

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
September 17, 2018**

MEMBERS PRESENT

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

OTHERS PRESENT

Sandy Moyle, 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 4:00 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 August 20, 2018 Board meeting minutes.

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

The System Board reviewed the following financial statement for the month of August 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, which is held in a money market at F&M; in September, the rate increased from .65% to 1.25%. Carolyn and Linda met with F&M and were advised that this is the best they can do at this time; however, another review is scheduled in 6 months. Jonathan questioned whether there are any restrictions on where this money could be invested, as it is not government money; for example, could it be invested in a mutual fund account? Carolyn will look into this.
- Interest income is up in comparison to budget, due to the increased interest rate with the new PLGIT account, which is earning 2.12%. There was also a rate increase to 2.02% on the general F&M money market account.
- Accounts Receivable decreased in comparison to 2017 (and cash increased) because in 2017 there were ongoing disputes with T-Mobile (overbillings) and Comcast (e-

Rate not reflected), which have been resolved.

After review of the reports, the Library System Board unanimously moved to file the August 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

- **Library System Switches Ticketing System**

CCLS Information Technology staff are making the switch from Track-It to SpiceWorks for computer service ticketing and communication.

Service Models – Exploring and evaluating new library service roles and initiatives

- **2018 / 2019 Performance Goals**

CCLS Executive Director met with the Chief Clerk to discuss 2018 performance goal progress and to begin formulating 2019 performance goals. Additionally, 2019 county budget figures and performance measures were entered into the county database for review by the Commissioners.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

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

- **2018 Summer Learning Survey Closed**

The Summer Learning program survey was closed on September 17. A disappointing number of responses were received. Data has been compiled and reported to Commonwealth Libraries in advance of the September 21 deadline.

- **Response to Customer Complaints**

Responded to three customer complaints. One concerned the library system's zero fine balance policy and an inability to check out or renew with a small fine. The second concerned a cardholder annoyed by our procedure of allowing customers in the library to check out materials that show as "on hold" (but have not yet been pulled and put on the hold shelf.) The third concerned a customer who wanted libraries to increase the number of DVD holds that can be placed.

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

- **Policy Reviewed**

In light of two new policies in County government – a Social Media Content Policy and Website Content Management Policy – the Policy Review Team reviewed the Cumberland County Library System Web Site & Social Media Policy for gross discrepancies. Slight edits were made and approved by Library Directors. These edits are on the September CCLS Board Agenda.

- **New Collection Services Models Discussed**

The Collection Services Coordinator and Executive Director met with representatives from Baker & Taylor to discuss customized cataloging and processing services, as well as direct invoicing, and how we may cut costs or create efficiencies. More research is needed. *This is related to Performance Issue G in the 2018 Conditional Grant Goals.*

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

- **Press Release Distributed**

A press release highlighting Banned Books Week was distributed to our media list. Banned Books Week is September 23-29 and is an annual effort to spotlight the risk and dangers of censorship, the importance of free access to information, and our fundamental freedom to read.

SOUND FINANCIAL MANAGEMENT

Resource Management – Manage resources effectively

- **Interest Rate Negotiation**

The Executive Director and the Fiscal Technician met with Adam Smith and Cyndie Kelly of F&M Trust to discuss our accounts and the interest rate. They offered us 1.25% on the Charles Curtis Estate monies with a 6 month review.

- **Creation of the 2019 Budget (Preliminary)**

The preliminary 2019 budget has been finalized and will be distributed to library directors and the finance committee during the week of September 10. After the October 1 Finance Committee, it will be revised and shared with the Library System Board.

- **Future Building Negotiations**

Met with builders to assess the feasibility of moving existing cabinetry to a new location. Negotiated lease terms with potential landlords and fielded questions to our solicitor.

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **Attendance at Statewide Meetings**

The Executive Director attended the September meeting of the Association of PA Public Library Systems (APPLS) and Commonwealth Libraries' District Library Center / System Administrator meeting, both held in Hershey, PA over two days. Presentations included community engagement as part of the Turning Outward initiative, electronic resources for PA libraries through HSLC, LSTA and outcomes priorities for Commonwealth Libraries, and more.

- **Staffing Changes**

After endorsement by our Library System board during a closed session in August and the August 26 Board of Commissioners Meetings, changes to our staffing structure were enacted. The Cataloging Assistant (FT) position was eliminated; the Adult Outreach Coordinator (PT) position was restored to full-time; and a new part-time Computer Technician position was created. Working with Human Resources, two other positions

now have supervisory responsibilities.

New Technologies – Embrace new technologies

• **Testing Signature Pads**

Information technology staff ordered and are testing signature pads for library card registration. *This is related to Performance Issue F in the 2018 Conditional Grant Goals.*

Innovation and Partnerships – Foster innovation and partnerships

• **Partnerships with County Departments**

Working with leadership of three County departments to continue or cultivate new partnerships.

- All libraries have been invited to assist Domestic Violence Services of Cumberland & Perry Counties in their awareness project scheduled for October 2018.
- Bosler Library is considering serving as an internship site for the Project Search program, overseen by Cumberland County Office of Intellectual & Developmental Disabilities. A meeting is scheduled for Friday, September 21.
- Bosler Library and Simpson Library agreed to work with Cumberland County Office of Aging to host the 2019 Senior Spelling Bee at one of our libraries in May.

• **Creation of the Futures Task Group**

The following people have been selected by the CCLS Board and approved by the Cumberland County Commissioners to serve as the founding members of the Library System's Futures Task Group, which will start meeting this fall.

- **CCLS Library Board:** Jonathan Williams (Kevin Stoner as an alternate)
- **Member Libraries:** Margaret Pepe, and one additional library staff member yet to be identified
- **County Government:** Gary Eichelberger, Beth Chornak, and Regina Robinson
- **Community At Large:** Michelle Foreman, Jessica Howard, Tracey Jones, Ivy Schneider and Kristin Varner

As per the 2016 Memorandum of Understanding between CCLS and Cumberland County, the Executive Director will chair the team. Brianna Crum (Capital Area Library District Consultant) has agreed to serve as facilitator.

NEW BUSINESS

4. WEB SITE AND SOCIAL NETWORKING POLICY (CAROLYN BLATCHLEY)

In light of two new policies in County government – a Social Media Content Policy and Website Content Management Policy – the Policy Review Team reviewed the Cumberland County Library System Web Site & Social Media Policy for gross discrepancies. Slight edits were made and approved by Library Directors.

On a motion by John McCrea, seconded by Jim Hutcheson, the Library System Board unanimously approved the revised Web Site and Social Networking Policy.

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.

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, October 22nd, at the Cumberland County Library System's headquarters office at 4:00 pm.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

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

CCLS Finance Committee

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

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