

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

MEMBERS PRESENT

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

OTHERS PRESENT

Sandy Moyle, Carolyn Blatchley, Jennifer Martek, Linda Noggle, 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 October 22, 2018 Board meeting minutes.

2. TREASURER'S & FINANCE COMMITTEE REPORTS (JONATHAN WILLIAMS, TREASURER)

The System Board reviewed the following financial statements for the month of October 2018:

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

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

The Finance Committee Meeting reviewed the 2019 CCLS Budget, draft 5, at their November meeting. The Library System Board had asked that estimated moving and lease costs be replaced with actual numbers. Draft 5 of the budget has these updated numbers. The relocation costs were reduced from \$250,000 to \$42,000. The distribution amounts to the libraries did not change; rather, the amount used from the 90-day contingency fund was reduced. The Reference Resource Center allocation for Bosler and Fredricksen has been completely phased out as planned. The budget does not include any special projects for 2019 Conditional Grant projects; the Board will need to amend the budget once the project(s) is approved by the Commissioners. Other budget highlights include the following

comparisons to the 2018 budget: An increase in the County tax base; increased interest revenue and donations; decreased staff expenses and computer expense; and an increase to building expenses based on relocation.

The Finance Committee recommended that the Board approve the 2019 CCLS Budget (draft 5, dated Nov. 5, 2018); the Library System Board unanimously approved.

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Core Library Services – Provide core audiences with quality library services

- **Sierra Contract Signed – Extended 1 Year**

After an email vote of approval, a new 3-year Subscription License was signed with Innovative Interfaces Inc. (III).

The new Agreement is required by III in order for us to implement Ecommerce for Express Lane, which is a key component to the fine payment by credit card portion of Conditional Grant Goal D (Replace 11 existing self-checkout machines and expand total self-checkout machines by at least 3 machines for total of 14 self-checkout machines, with the option for fine payment by credit card.)

Signing this agreement makes our former agreement (which ends August 1, 2020) null and void. This new agreement is dated August 1, 2018 and extends our III contract through August 1, 2021.

In terms of cost, the old agreement had pricing increases outlined as such:

2018	\$70,724
2019	\$71,924
2020	\$74,082
2021	n/a

The new agreement costs are outlined below, and there is an additional fee of \$4,000. for Ecommerce for Express Lane:

2018	\$70,724
2019	\$70,724
2020	\$72,882
2021	up to 5% increase

- **National Change of Address (NCOA) Run on Sierra Data**

The Information Technology Coordinator exported our cardholder data to be run against the National Change of Address database, and successfully imported the results back into Sierra. This included identifying deceased borrowers and those with undetermined addresses. NCOA will be run at least 2 times annually on Sierra; it is run 4 times annually on our eTapestry donor database; and it is run by Unique on all accounts sent to

collections.

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

- **Partnership Discussion Between Probation/Parole and Libraries**

The Commissioners and Chief Clerk Sandy Moyle met with Bosler Library Director Jeffrey Swope and Carolyn Blatchley to discuss the possibility of a literacy initiative that involves distributing books to parolees. Bosler Library will take the next step in contacting Judge Guido to discuss further.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

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

- **Caller ID Display Edited**

In response to customer feedback on missed calls from our automated telephone notification system, the Library System worked with the County's Information Management and Technology Office to change the Caller ID on the three phone lines for outbound phone notifications from Sierra. It will now display the inbound number of 717-240-7889, which is our automated attendant. Previously it displayed the System Headquarters Office number. This will allow customers to get their library's phone number and hours of operation and/or obtain the account information they need, as well as renew items and cancel holds.

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

- **Legislative Breakfast**

This event was held on Wednesday, October 31st at 7:30am at Bosler Memorial Library. Many thanks to the staff and Friends of Bosler for assisting with this event. In attendance were 20 library representatives (staff and volunteers), and 17 government representatives and candidates (county, state and federal).

- **West Shore Senior Life Article**

The STAR Coordinator and Fundraising/Grants Coordinator worked together on an article for West Shore Senior Life.

- **STAR Represented at Volunteer Fair**

The STAR Coordinator had a booth at the Volunteer Fair held at the Cleve J. Fredricksen Library in Camp Hill.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition – Obtain adequate resources

- **Bent Creek Property**

The System Headquarters staff toured the property and have spent time working on floor plans to prepare for a second meeting with Mowery (the builder.) The Pennsylvania School Boards Association's attorney and our solicitor have been working on issues related to the lease which may involve the County Commissioners.

- **2018-19 County Coordination Plan Approval Obtained**

Cumberland County Library System’s 2018-2019 County Coordination Plan for the use of State Aid was approved by Glenn Miller, Deputy Secretary at the Office of Commonwealth Libraries.

- **Two Grants Submitted by CCLS Foundation Funded**

A check for \$5,000 arrived on November 2 to support our Service to Adult Readers (STAR) from the Partnership for Better Health. Baltimore Life presented a check in the amount of \$500 to Jairee Counterman and Kate Pursel on November 12 to support teen services at New Cumberland Library.

- **Major Grant Application Submitted**

An application was submitted to the Sponaugle Foundation requesting \$8,000 to support the 2019 Summer Learning Program.

- **Appeal Letters to Board Members Mailed November 6**

Library System Board members, Foundation Board members and past supporters were asked by Foundation Board President Kevin Stoner to make an end-of-the-year gift to the Cumberland County Library System Foundation.

- **Planning for #GivingTuesday**

In preparation for #GivingTuesday, the Fundraising/Grant coordinator has been working on promotions and did some training with the Cumberland County Library System Foundation and system staff to promote giving to any library or to the Foundation to support Summer Learning during this campaign period. System-wide promotions will push people to the main giving page on our website.

Resource Management – Manage resources effectively

- **Draft 5 of 2019 Budget**

A revised draft budget was discussed by the CCLS Finance Committee, shared with library directors and will be presented to the Library System Board in November. This budget does not include any special projects for the 2019 Conditional Grants.

Resource Allocation – Allocate resources equitably

- **All 2018 County Tax Funding Received and Distributed to Libraries**

The final 2018 library tax installment was made, transferring appropriate funds to member libraries on November 16.

- **2018 County Tax Installment and Payment Schedule Created**

A schedule of 2019 distributions was provided to library directors.

2019 Library Tax Installment Payments		
Payment to Library System (Monday)	Amount paid to Library System	ACH Transfer to Libraries (Friday)
Jan 4	\$335,000	Jan 11
Feb 1	\$335,000	Feb 8
Mar 1	\$335,000	Mar 8

Mar 29	\$335,000	Apr 5
Apr 26	\$335,000	May 3
June 7	\$335,000	Jun 14
June 21	\$335,000	Jun 28
July 5	\$335,000	Jul 12
Aug 2	\$335,000	Aug 9
Aug 30	\$335,000	Sep 6
Sep 27	\$335,000	Oct 4
Oct 25	\$335,000	Nov 1

ACH Transfer of County Taxes to Member Libraries	2019 Proposed Total Amt.	2019 Proposed Installments
Amelia Givin Library	\$199,283	\$16,607
Bosler Memorial Library	\$531,663	\$44,305
Fredricksen Library	\$813,790	\$67,816
John Graham Library	\$137,725	\$11,477
New Cumberland Library	\$260,299	\$21,692
Shippensburg Library	\$327,138	\$27,262
Simpson Library	\$564,202	\$47,017
Total Member Library County Distributions \$2,834,100		

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **Staffing**
The Library System continues to search for a new part-time Computer Technician.
- **Staff Development Day**
Library System Headquarters Staff, along with staff from member libraries, coordinated a Staff Development Day which was held Wednesday, November 7. 146 staff members were in attendance. Those who attended all day earned 5.25 hours of continuing education.
- **Training on SCAT**
Five staff members from the System Headquarters participated in training on the Statistical Categories Tables (SCAT) for Sierra. Edits to be made in December should greatly improve results of member library searches on granular sections of their materials for projects such as weeding or collection development.
- **Training on New Ways to Deliver Internet**
Two staff members from the System Headquarters participated in training on utilizing TV whitespace — the unused bandwidth between television channels — to extend library resources and internet into their communities. This is not a current project, but a future-thinking idea.
- **Training on Unique Management**

Staff from member libraries and two System Headquarters staff members attended a training on how Unique Management handles our accounts in collections, and how to manage our data in the Unique portal.

Innovation and Partnerships – Foster innovation and partnerships

• **Bouquets for Books**

Accepted new and lightly used children’s books from this drive coordinated by Royer’s Flowers & Gifts.

NEW BUSINESS

4. CONDITIONAL GRANT PROJECTS FOR 2019 (CAROLYN BLATCHLEY)

The Directors have discussed possible projects for a 2019 Conditional Grant. They are strongly in favor of proposing a single project based on Radio Frequency ID (RFID). RFID would be a huge undertaking with a major impact; it would be a challenge to complete the project in one year. However, Carolyn could present the project with benchmark goals for funding. RFID would help libraries to safeguard their collections and streamline efficiencies and was discussed as part of the Consensus Building and original MOU process. Other, smaller projects were discussed and may be pursued, but not as part of the Conditional Grants. The Library System Board was in favor of proposing RFID as the single 2019 Conditional Grant project. Carolyn will make her presentation to the Commissioners in December.

5. BOARD OFFICERS (PAUL FISHER)

Bylaws require elections to be held in January. All current officers are eligible to continue. Paul Fisher, Jonathan Williams and Bill Gould volunteered to serve as the nominating committee. The committee will meet immediately after the December Board meeting ends to discuss nominations. If there are any Board members who are interested in serving as an officer, please discuss with any of the committee members.

OLD BUSINESS

6. SUBSCRIPTION LICENSE AGREEMENT WITH INNOVATIVE INTERFACES INCORPORATED (III)

The Library System Board unanimously ratified their email vote to sign a new three-year subscription lease agreement with Innovative Interfaces Incorporated (III).

UPDATES

7. NEWS FROM COUNTY COMMISSIONERS (SANDY MOYLE)

The Commissioners will consider the Library System’s 2019 Conditional Grant proposal at their December 12 meeting.

The next step in the partnership discussion between Probation/Parole and Libraries is for Bosler Library to contact Judge Guido.

8. NEWS FROM VISITORS

News from member libraries was shared.

ADJOURNMENT

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

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 12/17/2018
- 1/28/2019 (exception)
- 2/25/2019 (exception)
- 3/18/2019
- 4/15/2019
- 5/20/2019
- 6/17/2019
- 7/15/2019
- 8/19/2019
- 9/16/2019
- 10/21/2019
- 11/18/2019
- 12/16/2019

CCLS Finance Committee

(4:00pm, 1st Monday quarterly)

- 2/4/2019
- 5/6/2019
- 8/5/2019
- 10/7/2019 (exception, budget mtg)
- 11/4/2019