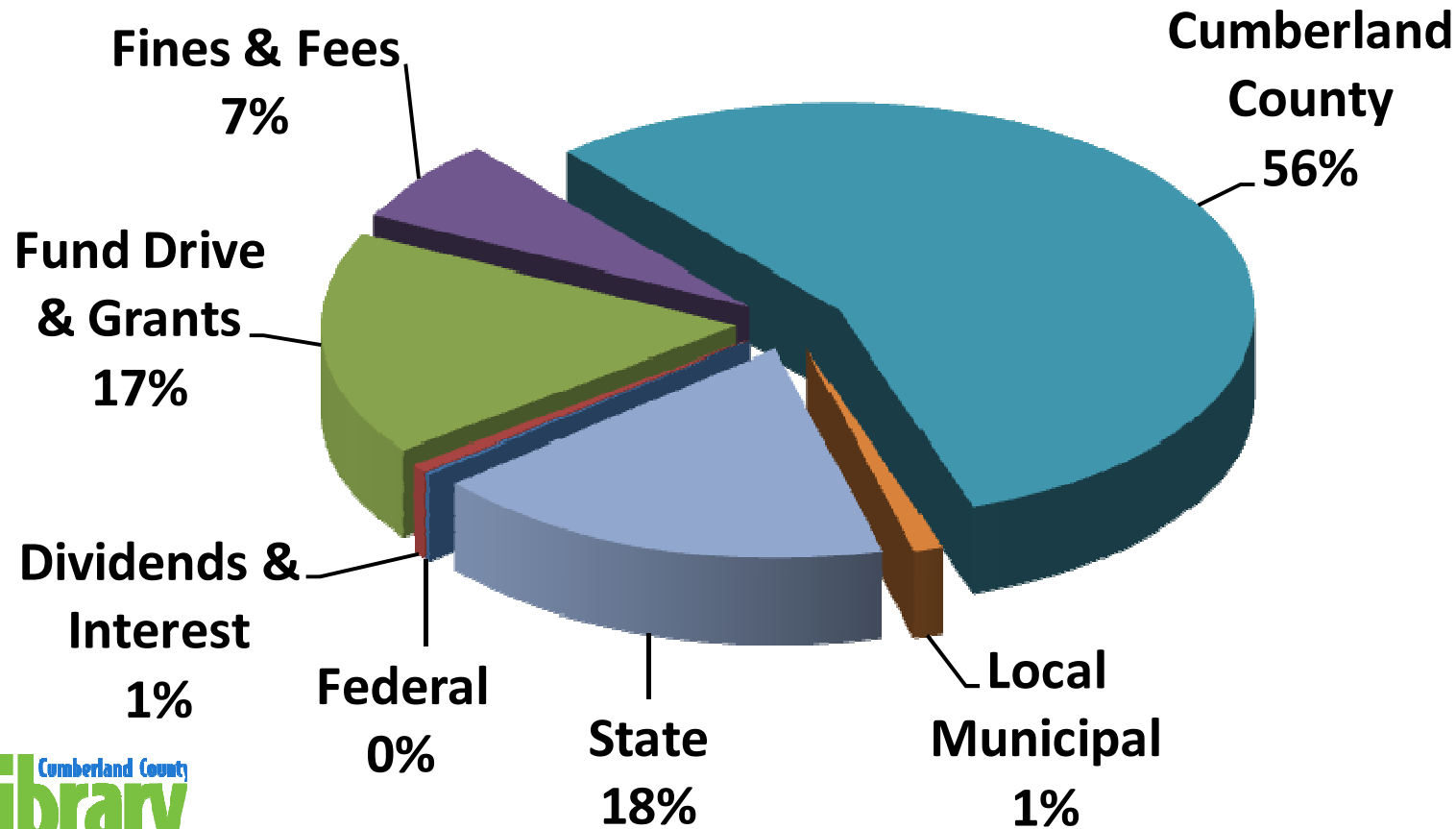
Technology Internet Access:

- 13% of library Internet users are low income
- 4% don't have regular Internet access
- 42% ask library staff for help and assistance

How We Fund It – Part 1

Operating Revenue - 2013

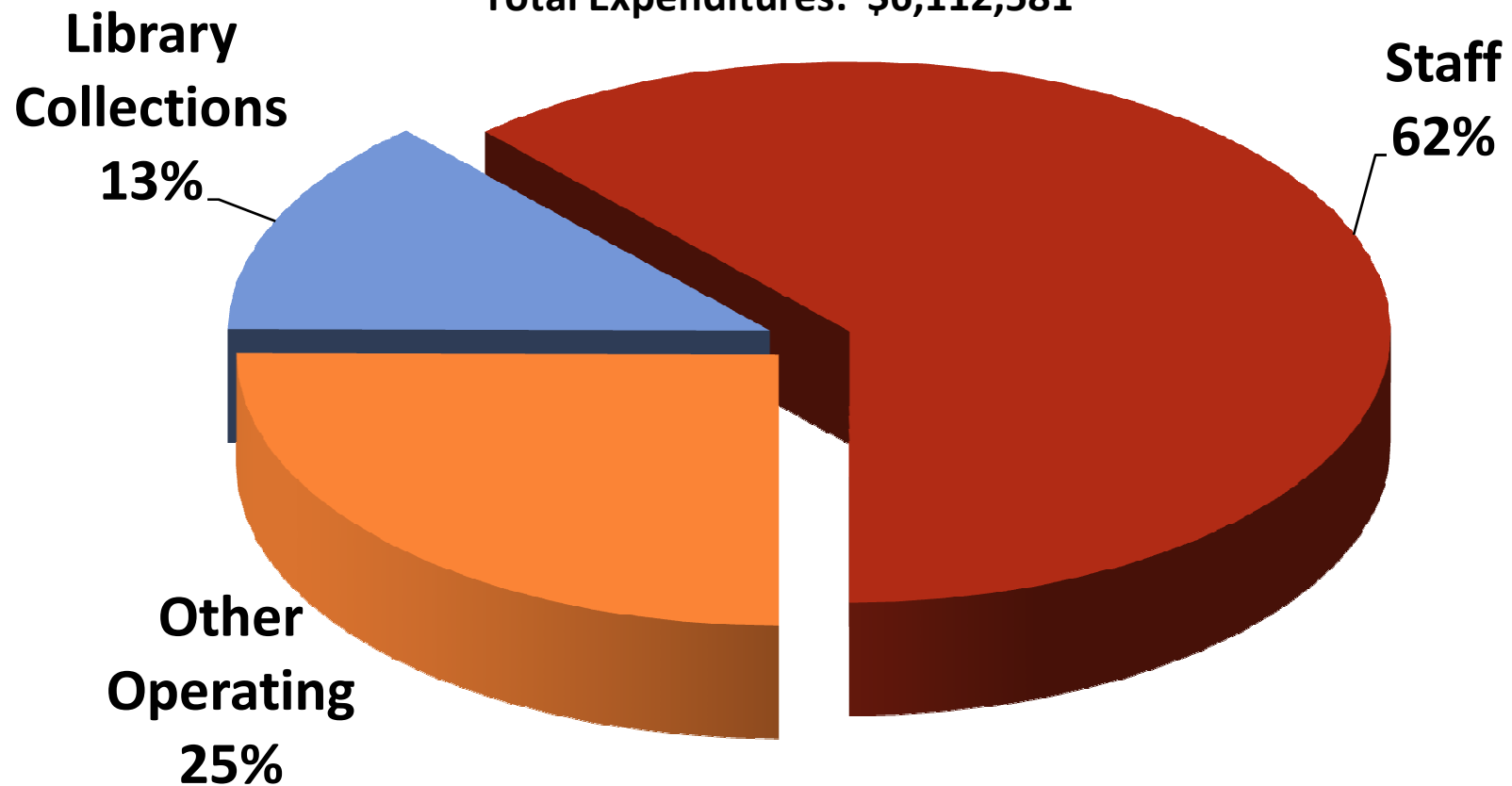
Total Revenue \$5,765,100



How We Fund It – Part 2

Operating Expenses - 2013

Total Expenditures: \$6,112,581



Panel Question #1

What are our community's greatest needs – especially as they might relate to library services?

United Way of Capital Region

Trends Affecting Libraries:

- Aging Population
- Shrinking Middle Class
- Improved “Literacy”
 - Reading (especially for proficiency by third grade)
 - Financial Literacy
 - Health Literacy

Every Community Needs:

- Children to graduate from high school on time
- Everyone to have access to health care
- Basic needs to be met
- People to have family sustaining jobs

Panel Question #2

How does the CCLS help meet our community's greatest needs?

- **Have those services changed in any way?**
- **If so, how have the library's services changed?**

Panel Question #3

Are there any other groups that are already addressing these needs and perhaps causing a duplication?

- Is duplication needed?**
- How has that changed over the last few years?**

Panel Question #4

What do you see as the most critical service(s) the CCLS provides?

- Has this changed over the past few years?**



Panel Question #5

What services should the CCLS provide that it does not currently?

Panel Question #6

What do you see as the future role of the CCLS in meeting our community's needs?

Final Question

Have you learned anything new this evening as a result of our discussions that has sparked an idea as to how CCLS libraries could better serve community needs?

Commissioners' and CCLS Board Questions



Audience Questions



Make Plans Now

- **Libraries of the Future: Panel Discussion**
Wed., March 25, 2015, 7 to 9 pm,
Conference Center at Shippensburg University,
500 Newburg Road, Shippensburg
- **Library Finance: Panel Discussion**
Thurs., April 30, 2015, 7 to 9 pm,
Boyer Hall, The Parma Cinema Center at
Messiah College, 2825 Chapel Drive
Mechanicsburg

More Information

- **Sign-up for project updates at:
http://CumberlandCountyLibraries.org/?q=Building_Consensus**
- **Recording will be posted online
in 1 to 2 weeks**

Thank You!

