

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
June 19, 2017**

MEMBERS PRESENT

Linda Ries, Karen Shirey, Jim Hutcheson, John McCrea and Bill Gould

OTHERS PRESENT

Carolyn Blatchley, Jennifer Martek, Sue Erdman, Jody Cole, Larry Thomas, Vince DiFilippo, Dana Best

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.

MINUTES & TREASURER'S REPORT

1. PREVIOUS MINUTES

The Library System Board unanimously approved the May 15, 2017 Board meeting minutes.

2. TREASURER'S REPORT (CAROLYN BLATCHLEY, FOR PAUL FISHER)

The System Board reviewed the Balance Sheet and Income and Expense statement for the month of May 2017.

Carolyn shared that CCLS has finally begun to see the eRate discount owed by Comcast; these discounts are retroactive to 2016 and reflected on the current bill. In June, CCLS received a \$71,020 credit on the Comcast bill; another \$59,306 credit is due on the next bill. The eRate fiscal year begins July 1, 2017.

Carolyn also reported that EITC funds have been distributed to libraries for their Summer Learning Programs. Salaries YTD are below budget, as CCLS is continuing to work on filling two open positions.

After review of the reports, the Library System Board unanimously moved to file the May 2017 Treasurer's Report for audit.

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Library Roles and Initiatives

- **Turning Outward Initiative with the Harwood Institute**

The Office of Commonwealth Libraries (OCL) has engaged The Harwood Institute for

Public Innovation (Bethesda, MD) to work with up to 20 competitively-selected Pennsylvania public libraries from October 2017 through September 2019 to understand and implement Harwood's 'turning outward' approach toward making decisions about library services and resources. The chief goal of the Turning Outward Initiative is to create a more vibrant, outward-looking culture among libraries. This project is made possible by LSTA funds. All CCLS libraries are encouraged to view an informational webinar and consider applying for this project.

For the 20 participating libraries, all Harwood Institute training and coaching fees, lodging and food expenses will be paid in full. Also, travel expenses to Harwood Institute trainings and regional meetings will be reimbursed at rates not to exceed those established by the federal General Services Administration.

Learn more at <http://www.statelibrary.pa.gov/Libraries/Library-Programs-and-Services/Pages/Turning-Outward.aspx>

Online Services

- **Rolled out Summer Learning Program software**
Our website services staff successfully rolled out summer learning sign-up software from Plymouth Rocket for the start of the program.
- **Renewing EBSCO services**
CCLS renewed our subscription to NovelList Select and NovelList Plus. CCLS is evaluating our subscription to Learning Express to see if there will be any cost savings from purchasing this with other libraries in the Capital Area Library District.
- **Promoting the Libby app for OverDrive**
Computer Services staff created promotional materials for the new Libby app for OverDrive.
- **Preparing for TrueFLIX**
TrueFLIX, the new e-resource provided by the Office of Commonwealth Libraries, will appear on our website starting July 1. Preview TrueFLIX at <http://www.powerlibrary.org/librarians/e-resources/trueflixpreview>

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Customer Feedback

- **Responded to one complaint; accepted two anonymous complaints**
Three comments were submitted concerning the Library Card Suspension Policy, to which only one response could be sent. Comments continue to center around the inability to renew online (software won't allow for it) and the zero-tolerance for fines of any amount.

Library Processes

- **Item deletions now performed locally**
System Headquarters staff implemented a new procedure on June 1 for deleting items from the database. It reduces the number of steps for all staff involved at member libraries and the system headquarters office, and keeps our database cleaner. It will be less likely that people can place holds on records with no items available.
- **Work from home survey**
System Headquarters staff completed surveys to consider work-from-home options. These surveys were conducted by Cumberland County.

Promote Library Services

- **Speaking to the Cumberland County Aging Advisory Board**
Carolyn attended the June 16 Aging Advisory Board meeting to speak about the library system and programs, including the intergenerational program initiatives of 2017.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition

- **E-Rate Program**
CCLS finally received the first rebate for the past year's E-rate program.
Increasing system-wide private, local funding, municipal and in-kind gift non-capital support 5% more than received in 2016 is required as part of the Memorandum of Understanding. A \$15,000 conditional grant is tied to this project.

Resource Management

- **Improvements to statistical gathering sheets for new formula elements**
Library directors discussed and revised the staff sharing log at their May meeting, and will be continuing to trial this method of data collection through August for further evaluation.
- **Health insurance investigation**
Carolyn conducted discussions with county officials, other PA libraries and Wevodau Insurance and Benefit Strategies to determine how libraries may obtain health insurance in 2018.
- **System Headquarters future space**
Carolyn has begun a survey of space needs, considering measurements of current and past spaces, recommendations from the Bill Wilson study from 2008 and interviewing staff. Casually reviewing available spaces on the market.

Resource Allocation

- **Library Tax Installment**
The May, June and July library tax installments were made, transferring appropriate funds to member libraries on May 19, June 2 and June 16. Additional payments are scheduled for

August (July 14), September (August 11), October (September 22), November (October 20) and December (November 17).

LEARNING, INNOVATION & TECHNOLOGY

Leadership

- **Interviews Conducted for Public Services & Staff Training Coordinator**
The search committee reviewed 13 applications which met initial screening requirements. They selected seven applicants to interview using electronic communication methods; writing samples were also collected. Three applicants were chosen for in-person interviews and a sample instructional session.
- **Attended the PA Library Association Leadership Academy as a mentor**
Carolyn participated in the 2017 Leadership Academy, serving as a direct mentor to five librarians working on a podcasting project, and indirectly to three librarians from Cumberland County (Dennis Lavery of Bosler, Leigha Lamont of Fredricksen and Maggie Savidakis-Dunn of Shippensburg University), who were assigned to other projects.

New Technologies

- **Initiated Smart Money Manager™ Project**
Authorized payment to Comprise for Smart Money Manager and Smart Alec products. Carolyn negotiated no-cost credit card reader service and merchant accounts for the first year for every library, ensuring daily deposits into member library bank accounts; annual renewal at a reduced cost. Computer services staff conducted a site assessment for networking these machines, and the project should be starting soon. *Completion of this project to reduce staff time by at least 3% and improve financial security/record keeping when handling cash or credit card transactions through implementation of secure point-of-sale cash drawers and circulation desk credit card services from current 2016 levels is required as part of the Memorandum of Understanding. A \$10,000 conditional grant is tied to this goal.*

4. SYSTEM FINANCE COMMITTEE MEETING REPORT (CAROLYN BLATCHLEY)

Carolyn shared the draft minutes from the June 12 meeting. Highlights included:

- MOU Update – Reviewed a chart which tracks progress of the MOU 2017 goals. All system-led goals are either underway or complete.
- Upcoming changes to health insurance for member libraries - The county is investigating a move to a self-insured health insurance program for county employees. These types of plans tend to have fluctuating costs, based on employee insurance claims. The overall costs are typically lower, as long as the pool of insured is large and remains healthy. This type of plan might be significantly more expensive for the 28 library employees who buy into the county plan. As non-county employees they are essentially a separate plan and

their pool for spreading out costs would be much smaller. Libraries most likely will want to go another direction with health insurance. Vision and dental insurance are not affected. Carolyn made phone calls to other library systems to see how they handle insurance. She has been told that as a federated system, with each library a separate legal entity, there is no option to set up a full-coverage group plan. Library employees most likely will need to purchase individual plans through the insurance exchange, or libraries can group together in a self-insurance plan. Carolyn has arranged for representatives from the county's insurance brokerage and consulting firm (USI) and from County HR to attend the June 22nd directors meeting to review the situation in depth. Library HR personnel and/or interested board members are also invited to attend. The meeting starts at 9:30am and the topic is the first item on the agenda.

- System Headquarters office space – The committee recommended that the first step is to determine CCLS space needs. It is important that the office space location is convenient to the daily delivery route of collection materials. The space must also be able to handle internet needs; these needs are larger than a normal office, as the system is providing internet service to all of the libraries. The general Carlisle area is preferable, as it is centrally located in the county. Leased space may be preferable, but purchasing a property could be considered.

UNFINISHED BUSINESS

5. HIRING (CAROLYN BLATCHLEY)

- Public Services & Staff Training Coordinator – The interview team has chosen their preferred candidate, but has not yet extended an offer. Carolyn has contacted County HR for the proper next steps.
- Grants and Fundraising Project Coordinator – Carolyn will review the job description with library directors before taking it to County H.R. She is hoping to be able to fill the position by the end of the summer.

On a motion by Karen Shirey, seconded by Jim Hutcheson, the board unanimously approved moving forward with filling the Grants and Fundraising Project Coordinator position.

NEW BUSINESS

None

UPDATES

6. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

News from the county was shared.

7. NEWS FROM VISITORS

News from member libraries was shared.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 7/17/2017 (CANCELLED)
- 8/21/2017
- 9/18/2017
- 10/23/2017 (exception)
- 11/20/2017
- 12/18/2017

CCLS Finance Committee

(4:00pm, 1st Monday as needed)

- 8/7/2017
- 8/28/2017 (exception)
- 10/2/2017
- 11/6/2017

Carolyn will be on vacation June 29-July 14th.

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:45 pm. The next meeting of the Cumberland County Library System will be held on Monday, April 21, 2017 at the Cumberland County Library System's headquarters office at 4:00 pm.