

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
October 23, 2017**

MEMBERS PRESENT

John McCrea, Paul Fisher, Linda Ries, Judy Souleret, Kevin Stoner and Bill Gould

OTHERS PRESENT

Carolyn Blatchley, Jennifer Martek, Sue Erdman, Jeff Swope, Bonnie Goble, Vince DiFilippo

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by President Bill Gould at 4:05 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 September 18, 2017 Board meeting minutes.

2. TREASURER'S REPORT (PAUL FISHER)

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

The treasurer reviewed and initialed September's bank statements, cancelled check records and reconciliation reports for the system's general, money market and online payments accounts.

Paul Fisher noted that personnel costs were less than budget, due to unfilled positions. Tax receipts and distributions to libraries are on schedule.

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

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Online Services

• **Launched Email Campaign Highlighting Online Services**

David MacLachlan and Tara Major launched a series of short, graphical emails that will be sent approximately every other week from October 10, 2017 through March 28, 2018 to cardholders with email addresses on their account. Created in partnership with reference staff from around the county, these emails are designed to inform library

cardholders of the online tools associated with having a library card. We anticipate the series will be run again starting in April for new cardholders since October 10.

Library Roles and Initiatives

- **Intergenerational Programs as Defined in the MOU**

Carolyn Blatchley provided an updated written summary of library activities in this area for Commissioner Hertzler after the Joseph T. Simpson Public Library municipal breakfast, and participated in an interview with Cumberland County Communications Director Rachel Bryson in order to create some publicity around the activities. *A focus on intergenerational programming is a requirement in the most recent Memorandum of Understanding.*

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Library Processes

- **Fundraising & Grants Coordinator Position approved by County Salary Board**

At the September 25, 2017 Salary Board / Commissioners Meeting, this position was approved. It was posted October 3 and sent to several professional non-profit, fundraising and library job sites. To date, there appear to be 6 out of 12 viable applicants. *Fulfillment of this position is related to the Diversification of Funding requirement in the Memorandum of Understanding. A \$15,000 conditional grant is tied to this goal.*

- **Revision of Library Policies**

Working in various collective groups of member library leaders and system headquarters leadership, policies were being edited in October and into the month ahead. These are anticipated to be presented at the November Board of Directors meeting. Among the policies are Animals at the Library (making our policy compliant with PA laws) and Programming (condensing multiple policies into one and updating our standards). Additionally, we will be working on Confidentiality, Fund Allocation, Records Retention and Reference Resource Center policies.

Promote Library Services

- **Spoke about the Value of Current and Future of Library Services**

Carolyn Blatchley served as one of several speakers at the Joseph T. Simpson Public Library Municipal, School and Elected Officials Breakfast on October 4, addressing current programs provided by the library, and important considerations for the future.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition

- **Completed / Submitted Grant Application for CCLSF**

At the request of the Cumberland County Library System Foundation (CCLSF), Jennifer Martek and Carolyn Blatchley authored a G. B. Stuart Charitable Foundation grant request of \$5,500.00 for the purchase of data service plans for 15 wi-fi hot spots to loan to library customers. If accepted, this will help fill our gap with holds at

libraries not wishing to purchase devices.

- **System Headquarters Office Move**
Carolyn Blatchley met with Dick Murphy of Cumberland Design and Building to discuss the possibility of a build to suit option, resulting in a lease of space built to fit our needs. Conversations continue with Joe Bedard of NAI-CIR concerning lease and purchase options with dates set in November to tour properties.
- **2017 E-Rate Discount Received from Comcast; Continued Bills above Contract Rate**
After months of not honoring our 2017 E-rate discount, Linda Noggle influenced Comcast to send us a check for the amount we overpaid since July 2016. During the discovery process, Barbara Leach and Linda Noggle confirmed that we have been billed (prior to the E-rate discount) an overcharged rate since July 2016. While we await a refund on the overcharge, our Comcast bill continues to reflect the higher rate. Starting in October, Linda is only paying the contracted rate, which now reflects the E-rate discount, despite the billing charge.
- **2018 E-Rate Request Approved**
Barbara Leach successfully obtained \$112,189 in E-rate funding for the 2018 year. This funding comes in the form of discounts on our Comcast bill and related network equipment. With this discount the system headquarters is able to run the wide-area network and the Internet which give our libraries wi-fi, public and staff internet, catalogs, etc. Our E-rate credit is designated by the Federal Communications Commission (FCC) to go toward the anticipated \$127,260 in expenses for 2018 costs to run our fiber and Internet. We plan to pay \$56,094.84 from our budget during 2018, and E-rate covers the other \$98,412.
- **Attendance at E-Rate Training**
In anticipation of 2019 applications and for thorough follow-up in 2018, three system headquarters staff members attended E-rate Training.

Resource Management

- **Collection Management Successes**
Sharon Scott reported a 3rd quarter turnaround time of 1.59 days on materials handled by the system headquarters staff. They have also 80% of the database call numbers updated in order to improve reports created by member libraries and make activities such as paging lists (used to pull holds) clean and efficient.

Resource Allocation

- **Authorized a Transfer of Funds**
On October 11, CCLS transferred \$200,000 from the Money Market Fund to the General Operating Fund. This will enable us to continue to pay our bills.

LEARNING, INNOVATION & TECHNOLOGY

Leadership

- **Attended Pennsylvania Library Association Annual Conference**
Three staff members from the system headquarters office participated in continuing

education sessions and vendor discussions during the 2017 Pennsylvania Library Association Conference. Carolyn Blatchley served as a mentor to one of our newest librarians. In addition to work duties, volunteered her time to develop the conference app and run social media for the conference. Sherri Miller represented the South Central Chapter at the membership mixer.

New Technologies

- **Implementation of Smart Money Manager™**

Smart Money Manager equipment was put in place during the week of October 15 and software will be installed by the end of the week of October 23, 2017. Libraries have participated in timed tests to demonstrate the improved efficiency that will result when the system is fully functional. Initial training was held, and documentation is being compiled in preparation for the roll-out training on October 24. *Completion of this project to reduce staff time and improve financial security/record keeping when handling cash or credit card transactions is required as part of the Memorandum of Understanding. A \$10,000 conditional grant is tied to this project.*

Innovation and Partnerships

- **Attended the Mid-Atlantic Futures Conference to prepare for FTG**

Joined with librarians and industry professionals from across the country in a 2-day discussion on how libraries need to change in order to thrive in the decade ahead.

- Participated in an insightful session on the state of privacy, and the real threat and capabilities of hackers to compromise the information of our systems, our staff and our library customers.
- In sessions with futurists, strategists and planners, we discussed:
 - ✓ business and technology change and shape strategies for leveraging these changes;
 - ✓ development, branding, and strategic communications;
 - ✓ the future of technology, science, innovation and media; and
 - ✓ predictions for the demographics of the future.

Learned to use Strategic Foresight as a framework to identify emerging trends and issues, and then use this insight to map out possible futures; then saw how those maps can be used to test our current strategy, develop breakthrough innovations, and create transformative change.

This was a first step in preparing to create a Futures Task Group (FTG) as outlined in the 2017 Memorandum of Understanding.

NEW BUSINESS

4. APPOINT 2018 CCLS OFFICER NOMINATING COMMITTEE

Nominations are due by December 2017 for election at the January 2018 meeting. NOTE: Each of our current officers has served five consecutive 1-year terms. According to the By-Laws, they cannot serve another term in these same roles. The nominating committee will

coordinate a meeting time to discuss (Carolyn does not need to be involved.)

On a motion by John McCrea, seconded by Judy Souleret, the Library System board unanimously appointed Paul Fisher, Kevin Stoner and Jonathan Williams to the 2018 CCLS Officers Nominating Committee.

5. CCLS BOARD MEMBER RENEWALS FOR 2018

The following board members' terms will expire December 31, 2017. Each person has been re-nominated by their library's board and forwarded to the Commissioners for approval:

- Jonathan Williams, Joseph T. Simpson Public Library
- Kevin Stoner, Amelia Givin Library
- Johanna Reeder (alternate), John Graham Public Library

UPDATES

6. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

- The county's budget will be on display the first week of November. It is anticipated that there will not be any tax increase.
- Chief Clerk interviews begin this week.

7. NEWS FROM VISITORS

News from member libraries was shared.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 11/20/2017
- 12/18/2017

CCLS Finance Committee

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

- 11/13/2017

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:50 pm. The next meeting of the Cumberland County Library System will be held on Monday, November 20, 2017 at the Cumberland County Library System's headquarters office at 4:00 pm.