

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
April 16, 2018**

MEMBERS PRESENT

Paul Fisher, Jonathan Williams, Bill Gould, Linda Ries, Jim Hutcheson, John McCrea

OTHERS PRESENT

Stephen Brayman, Vince DiFilippo, Carolyn Blatchley, Jennifer Martek, Sue Erdman, Bonnie Goble, Jeff Swope, Alicia Stine

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by President Paul Fisher at 4:04 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 March 19, 2018 Board meeting minutes.

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

The System Board reviewed the following financial statement for the month of March 2018:

- Balance Sheet
- Income and Expense
- Cash Report
- Accounts Receivable Summary
- Check Register
- Smart Pay Deposit Report

Items to note:

- The state aid and county library tax payments were made to member libraries.
- Carolyn shared a letter from the lawyer for the Charles Curtis Estate; one of the four beneficiaries (not CCLS) altered the agreement for disbursements. Therefore, no partial distributions will be made. The Executor will prepare and submit a summary information account and proposed distribution to the Charitable Organizations Section in the Office of the PA Attorney General. Once approved the beneficiaries will be provided the account and a Final Release, Receipt, Refunding and Indemnification Agreement. Once all parties sign the agreement, distributions will be made.

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

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Core Library Services

- **Meeting Held with Office of Aging**

Our Adult Outreach Coordinator held a meeting with representatives from the Cumberland County Department of Aging & Community Services to communicate activities of our office, including plans to introduce Kindle books into our services.

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

The CCLS Policy Review Team met to review library system policies according to the prescribed schedule. Expected consensus vote to adopt changes to two policies will take place at the April 16 Board Meeting. Explanation of the edits are found below.

Customer Behavior – Att. D

As part of regular policy review cycle, policy review staff and library directors asked to remove the word ‘any’ from 3 places, feeling it was not necessary. Library directors also requested the addition of the words ‘intimidate’ and ‘harass’, as well as ‘behavior’ to definitively illustrate what is not tolerated against customers or staff. Finally, library directors proposed an additional line (13) be added to address personal items intentionally left in the library.

Overdue Fees – Att. E

This policy was revised as part of our review cycle to address the fine rate for overdue wi-fi hot spots. It also removes references to ‘claimed returned’ materials because when fines appear, they are considered ‘lost’, which is already addressed. Finally, it addresses funds recovered in cases of ‘damaged’ materials.

- **District Delivery Service**

The negotiated District Agreement provides for delivery service of collection materials 3 days a week. The other 2 days are paid for by CCLS. This year, there have been more frequent cancellations of the service. Cancellations impact system headquarters, member libraries and customers. Carolyn is working with the District to resolve the issue.

Online Services

- **Evaluated Upgrade to Sierra 3.4**

Our Information Technology Coordinator is investigating the effects of the upgrade on the Collection Agency module. Problems had been reported by beta testers, so we will delay the upgrade until we are certain functionality won’t be lost.

- **Summer Learning Being Added to the Website**

Beanstack sites are under review to roll out on time for summer learning registration deadlines (vary by library.) Our technology assistant in charge of the website is setting up direct links on the website and Encore catalog in time for registration.

- **SmartALEC Printing Added to Website Navigation**

Information Technology and Public Service staff worked together to include navigational links to information on using SmartALEC to print from anywhere to a CCLS library.

- **Provided Additional SmartALEC Training Time**
Through a quiet roll-out of the SmartALEC service, the Public Services & Staff Training Coordinator provided additional training and documentation for library staff to use this service with customers prior to the public launch. The soft rollout began April 9.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Cost Effectiveness

- **Discussed Various Models of RFID with Major Vendors**
Executive Director attended the Public Library Association meeting with purposeful intent to explore the effectiveness and return on investment of RFID technologies.
- **Met with Two Vendors to Discuss Acquisition of Materials**
Executive Director attended the Public Library Association meeting with purposeful intent to identify and implement methods that will facilitate efficient selection and acquisition of materials as well as improve nonfiction/non-print selection. Executive Director and Collection Management staff met with two vendors for specific discussion and to obtain trial access to ordering specifically for the purpose of evaluating services.

Public Relations

- **Proclamation for National Library Week**
Executive Director worked with Cumberland County Communications Department to develop a proclamation for National Library Week which was presented as part of the April 9 Board of Commissioners meeting.
- **Press Release for National Library Week**
Executive Director drafted a press release for National Library Week that was further edited by the Fundraising and Grants Coordinator and the Cumberland County Communications Department. The release promoted the role that public libraries play in literacy, technology support and as community gathering places.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition

- **CCLS Foundation Budget Revised**
The Cumberland County Library System Foundation revised the 2018 budget to reflect anticipated increases to donation and grants in 2018.
- **Summer Learning Program Donations**
The Fundraising and Grants Coordinator has actively obtained donations to be used by member libraries as part of the Summer Learning program. Requests for coupons and incentives have been funded with Oriental Trading Company, Ski Roundtop, Turkey Hill Experience and The Wegman Family Charitable Foundation. Outstanding requests are out with many organizations including AMC Theatres, Cracker Barrel, Leo's Ice Cream, Sheetz Foundation and Walmart Foundation.

Resource Management

- **2017 Merit Based Compensation Process Completed**
All library system evaluations for 2017 were completed and reward letters were distributed. All staff signed off in the County recording system before the deadline, and

the appeals process information was conveyed to all library system staff.

Resource Allocation

- **EITC Funds Distributed to Member Libraries**

The Cumberland County Library System Foundation approved the release of funds to support Summer Learning programs at member libraries. Checks will be written and sent to member libraries prior to the April 16 CCLS Board meeting.

- **Roll-Up of State Annual Reports**

Our District Consultant has reviewed all 2017 State Annual Reports and recommended them for roll-up and locking. This is the official submission to Commonwealth Libraries in response to state funding.

LEARNING, INNOVATION & TECHNOLOGY

Leadership

- **Distributed Trustee Training Invitations**

Trustees and staff were invited to an April 24 CCLS Trustee Orientation session. Training materials are being developed. Additionally, information concerning multi-district Trustee Trainings around the state was emailed to Board members.

- **2018 Goals Review with Headquarters Staff**

All system headquarters supervisors are in the process of conducting in-cycle reviews for April in accordance with the Cumberland County Performance Management Policy.

- **Strategic Plan Dashboard Review with Headquarters Staff**

All system headquarters supervisors are involved in a progress evaluation of the 2012-2017 strategic plan in order to revise the current strategic plan to be in effect through 2019.

New Technologies

- **Library Staff Participating in Kanopy Trial**

All staff were invited to participate in a 1-month trial of Kanopy – a streaming film service that showcases award-winning documentaries, rare and hard-to-find titles, film festival favorites, indie and classic films, and world cinema. Approximately 30 people have signed up as of this writing; a demo is scheduled for April 19 and the trial ends April 28.

Innovation & Partnership

- **Red Tomato Farm Volunteers Trained**

Our Adult Outreach Coordinator provided training to staff and adults with intellectual disabilities at Red Tomato Farm Day and Prevocational Program in Newville. Their aim is to create opportunities for the program participants to interact with the general public and community, and as part of their program they will be volunteering with STAR sites.

NEW BUSINESS

4. PROPOSED POLICY EDITS

On a motion by Jonathan Williams, seconded by Linda Ries, the Library System Board unanimously approved the policy revisions proposed in the Executive Director's Report: 1) Customer Behavior and 2) Overdue Fees.

OLD BUSINESS

5. FUTURES TASK GROUP

Carolyn is still seeking nominations for this group. The revised MOU language regarding the Futures Task Group is still being reviewed by the Commissioners. Carolyn hopes to be able to review potential FTG members at the May Board Meeting.

UPDATES

6. NEWS FROM COUNTY COMMISSIONERS

News from the County Commissioners was shared.

7. NEWS FROM VISITORS

News from member libraries was shared.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 5/21/2018
- 6/18/2018
- 7/16/2018
- 8/20/2018
- 9/17/2018
- 10/22/2018 (exception)
- 11/19/2018
- 12/17/2018

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

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:40 pm. The next meeting of the Cumberland County Library System will be held on Monday, May 21st at the Cumberland County Library System's headquarters office at 4:00 pm.