

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
March 19, 2018**

MEMBERS PRESENT

Paul Fisher, Jonathan Williams, Bill Gould, Tom Witt, Jim Hutcheson, John McCrea

OTHERS PRESENT

Stephen Brayman, Sandy Moyle, Carolyn Blatchley, Jennifer Martek, Sue Erdman, Bonnie Goble, Cindy Stratton Thompson

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by President Paul Fisher 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 February 26, 2018 Board meeting minutes.

2. TREASURER'S REPORT (JONATHAN WILLIAMS, TREASURER)

The System Board reviewed the Balance Sheet and Income and Expense statement for the month of February 2018. Items to note:

- The state aid and county library tax payments were made to member libraries.
- The library system is waiting for the full \$90,000 in conditional grant money to be received before disbursements are made to the libraries.
- Comcast issued a \$17,451 credit to the library system to correct inaccurate billings which did not reflect the required eRate discount for 2016-2017.

After review of the reports, the Library System Board unanimously moved to file the February 2018 Treasurer's Report for audit.

3. FINANCE COMMITTEE REPORT (JONATHAN WILLIAMS, CHAIR)

- Investment of \$1M previously in CD
As recommended by the Finance Committee and approved by the System Board, the \$1 million CD with F&M Trust was allowed to mature and was added to the money market account with F&M. The finance committee discussed investment options for this money at their March meeting, but no decisions were made. The library system has asked for rate quotes from additional area banks. The System Board will wait for a recommendation from the finance committee before taking action.

- Establish a Money Market Account for Bequest

CCLS will be receiving a partial distribution from the Charles Curtis Estate in mid-May. This distribution will be 25% of the approximate \$290,000 gifted to CCLS. The finance committee discussed investment options for this money. The committee recommended that this money not be tied-up in a CD; it should be put into a money market account, preferably with a local bank. This money market account should be separate from any existing account and named to clearly identify it as the Curtis Estate Gift.

The Library System Board unanimously approved the finance committee's recommendation to set up a separate money market account at F&M Trust for the Curtis Estate gift.

REPORTS

4. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Core Library Services

- **Christa Bassett Completed Training**

Our new Adult Outreach Coordinator has completed her training and is exploring additional ways to provide library services to the homebound.

- **Policies Reviewed / Revised According to Schedule**

The CCLS Policy Review Team met to review library system policies according to the prescribed schedule. Explanation of four edited policies, one deleted policy, and consolidation and edits to the various program policies is found below.

Book/Video Drop Return of Items – Att. F

This policy is proposed to be eliminated. Our Circulation & Public Services Team, as well as the library directors, felt the timing of morning book-drop checks should be a procedure (not a policy) and that we shouldn't send a message that encourages keeping something beyond the due date and risking a fine.

Confidentiality of Library Customer Records – Att. G

This policy was revised as part of our review cycle and now includes where data can be stored, in order to address data security. It also defines the authorized user role.

Holidays – Att. H

This policy was revised as part of our review cycle. All libraries are closed on Easter Sunday, and the policy review team and library directors agreed it should be added as one of the holidays all libraries are closed.

Programming – Att. I

This policy was revised to better define what does and does not count as a program, and also to combine four separate policies into one. A staff sub-committee of program planners, and later the library directors have been discussing the issue for several months; their proposed draft was shared with the Finance Committee, who

made additional recommendations.

Overdue Fees – Att. J

This policy was revised as part of our review cycle to adjust inconsistent language. The word “overdue” was changed to “late”; the word “fines” was changed to “fees” because not all fees on an account are fines.

Headquarters Resource Unit – Att. K

Formerly called the Reference Resource Center Policy, this was originally written to address Pennsylvania Library Code requirements for the system to have a headquarters unit, plus additional requirements to provide reference support to the other libraries in exchange for the extra funding.

The policy has been revised to remove the extra requirements for reference support, as this is no longer needed by the other libraries. Also, the policy has been revised to match the “Headquarters Unit” language used by the state library code. Finally, a paragraph was added to document how a designated Headquarters Resource Unit may go about relinquishing this designation.

This is related to the System Board approval of a plan to phase out funding for the Reference Resource Centers (Bosler & Fredricksen) by 2019. The formula policy change was made at our February Library System Board meeting.

Online Services

- **Website Meetings Held; Site Improvements Forthcoming**

Web links for easy review and deletion of out-of-date content were created by the Information Technology department and distributed to libraries with instruction to remove old content. We also determined a method to apply SSL certificates on our current Drupal 7 site, delaying the urgency to upgrade to Drupal 8. Held a phone meeting with the developer of a website calendar with registration and room reservation functionality.

- **Tested the SmartALEC Mobile App**

Information Technology and Training staff worked together to test the SmartALEC app on multiple platforms and determine ways to assist in ease of use. In some cases, the web browser interface may be preferred. On some mobile devices, the app works perfectly.

- **Examining a Mobile App for Summer Learning**

Attended a webinar to learn more about implementing the Beanstack Tracker App. The app will time reading sessions, log books (just scan ISBN numbers), keep a log of current and past reading, track daily reading stats, and record reading streaks.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Customer Feedback

- **Early Literacy Survey Results Compiled**

Member library staff conducted outcome-based surveys to assess the impact of early literacy programs. The data collected reflects responses from the patron point of view and will help each library make informed improvements to its programming. Results were shared with the System Board.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition

- **Accepted EITC Donation**

On behalf of the Cumberland County Library System Foundation, system headquarters staff posed for a photo op while accepting a \$5000 check for 2017 EITC funds from Riverview Bank. Media coverage included a story on ABC 27 (WHTM).

- **Acquired TumbleBooks Donation**

Accepted a donation of \$500 from the Carlisle School District Curriculum and Instruction Department toward the purchase of TumbleBooks Deluxe Library – an online source for early learning.

Resource Management

- **Solicited for Quotes on Current Interest Rates**

Conducted conversation with the Finance Committee concerning financial operations and planning. Requested interest rate quotes from 9 financial institutions; received 4 responses to share with the Library Board.

- **Met with Orrstown Bank Representative**

Linda Noggle and Carolyn Blatchley met with Jason Crider to better understand our banking relationship. Among other things, longer online banking hours were established so that deposits can be made earlier, and the bank now has a list of dates to expect our ACH transfers. The deposit and transfer limits were permanently raised to accommodate multiple checks and the increased member library payouts.

Resource Allocation

- **County Tax Funding Received and Distributed to Libraries**

Library Tax installment was paid out to member libraries on March 9.

- **Eliminated the Reference Resource Center Role from Policies**

If adopted, there will no longer be Reference Resource Centers. Two libraries will continue to serve as Headquarters Unit libraries in accordance with PA Code.

- **Ensured Accuracy of State Annual Reports**

System headquarters staff reviewed the State Annual Reports as submitted by libraries and made necessary corrections. All Annual Reports were submitted to our District Consultant in accordance with the agreed upon extension.

LEARNING, INNOVATION & TECHNOLOGY

Leadership

- **Rescheduling Trustee Training**

The proposed March 27 date for Trustee Training has been eliminated. Draft training materials are being developed, and the training is being rescheduled for April 24th.

- **Weeding Training Conducted**

Five staff members participated in a webinar training on the MUSTY method of examining collections for discarding of old, unusable materials. One staff member was taught to delete materials.

NEW BUSINESS

5. 2018 PROPOSED CCLS PERFORMANCE GOALS & MEASURES

Carolyn shared the County's goals for the Library System for 2018. These goals are part of the County's budget planning process and are the goals used to evaluate Carolyn and CCLS staff.

6. PROPOSED POLICY EDITS

The Library System Board reviewed the proposed policy revisions and discussed the Overdue Fees Policy. Concern was expressed by several members that the language of the Overdue Fees Policy should not be changed from "overdue" to "late" or "fines" to "fees".

On a motion by Jim Hutcheson, seconded by Jonathan Williams, the Library System Board unanimously approved the policy revisions proposed in the Executive Director's Report: Book/Video Drop Return of Items; Confidentiality of Customer Records; Holidays; Programming; Headquarters Resource Unit.

On a motion by John McCrea, seconded by Jim Hutcheson, the Library System Board unanimously rejected the proposed revision to the Overdue Fees policy.

7. FUTURES TASK GROUP

Carolyn explained that the Memorandum of Understanding (MOU) that was signed in 2017 included the creation of a Futures Task Group (FTG). According to the MOU, the FTG will be involved in the library strategic planning process, and *continue in place for purposes of supporting the implementation of the strategic plan's "library of the future" strategies and to make recommendations for modifications to the CCLS adopted "library of the future" vision*. Whether a consultant is enlisted or not for the strategic planning process, the library system should establish the FTG, to be in accordance with the MOU.

The MOU further defined specifically how the FTG will be created; however the process seems to be unnecessarily complicated. Carolyn shared a draft revision to simplify the creation of the group and clarify its purpose. (Attachment L)

The Library System Board unanimously approved the proposed modification to the MOU's Futures Task Group, for the Commissioners' consideration.

The System Board discussed the potential makeup of the Futures Task Group:

- CCLS Board (1-2)

- SYHQ Staff (1-2)
- County (2-3)
- Community (1-2)
- Local Libraries (2-3)

OLD BUSINESS

8. 2018-19 CONDITIONAL GRANTS

Carolyn shared the latest version of the proposed 2018 Conditional Grant projects. The projects have not changed but the language has been revised to ensure the goals are measurable. One or two of the goals may still need a bit of work; Carolyn has been working on these with Dana Best at the County.

On a motion by John McCrea, seconded by Jim Hutcheson, the Library System Board unanimously approved the 2018 Conditional Grant projects, with the understanding that the final language may be adjusted.

9. DIRECTION FOR STRATEGIC PLANNING

Carolyn shared a Performance Dashboard worksheet that she is planning to use to evaluate the current Strategic Plan. When she completes this exercise, she will revise the current strategic plan to be in effect through 2019, incorporating the performance goals established with the County. A Strategic Planning committee will be established to do an in-depth overhaul for 2020 and will incorporate ideas generated by the Futures Task Group; a consultant may be hired to facilitate this process. Steve Brayman commented that the current MOU might need to be adjusted to reflect this approach; he will check into this.

UPDATES

10. NEWS FROM COUNTY COMMISSIONERS

News from the County Commissioners was shared.

11. NEWS FROM VISITORS

News from member libraries was shared.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 4/16/2018
- 5/21/2018
- 6/18/2018
- 7/16/2018
- 8/20/2018
- 9/17/2018
- 10/22/2018 (exception)

CCLS Finance Committee

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

- 4/2018 (NO MEETING)
- 5/7/2018
- 6/4/2018
- 7/2018 (NO MEETING)
- 8/6/2018
- 9/2018 (NO MEETING)
- 10/1/2018

Attachment A

- 11/19/2018
- 12/17/2018
- 11/5/2018
- 12/2018 (NO MEETING)

ADJOURNMENT

There being no further business, the meeting was adjourned at 5:30 pm. The next meeting of the Cumberland County Library System will be held on Monday, April 16th at the Cumberland County Library System's headquarters office at 4:00 pm.