

**Cumberland County Library System  
Board of Trustees Monthly Meeting Minutes  
August 20, 2018**

**MEMBERS PRESENT**

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

**OTHERS PRESENT**

Vince DiFilippo, Stephen Brayman, Carolyn Blatchley, Jennifer Martek, Jeff Swope, 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 July 16, 2018 Board meeting minutes.*

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

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

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

Items to note:

- Assets increased 2018 in comparison to 2017 due to the Curtis Estate bequest.
- 90-day Contingency Fund is down 2018 in comparison to 2017 due to a planned, budgeted withdraw of funds.
- Interest income is up in comparison to budget, due to the increased interest rate with the new PLGIT account.

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

**REPORTS**

**3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)**

## **CUSTOMER SERVICES**

**Core Library Services** – Provide core audiences with quality library services

- **A New STAR Service Model**

Serving as STAR volunteers for about 3 months, individuals from the Adult Training Program at Red Tomato Farm and Inn have been providing a vital service to mobility-limited adults and other residents of the Cottages of Shippensburg. Our newest volunteers learned how to select a variety of large-print books from the collections of Shippensburg Public Library for use by the residents of the Cottages of Shippensburg, and they learned procedures to check out the materials, deliver them to the Cottages, shelve books, and document transactions. Red Tomato Farm provides adults with intellectual disabilities the opportunity to learn real-world skills.

- **884 Romance eBooks Downloaded to Date**

Our “Summer of Love” romance eBooks platform, which can be read on a computer, tablet, or mobile device, provides an alternative for access to online library materials. Nearly 900 titles have been borrowed since June.

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

- **Eight Staff Attending Technology Accessibility training**

In preparation for purchasing new public and staff computers over the next 18 months, System Headquarters Staff attended Accessibility Awareness and Technologies training online August 16. Staff from the Carnegie Library of Pittsburgh, Library for the Blind and Physically Handicapped, presented.

- **Responded to Complaints about Fine Policy**

Two strong objections to our Suspension of Library Card Privileges Policy were responded to by the executive director this month. A Bosler Library customer stated “not allowing renewals for a simple \$0.30 overdue fine is extremely anti-customer service,” saying it was a disservice to good patrons and “aggressively restrictive” “bad approach”. A Fredricksen Library customer said the policy is, “absolutely absurd; It is punishing people who did nothing wrong.” She exclaimed that we “should be ashamed” for telling her young children they can't check out books “at the TAX PAYER FUNDED library over 30 cents.” Both families did pay their fines and continue to check out materials.

**Online Services** – Provide customers with innovative, effective online library services

- **Updated Database Pages**

Starting June 30, Commonwealth Libraries discontinued some databases and signed contracts with new databases. System headquarters staff efficiently changed over necessary information and hyperlinks on the website, and adequately informed staff and the public.

- **Added Library Hours Widget to Homepage**

The website coordinator added a widget to the library system homepage that provides a summary of library hours for the day, and a link to holidays and closing.

## **RUNNING THE BUSINESS (PROCESSES AND EVALUATION)**

**Customer Feedback** – Obtain and respond to customer feedback about library roles and services

- **Summer Learning Survey**  
A survey is being conducted to measure Summer Learning Program Outcomes. Collected data will be part of the 2018 Summer Program Evaluation submitted to Commonwealth Libraries in September.
- **Futures Task Group**  
Three members of the Library System Board selected potential Futures Task Group members. These names, and all applications, were forwarded to the Cumberland County Commissioners for consideration.

**Library Processes** – Evaluate and adopt efficient, cost-effective library processes

- **Seven Kindles Purchased for STAR (Grant Funded)**  
Five Kindle eReaders and two Kindle Fires and accompanying peripherals were purchased specifically for the STAR program under a grant with Dermody Properties Foundation. They have been catalogued and are being prepared for loan to homebound borrowers who request obscure titles in print or audio, and/or those who might benefit from using titles from the Library for the Blind and Physically Handicapped.

**Promote Library Services** – Promote the value of library services strategically and effectively

- **Press Releases Distributed**  
Three press releases were sent to the County Communications office for distribution. One highlighted the STAR partnership with Red Tomato Farm, one highlighted the POWER Library databases, and one announces Banned Books Week in September. We also forwarded the One Book, One Vote press release to our media contacts.

**SOUND FINANCIAL MANAGEMENT**

**Resource Management** – Manage resources effectively

- **Preliminary Draft Budget**  
A preliminary draft budget for the library system is being completed and will be shared with the Finance Committee and member library directors in September. We are waiting on estimated County library tax income as well as estimated costs for County benefits. We also hope to have better estimates on 2019 lease rates and moving costs.
- **Lease Proposals Being Compared**  
The Executive Director received two lease proposals. One requires additional build-out estimates which are expected within two weeks. Meanwhile, we continue to entertain other properties with tours and inquiries.
- **Kronos Go-Live**  
Library System staff are among the county departments who have done a month of side-by-side training with the electronic timesheet system and paper timesheets. Go live on the electronic system began August 19.
- **Attended Financial Training**  
The Executive Director and Fiscal Technician attended a 4 hour training called Local Governments & Schools: Enhance Your Financial Insight. The Executive Director

concentrated on sessions about internal controls, working with auditors and boards, and GASB standards while the Fiscal Technician concentrated on QuickBooks and Excel sessions.

- **Network Services**

Staff are preparing a Request For Proposals for network services. The solicitor will review the RFP before it is published.

- **Computer Distribution Policy**

The Computer Distribution Policy will need to be updated to be in accordance with the revised Fund Allocation Policy.

**Resource Allocation** – Allocate resources equitably

- **2018 County Tax Allocation (August Payment)**

An allocation of \$234,450 in Cumberland County Library Tax dollars was distributed to libraries on August 10.

- **Self-Checkout Equipment and Licensing Purchased**

The Information Technology Department placed purchase orders for all of the equipment and licensing needed to complete our self-checkout replacement and expansion with the enhanced self-payment of fines and fees option. John Graham Library and the East Pennsboro Branch are the only libraries who will not be receiving at least one self-checkout.

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

## **LEARNING, INNOVATION & TECHNOLOGY**

**Leadership** – Develop leadership among staff and board members

- **Hired Regina Robinson as Cataloging Librarian**

System Headquarters staff are meeting the strategic planning objective to cultivate librarians who have the talent to be the future leaders in CCLS libraries and ensuring smooth leadership transitions through the recent promotion of Ms. Robinson.

Regina started with Library System Headquarters as a Processor in 2005. She learned copy cataloging on the job and left Processing to take on the Technical Services Assistant position in 2010. While working for CCLS full-time, she returned to school to earn her Masters in Library and Information Science from Clarion University, graduating in 2014 and honing her skills as a cataloging librarian. She has shown great initiative over the years, most recently attended ILEAD, where her team created a multi-lingual health literacy resource website.

Four librarians were interviewed for the position, and Regina overcame tough competition. The interview team was impressed by Regina's knowledge of current and emerging cataloging practices. Her ability to express the connection between front-line customer service in libraries and the integrity of catalog records showcased her deep understanding of the role. Regina's years of experience equip her to discuss cataloging in both technical and laymen's terms, which is truly a gift when working in a public

library system.

**New Technologies** – Embrace new technologies

• **Tour of Coyle Free Library in Chambersburg**

System headquarters staff visited this newly remodeled library to see how they implemented trending technologies and found funding for innovations.

**Innovation and Partnerships** – Foster innovation and partnerships

• **CCLS Libraries Participating in One Book, One Community 2019**

The One Book, One Vote portion of this multi-library partnership began on August 1. Copies of the winning title and promotional materials will be provided to all participating libraries in late 2018 for programs to be held in February 2019.

## **NEW BUSINESS**

### **4. LIBRARY SYSTEM PERFORMANCE GOALS FOR 2019 COUNTY BUDGET (CAROLYN BLATCHLEY)**

The Library System goals are established by the County – in relation to County goals – and approved by the System Board. The County uses these goals to develop the County Budget and evaluate the performance of Department Heads. Quantitative measures of these goals become part of individual performance goals for Library System employees. These goals are not related to the Conditional Grant goals. Carolyn shared a draft of the 2019 Library System goals; the Board reviewed the goals and did not recommend any changes.

## **OLD BUSINESS**

### **5. NONE**

## **UPDATES**

### **6. NEWS FROM COUNTY COMMISSIONERS**

News from the County Commissioners was shared.

### **7. NEWS FROM VISITORS**

News from member libraries was shared.

### **8. EXECUTIVE SESSION**

At 4:55 pm, the Library System Board moved into Executive Session to discuss personnel matters. The Executive Session ended at 5:17 pm.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 5:17 pm. The next meeting of the Cumberland County Library System will be held on Monday, September 17<sup>th</sup> at the Cumberland County Library System's headquarters office at 4:00 pm.

**MEETING DATES REMINDER:**

**CCLS Board Meetings**

**(4:00pm, 3<sup>rd</sup> Monday monthly)**

- 9/17/2018
- 10/22/2018 (exception)
- 11/19/2018
- 12/17/2018

**CCLS Finance Committee**

**(4:00pm, 1<sup>st</sup> Monday as needed)**

- 9/2018 (NO MEETING)
- 10/1/2018
- 11/5/2018
- 12/2018 (NO MEETING)