

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

MEMBERS PRESENT

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

OTHERS PRESENT

Kevin Stouffer, Vince DiFilippo, Carolyn Blatchley, Jennifer Martek, Cindy Thompson, Bonnie Goble, 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 May 21, 2018 Board meeting minutes. (The June 2018 meeting was cancelled.)

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

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

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

Items to note:

- CCLS opened a new PLGIT money market account; current balance \$1,001,033. The old account at F&M was closed.
- The bequest from the Charles Curtis Estate was received. A money market account at F&M was opened; current balance \$320,241.54.
- At 6 months into the fiscal year, YTD revenue is ahead of where it was at this time last year.

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

REPORTS

3. FINANCE COMMITTEE (JONATHAN WILLIAMS)

- Minutes of the June 4th Finance Committee meeting were distributed in the Board

packet.

4. CCLS 2017 INDEPENDENT AUDITORS REPORT – KEVIN STOUFFER, SEK, LLC

Mr. Kevin Stouffer, of Smith, Elliott & Kearns, LLC, presented an overview of the 2017 Cumberland County Library System audit. Their presentation summary stated that CCLS received an unmodified audit opinion. This is the best opinion possible and affirms that the financial statements are materially correct. Additionally, there were no findings or recommendations. Copies of the 2017 Cumberland County Library System Audited Financial Statement, along with SEK's management and communications letters to the board were distributed.

The fund balance increased \$52,825 due to revenues exceeding expenditures in the current year. Cumberland County tax revenue increased 17%.

On a motion by Tom Witt, seconded by Jonathan Williams, the Library System board unanimously approved the 2017 Cumberland County Library System Financial Audit Report.

5. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Online Services

- **Upgraded SSL Certificates on CCLS Website and Intranet**

Enhanced the CCLS website and staff Intranet by making changes that provide website visitors with a secure, encrypted website browsing experience.

This is related to Performance Issue C in the 2018 Conditional Grant Goals.

- **Implemented the Indexing of Subfield F in the 092**

Collection Services staff initiated an important reporting and clean-up project. Errors in results of catalog searches by call number revealed the need for indexing the subfield f for call number prestamps (this was not a default setting in Sierra) and performing MARC record cleanup on the 092 fields. This enhances the searching capability of our database of materials, making weeding / deselection of materials more accurate.

The index is in place, and staff can now search by the call number as it appears on the spine label and use the call number as the field when running lists of materials from the database. There are still many errors with the 092 fields as a result of converting from our old Horizon database. Cataloging staff and local libraries will embark on a clean-up of these errors.

This is related to Performance Issue G in the 2018 Conditional Grant Goals.

- **Cardholder Data Clean-Up; Removal of Item Records**

Library Assistants Jennifer Martek and Pierre Hazen worked on a data clean-up project involving over 3000 materials that have been in Lost status and remain unpaid, some of them dating back more than 7 years. This clean-up allowed us to retain the Lost Item fees on each cardholder account while removing the item records from the catalog, thus

reducing frustration of people requesting items that may never be returned. Jennifer completed an additional clean-up project of cardholder records with stray and obsolete notes and messages. It involved a list of over 15,000 people with 850 errors.

New Services / Initiatives

- **Fundraising Training Series Offered to Libraries**

The Fundraising and Grants Project Coordinator has set up a series of four webinars which include follow-up discussion for member library staff and their board members. The webinars are designed to spark ideas and provide tools to secure more resources and retain current funders. She is also using this time to discuss fundraising needs and concerns. Upcoming topics are:

- How to Educate and Empower Your Nonprofit Board for Fundraising Success – currently being rescheduled
- How to Make Fundraising Asks: Big or Small on Wednesday, July 25, 2018
- How to Overcome the Seven Ways Growing Nonprofits Stunt Their Own Fundraising on Tuesday, August 21, 2018
- How to Keep Your Donors Giving—and Giving Some More—Year After Year on Tuesday, September 25, 2018

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Customer Feedback

- **Futures Task Group Recruitment**

Personalized invitations to generate participation in the FTG were sent to each municipal government entity in Cumberland County, as well as community members beyond the initial 18 people identified in May. A press release was sent out to media contacts to solicit participation. Applications and resumes were collected and are being reviewed.

Public Relations

- **Social Media Training Attendance**

Five staff from the Cumberland County Library System headquarters office and six staff from CCLS member libraries attended Social Media Training offered by the Cumberland County Communications department.

- **Speaking Engagement**

Executive Director spoke about library services and the value of libraries at the May meeting of the Exchange Club of Carlisle.

- **Press Releases Issued**

Three press releases were written and distributed to our media contacts. One was developed to invite members of the public to participate in the Futures Task Group. Another concerned a gift from the Cumberland County Chapter of the Pennsylvania Association of School Retirees. The third highlighted the \$2,000 grant Amelia Givin received from the Dollar General Literacy Foundation to Support Summer Learning Program.

SOUND FINANCIAL MANAGEMENT

Funding/Resource Acquisition

- **EITC Application Approved**

The CCLS Foundation's EITC renewal application was approved.

This is related to Performance Issue A in the 2018 Conditional Grant Goals.

- **2018 E-Rate Request Approved**

Our Information Technology Coordinator successfully obtained \$56,094.84 in E-rate funding for the 2018-19 year. This funding comes in the form a 57% discount on our Comcast bill and related fibre data lines. 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). CCLS expenditures toward the \$98,412 cost for this service are expected to be \$42,317.16 with the E-Rate discount.

- **State Budget Passed**

The state budget for 2018-2019 passed the House and Senate on Friday and was signed by Governor Wolf prior to the June 30th deadline. It provides level funding for the Public Library Subsidy, Library Access and for library services for visually impaired and disabled. It provides a small increase (4.4%) in the State Library which was cut last year by 6.9%.

- **Formal Gift Receipt from PASR**

As part of their 80th Anniversary celebration, Cumberland County Chapter of the Pennsylvania Association of School Retirees presented the Cumberland County Library System with a check for \$800 to purchase children's books. Two representatives of PASR arranged for a photo opportunity, tour of operations and a press release was written.

- **Curtis Estate Gift Received**

On June 25 we received the check for \$320,218.73 from the estate of Charles Curtis. This unrestricted gift was immediately deposited into a designated money market account.

- **Early Learning Night at the Harrisburg Senators**

Executive Director attended Early Learning Night at the Harrisburg Senators. Registered kindergartners were able to attend for free, while a portion of ticket sales for the accompanying parent/guardian benefited The Foundation for Enhancing Communities and the Cumberland County Library System Foundation. They held a Preschool Graduation Ceremony, and provided vendors with information and services to help ease the transition to kindergarten.

- **Books Obtained at No Charge for Amelia Givin**

The Capital Region Literacy Council donated children's books for participants in Lunch & Learn this summer at Amelia Givin Library in collaboration with Project SHARE. Capital Region Literacy Council (formerly Harrisburg Mayor's Commission on Literacy, est. 1989) is a nonprofit organizations that serves as a catalyst for enriching lives in the Capital Region by improving literacy skills through advocacy and action.

- **Grants in Progress**

The Fundraising and Grants Coordinator currently has 10 major grant applications open. *This is related to Performance Issue A in the 2018 Conditional Grant Goals.*

Resource Management

- **Accounts Set Up with PLGIT and F&M**

The Fiscal Technician worked with the Executive Director, Executive Board and personnel at institutions to set up a PLGIT/PRIME account to which \$1 million was transferred from our F&M money market account. As of July 9, the interest rate on this account is 2.11%. This same group also worked to set up a separate money market account with F&M Trust to hold the Curtis Estate gift.

- **Two Lease Proposal Specification Documents Submitted**

Key Headquarters Office staff did walk-throughs of two buildings previously vetted by the Executive Director. The Executive Director worked with the realtor to develop a proposal of specifications needed to lease each property. These documents were submitted on Thursday, June 14 with an expectation to receive counter-proposals or enter into negotiation conversations by July 6. Both buildings have had delays related to personal issues with the landlords. If an acceptable situation exists, Library Board members will be invited to review the lease proposals, do a walk-through and potentially speak with landlords. Meanwhile, we continue to entertain other properties with tours and inquiries.

- **Kronos Training**

Cumberland County is moving to electronic timesheets using Kronos software. Four key staff members attended an initial meeting to learn about the software and discuss potential issues specific to our department. A second training will be held on the Friday prior to this Board meeting. The four supervisors on staff are expected to attend. Meanwhile, non-exempt staff members are practicing the action of logging in four times a day, and a month-long testing period will take place starting July 23. Library System staff should be on Kronos by August 20, 2018.

Resource Allocation

- **2018 County Tax Allocation (3 of 12 Payments)**

Allocations of \$234,450 each in Cumberland County Library Tax dollars were distributed to libraries on May 30, June 13 and July 11 for transfer on June 1, June 15 and July 13.

- **Summer Learning Incentives Distributed**

The Fundraising and Grants Project Coordinator ensured all incentives obtained by the Headquarters Office were distributed to member libraries. Among those, each library received 400 Hershey Bears Vouchers. Additional vouchers are available through Jairee Counterman. Turkey Hill Experience vouchers that we secured in the spring have reportedly been sent on overnight delivery. All donors have been thanked.

LEARNING, INNOVATION & TECHNOLOGY

Leadership

- **Load Profile Training**

Our Information Technology Coordinator and Collection Services Coordinator attended Load Profile Refresher Training in a series of online classes. Load profiles are built in

Sierra to seamlessly bring records from other sources into the system. Barbara Leach will be building a load profile to map cardholder data so that we can perform National Change of Address on the Sierra patron database. Sharon Scott will be building a load profile to map item record data so that libraries can order materials from additional vendors directly through Sierra.

The item record portion of this is related to Performance Issue G in the 2018 Conditional Grant Goals.

- **Accepted Resignation; Posted Position**

Cataloging Librarian Sherri Miller resigned from her position, effective June 8. Sherri has been at CCLS since January 2014. Her duties were well documented and have been temporarily redistributed within the department and the position was approved for filling, however a request to promote from within was denied by the County Salary Board. The position was advertised for three weeks on the County and Library System websites, as well as posted to statewide listservs. Four candidates are scheduled for interviews.

- **Attended 'Cabinet In Your Community'**

Executive Director attended a discussion with members of Governor Wolf's cabinet to talk about issues related to education and health. The panel discussion was held at Penn State Harrisburg.

- **Fundraising Meetings Held with Most Libraries**

The Fundraising and Grants Coordinator met with the Board of the John Graham Public Library to serve in an advisory capacity to their fundraising efforts for a building expansion. She also requested individual meetings with all member library directors, inviting them to include fundraising staff or board members. Fredricksen Library was the only one that did not meet with her, as they have a strong fundraising group that doesn't require her service. As a result of these meetings, one change Jairee will be making is quarterly visits to each location.

New Technologies

- **Romance Books Online**

CCLS is supporting an alternative platform for online library materials. During June, July and August library website visitors have unlimited access to our "Summer of Love" collection of romance eBooks which can be read on a computer, tablet, or mobile device.

This is related to Performance Issue H in the 2018 Conditional Grant Goals.

- **Trial Subscription to Tutor.com**

Tutor.com provides tutoring, homework help, test prep and job search assistance in an online classroom for students in kindergarten through intro-level college, as well as for adult learners and job seekers. Library staff were asked to participate in the one-month trial through July 20 to experience real-time tutoring and explore the other features of the service from a student's perspective.

- **TalkingTech iTiva Project Complete**

The Information Technology staff were happy to report on June 19, after a multitude of technical difficulties, we made a clean and complete cut-over to this product. It has

been in implementation for 6 months but line static and other complications delayed completion. iTiva provides phone notifications to our library customers, as well as a robust call-in circulation and information system.

Innovation & Partnership

• **Capital Area Library District Changes**

Rob Leshner, District Administrator and Executive Director of the Dauphin County Library System, resigned on July 3. Karen Cullings is serving as Interim Executive Director and Brianna Crum is managing all District matters.

• **Visit from EITC Funder UGI**

The Fundraising and Grants Project Coordinator arranged for a UGI intern to observe Summer Learning programs at Amelia Giving. She stayed for three groups of children and toured the library, and will be writing a blog posting based on her visit. Our UGI EITC contact Tammie Lowry is also scheduled to visit Amelia Givin on July 30.

• **Legislative Breakfast Scheduled**

The 2018 Legislative Breakfast has been scheduled for Wednesday, October 31 at the Bosler Memorial Library. Save-the-date announcements were sent to elected officials at the County, State, and Federal levels.

NEW BUSINESS

6. LIBRARY SYSTEM GOALS FOR 2019 PERFORMANCE MEASURES / COUNTY BUDGET (CAROLYN BLATCHLEY)

The performance measures and goals are established by the County and approved by the System Board. The County uses these measures & goals to develop the County Budget. Carolyn distributed copies of the current measures & goals. 2019 measures and goals will be distributed at the August CCLS Board Meeting and will need approval at that time.

OLD BUSINESS

7. NONE

UPDATES

8. NEWS FROM COUNTY COMMISSIONERS

News from the County Commissioners was shared.

9. NEWS FROM VISITORS

News from member libraries was shared.

MEETING DATES REMINDER:

**CCLS Board Meetings
(4:00pm, 3rd Monday monthly)**

- 8/20/2018
- 9/17/2018

**CCLS Finance Committee
(4:00pm, 1st Monday as needed)**

- 7/2018 (NO MEETING)
- 8/6/2018

Attachment A

- 10/22/2018 (exception)
- 11/19/2018
- 12/17/2018
- 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 5:05 pm. The next meeting of the Cumberland County Library System will be held on Monday, August 20th at the Cumberland County Library System's headquarters office at 4:00 pm.