Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
October 20, 2014

CALL TO ORDER
A regular meeting of the CCLS board was called to order by President, Bill Gould, at 4:00 pm in the meeting room of the Cumberland County Library System, Carlisle, PA.

MEMBERS PRESENT
Bill Gould, Jane Graham, Paul Fisher, Kevin Stoner and Suzanne Simmons.

OTHERS PRESENT
Jody Cole, Jonelle Darr, Sue Erdman, Bonnie Goble, Jeffery Swope and Denise White.

MINUTES & TREASURER'S REPORT

Previous Minutes
The Library System board unanimously approved the September 15, 2014 board meeting minutes.

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

The treasurer reviewed and initialed Septembers' bank statements, cancelled check records and reconciliation reports for the system's general, money market and online payments accounts. He also reviewed and signed the Executive Director's monthly expense report.

REPORTS
FINANCE COMMITTEE UPDATE
2015 Budget Issues
The CCLS Finance Committee met on October 6, 2014 and is not ready to recommend a final distribution amount or strategic development fund transfer amount to the board. It plans to decide these matters at its next meeting on November 3, 2014.

At the meeting the Committee reviewed a third draft system headquarters budget which shows a $150,000 deficit. The deficit is largely caused by:

- No Strategic Development Fund transfer to operating funds
- No Technology Fund transfer to operating funds
- The county's plans to pave the parking lot at 1601 Ritner Highway. This project is estimated to cost $250,000; and if the building lease is enforced, CCLS' portion of this will be $50,000.

As a result of this possible deficit, the following actions have been or will be taken:

1. Drafting a system headquarters budget that reduces expenditures further that identify options for reducing or eliminating system-level services. The ramifications of each these possible cuts will be discussed by member library directors at their October meeting.
2. Meeting with the county to ask consideration of:
   - Deferring the paving project – In a time of fiscal restraint, the CCLS Finance Committee believes that paving the parking lot does not constitute core service maintenance.
   - Re-negotiating the lease to fairly allocate parking use - The parking allocation was based largely on square footage occupancy of the building. However, it does not reflect actual use of the parking lot. CCLS' lease designates 7 parking spaces and an additional 2 ADA spaces together with non-exclusive use of the remaining parking area. The library system has 16 employees, who are here most days, and usually 1 volunteer. A quick survey of the lot on Tuesday, October 7 at 10 am found that the library system was using only 10% of the parking. However, the library system's portion of use would be even smaller when the Sheriff's vehicles and county buses return from their daily activities and are parked overnight in the lot.
   - Re-negotiating the lease to include paving as a capital expense that is amortized – For all other capital projects, the lease states the costs will be: a) Allocated according to the occupancy percentages that applies to the renovation. b) Amortized over the useful life of the renovation, and added to the reimbursement payments.
   - Extending its lease agreement payments with the library system over a longer period of time, thus reducing the system's monthly lease payments;
   - Subsidizing a portion of the system's building costs.

3. The Finance Committee requested another set of distribution scenarios that looks at increasing distribution amounts to member libraries and reducing system headquarters support.

Mrs. Darr also reported that in the past year the County re-financed the bond that paid for the Ritner Highway renovations. The total savings associated with the library's portion of this savings was $28,328. If the county adjusts the lease payments with the savings from refinancing over 18 years the system's monthly lease payments will decrease by $131, or $1574 annually.

EXECUTIVE DIRECTOR'S REPORT

CUSTOMER SERVICES

Core Library Services

Record-Breaking Summer Reading Program

The 2014 Summer Reading Program had a record-breaking year with 7,541 youth – including 734 teens registered for the program. This was a 6% increase in overall registrations. Elementary school age registrations increased even more -- 12%.

A total of 37,759 youth attended summer library events – a 13% increase. 332,980 items were borrowed by kids – a 21% increase from 2013.

In the past 10 years, Cumberland County's youth population has increased about 11%, but the system's summer reading program registrations have grown 26%.

A special report on the program's success will be prepared for the County Commissioners this month.

Library Roles and Initiatives

Consensus Building Process

Two facilitators, Monica Gould and John Rinehart, were interviewed on Monday, October 13 by a team that includes:

- Jim Hutcheson;
- Larry Thomas (County Chief Clerk);
- Karen Christie (Fredricksen Library board member and VP of Finance for Delta Development Group);
- Judy Chambers (Economic and Community Development Educator from Penn State Extension); and
- Jonelle Darr

The team recommends the selection of Ms. Gould at a cost not to exceed $7500***. Mr. Stoner made a motion, seconded by Ms. Simmons to make a recommendation to the County Commissioners to hire Monica Gould as facilitator. The board voted 3 (yes) and 1 (no). Being no further discussion, the motion carried.***

Funding and the Future of Libraries — the Honorable Frank J. Lucchino

Mrs. Darr attended a presentation by The Honorable Frank Lucchino at Fredricksen on October 15th. The main topic "*Funding and the Future of Libraries"* focused on the need for community support for libraries and fundraising. Mrs. Darr recommended the formation of a countywide public and outreach committee. The board agreed to proceed with this recommendation.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Customer Feedback

Impact Technology Survey

To date, more than 200 citizens have completed the online technology survey. The survey will be open through October 31.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition

Broadband Micro-Grant Request Approved

The library system will receive a $55,480 broadband micro-grant to replace its networking equipment (routers and switches) by December 31, 2014. CCLS must match the grant with $2,920. The match will be paid out of $9,406 that had been budgeted for router maintenance this year, thus saving the library system $6,486 this year, and the costs of replacing this equipment as had been planned in 2016.

MID-YEAR SYSTEM PRIORITIES REPORT

Reviewed the mid-year system priorities report. No discussion.

UNFINISHED BUSINESS

None.

NEW BUSINESS

County Coordination Aid

The system board unanimously accepted the 2014-2015 County Coordination Aid. Signatures are required from each library director.

External E-Mail Encryption

The county started using an external e-mail encryption program from Barracuda Networks Group. Board members may receive encrypted emails individuals who have county email addresses. A quick reference guide was distributed that outlines how to open and/or download the encrypted email.

Confidentiality of Library Customer Records

The system board unanimously approved the revised Confidentiality of Library Customer Records policy. There was no discussion.

2015 System Board Officer Nominating Committee

An officer Nominating Committee was appointed: Kevin Stoner, Sue Simmons and Bill Gould, ex-officio. It will bring a slate of officers to the 2014 November meeting. The slate of officers will be voted upon at the January 2015 meeting. Pending Kevin Stoner's possible re-appointment to the CCLS Board, all 2014 officers are eligible to serve another term. (This would be their third and last term).

System Board Member Nominations

Nominations were received from member libraries to fill the terms listed below that expire on 12/31/2014:

- Amelia Givin Library – Kevin Stoner (being re-nominated by Amelia Givin's board)
- Simpson Library – Sue Simmons (being re-nominated by Simpson's board)
- New Cumberland Library – Linda Ries – alternate (being re-nominated by New Cumberland's board)
- John Graham Library – Johanna Reeder – alternate (being re-nominated by John Graham's board)

ADJOURNMENT

The meeting was adjourned at 5:22 pm. The next meeting of the Cumberland County Library System will be held on Monday, November 17, 2014 at the Cumberland County Library System's headquarters office at 4:00 pm.

Revised Policy:
Confidentiality of Library Customer Records

(Creation & revision: 5/23/2005; 6/20/2011; 2/27/2012; 5/21/2012; 10/21/2014)

It is the policy of the Cumberland County Library System to comply with all judicial processes while preserving customer confidentiality to the extent allowed by law. This policy explains customer privacy and confidentiality rights, the steps the Library System takes to respect and protect customer's privacy when using library resources, and how the Library System deals with personally identifiable information that it may collect from its users.

In accordance with the *Pennsylvania Library Code,* records related to the circulation of library materials which contain the names of library users or other personally identifying

details shall be considered confidential in nature and will be revealed only to the library card holder or used by the library during the normal course of business. This may include:

1. Library card registration information;
2. Titles and number of items checked out;
3. Titles and number of items on hold;
4. Overdue and fine account information;
5. Interlibrary loan requests and transactions; or,
6. Public access computer activity.

These records are confidential and will not be made available to anyone other than the customer named in the record or his/her legal guardian, except by a court order in a criminal proceeding (24 P.S. §4428), or a federal investigative proceeding (USA PATRIOT Act of 2001).

The Library System also considers program registration and attendance lists as well as information questions asked by customers to be confidential. The Library System will release these records only for compelling reasons as determined by library administration and legal counsel, or by appropriate court order.

As for credit or debit card information that customers submit online when paying fees, making donations, or purchasing goods or services, the Library System contracts for online payment processing services that are hosted by vendors that comply with current Payment Card Industry Data Security Standards (PCI DSS). The Library System does not collect or store any online credit or debit card processing data that is submitted online by customers. The Library System is not responsible for any breach of security with respect to data collected or stored by these vendor-hosted sites, nor is the Library System responsible for these site's compliance with applicable federal and state laws and regulations.

The Library System permits authorized library employees with assigned confidential passwords to access personal data stored in the Library system's computer system for the purpose of performing library work. In addition, select specially trained volunteers with library-assigned confidential passwords may have limited access to customer records to provide library-related support. As stated in the Library Volunteer policy, all volunteers must agree to abide by the Library System's *Confidentiality of Library Records Policy.*

The Library System does not sell or lease users' personal information to companies, universities, or individuals. It will not disclose any personal data it collects from customers to any other party except:

1. When required by law;
2. When requested by the account holder;
3. When requested by a minor customer's parent or legal guardian;

4. To enforce the library's service policies, including, but not limited to, circulation regulations and customer behavior guidelines;
5. To contact customers during the course of the library's business including affiliated entities such as library friends or library foundation organizations; or,
6. To protect the health, welfare and safety of library customers.

Borrowers may allow a party to act on his or her behalf for checkout of materials by sending his or her library card with another party.

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Library System.