

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
January 28, 2019**

MEMBERS PRESENT

Paul Fisher, Jonathan Williams, Bill Gould, Sherwood McGinnis, Linda Ries, Kevin Stoner, John McCrea

OTHERS PRESENT

Vince DiFilippo, Carolyn Blatchley, Jennifer Martek, Sue Erdman, Bonnie Goble, Jeff Swope

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.

Paul Fisher introduced Sherwood McGinnis, Bosler Library's new representative to the CCLS Board.

MINUTES & TREASURER'S REPORT

1. PREVIOUS MINUTES

The Library System Board unanimously approved the December 17, 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 December 2018:

- Balance Sheet
 - 1) Total Assets Dec. 31 2018 vs. Dec. 31 2017 increased 11.97%. Curtis Estate gift contributed to this increase, as well as higher interest rates on investments.
- 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 December 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

- **New Procedures Drafted**

The Circulation and Public Services team drafted new procedures to formalize the Check-in and Check-out procedures at all member libraries to ensure that all customers are treated fairly, consistently and equitably when accessing services at any library in Cumberland County.

- **One Book, One Community Reading Program**

Killers of the Flower Moon was the title chosen during public voting in August as the 2019 One Book, One Community read. Cumberland County Library System received 40 copies of the book at no charge. The library system also purchased two eBook and two STAR large-print copies as well as eBook reading guides, in addition to any copies already owned by member libraries. February programs will take place in Cumberland, Dauphin, Perry and York counties, as well as at the State Library.

- **Longwood Gardens Community Read**

The 2019 Community Read theme is “seeds”. The adult title is *The Triumph of Seeds: How Grains, Nuts, Kernels, Pulses & Pips Conquered the Plant Kingdom and Shaped Human History* by Thor Hanson. We received 36 free copies of the book from Longwood Gardens, and there is a downloadable book discussion guide. Additionally, Longwood Gardens provided complimentary reading materials and programming for teens and children with the titles *Seedfolks* by Paul Fleischman and *The Reason for a Flower* by Ruth Heller. Two activity kits for children and reading club kits for teens are available through the library system office.

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

- **Kanopy Purchased**

Kanopy streaming video service was purchased from the library system’s Collections budget. Computer services staff are completing interoperability with our integrated library system software to authenticate borrowers so that the service is only accessible to Cumberland County residents with a card in good standing. *This is the completion of Performance Issues F in the 2018 Conditional Grant Goals.*

- **BookFlix / TrueFlix Training and Access**

Nine people attended training for this online books service from Scholastic. BookFlix is for children from birth through age 5; TrueFlix is for older elementary students. Access points and promotion on the website were improved.

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

- **Ecommerce for Express Lane**

20 self-checkout workstations with Ecommerce for Express Lane (self-service fine payment by credit card) were installed throughout the library system, improving and replacing the existing self-checkouts and expanding the number of self-checkout stations available in most libraries (John Graham Library and the East Pennsboro Branch opted out of accepting self-checkouts.) *This is the completion of Performance Issues D in the 2018 Conditional Grant Goals.*

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

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

services

- **Discussed Customer Complaints and Offered Solutions to Stakeholders**

Three customers who were dissatisfied with their experiences at member libraries called or emailed the system executive director seeking resolution. One was concerned about website cookies and security of cardholder data, one was upset about being asked for identification to pay a fine, and one had a myriad of complaints that started with our library card suspension policy set to make a card with fines of any size inactive, and expanded into lack of front-line staff knowledge on eBooks and a generally poor customer service experience. Issues were discussed and resolutions reached; all complaints were referred to the department or member library able to provide longer term solutions.

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

- **Camtasia Software Purchased**

The purchase and installation of software for the CCLS Public Services & Staff Training Coordinator to create online video trainings was completed. In an effort to make CCLS trainings readily available to member library staff, including those who work part-time or have to drive longer distances to attend training, this has been added to her 2019 performance goals.

- **Final Weeding Training Held; the CCLS Professional Collection Evaluated**

The last of a series of weeding trainings with member libraries was held in December. Over 600 items were pulled from the CCLS professional collection to be considered for deselection or replacement. Five titles, some of which are referenced in our Collection Development Policy, were purchased as replacements or crucial missing materials. *This is one of several steps in the completion of Performance Issue G in the 2018 Conditional Grant Goals (others addressed earlier in 2018.)*

- **SCAT Table Training and Updating**

The statistical category table for accurate collection of statistics based on call numbers (needed for evaluation of collections by subject area) was updated after a customized training session from Innovative Interfaces. The next steps needed for effectiveness are upgrading Sierra and training on Decision Center software improvements. *This was an outcome of Performance Issue G in the 2018 Conditional Grant Goals.*

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

- **Advocacy for LSTA Funding**

Advocacy messages concerning the passage of Senate Bill 3560 for funding of the Museum and Library Services Act were posted to our website and Facebook. It passed in the Senate in early December, and in the House on December 19, reauthorizing crucial federal funding through the Library Services and Technology Act (LSTA) to Pennsylvania libraries and libraries across the nation.

- **Materials Submitted for Review**

The Cumberland County Communications Office asked to review all brochures, letterhead, business cards, logos, etc. While the library system is an agency of

Cumberland County rather than a department, the office did comply with the explanation that member libraries, Friends groups and the CCLS Foundation will continue to maintain autonomy, thus complicating any recommendations that may come from review of CCLS materials.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition – Obtain adequate resources

- **Bent Creek Property - Lease Update and Agreement with County Signed**
After finalizing the language of the lease with the CCLS attorney and the Pennsylvania School Boards Association (PSBA), Carolyn Blatchley went before the Board of Commissioners to ask them to sign the lease.
 - This led to recognition that CCLS has been operating without any kind of payment agreement for those library system expenses which the County advances. On behalf of the library system, Carolyn Blatchley signed a Cost and Expense Pass Through Agreement, ratifying the process that has been in practice for decades. At the advice of the CCLS attorney, this did not require CCLS Board action, as the practice has been authorized by previous boards. A courtesy copy of this agreement is in the January 2019 Board meeting packet, and the original must be attested to by the Board President.
 - The Board of Commissioners did agree to sign a lease, contingent on signing by the PSBA. PSBA has since commented on the lack of dates written into the lease, which the CCLS attorney and real estate agent both believed to be contingent upon information from the builder, who will not give dates until a lease is signed. We are currently in negotiations with all parties.
- **Partnership for Better Health Grant Funded**
\$5000 grant awarded for service to STAR program.
- **2019 Conditional Grant for RFID in CCLS Libraries**
An RFID project to be carried out in five phases was accepted as the 2019 Conditional Grant project as outlined by the 2016 Memorandum of Understanding between the Library System and the County. Two vendor demonstrations are scheduled to begin the first phase – education and system design, working toward the writing of an RFP.

Resource Allocation – Allocate resources equitably

- **2019 State Funding Distributed to members libraries**
- **January 2019 County Funding Distributed to Member libraries**

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **Staffing**
Megan Fogelsanger was hired as the new part-time computer technician. Her first day was January 22, 2019.
- **Pay for Performance Evaluations**
All library staff are involved in the process of 2018 evaluations and 2019 goal setting

in accordance with the County's Pay-for-Performance.

OLD BUSINESS

4. COUNTY CONDITIONAL GRANTS 2018 & 2019

All 2018 goals were fully completed. Carolyn will make a presentation to the County Commissioners at their February Finance Committee meeting. The commissioners did approve RFID as the 2019 project, as discussed in the Executive Director's Report.

NEW BUSINESS

5. ELECTION OF OFFICERS

The nominating committee recommended the following people to serve as officers:

Paul Fisher, President

William Gould, Vice President

Jonathan Williams, Treasurer

Paul Fisher asked if there were any nominations from the floor. There were none.

On a motion by John McCrea, seconded by Kevin Stoner, the nominations were closed and the ballot, as recommended by the nominating committee, was put forward and unanimously approved by the library system board.

6. RATIFICATION OF PASS-THROUGH AGREEMENT

On a motion by John McCrea, seconded by Jonathan Williams, the library system board unanimously ratified the Cost and Expense Pass-Through Agreement process, dated 1/24/19.

7. CONFLICT OF INTEREST ANNUAL STATEMENT

Copies of the "Conflict-of-Interest Acknowledgment" form were shared with Board members for them to complete and return. (Per the CCLS policy "Ethical Guidelines for Employees and Board Members" 3/21/2016)

UPDATES

8. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

News from the County Commissioners was shared.

9. NEWS FROM VISITORS

News from member libraries was shared.

ADJOURNMENT

There being no further business, the meeting was adjourned at 5:10 pm. The next meeting of the Cumberland County Library System will be held on Monday, February 25th, at the Cumberland County Library System's headquarters office at 4:00 pm.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 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