

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
March 18, 2019**

MEMBERS PRESENT

Paul Fisher, Bill Gould, Sherwood McGinnis, Linda Ries, John McCrea, Karen Shirey, Jonathan Williams (phone)

OTHERS PRESENT

Carolyn Blatchley, Jennifer Martek

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by Vice President Bill Gould at 4:05 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 February 25, 2019 Board meeting minutes.

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

The System Board reviewed the following financial statements for the month of February 2019:

- 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 February 2019 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

• **Policy Edited; Board Vote Requested**

“Recommended Personnel Policy Elements” – Agenda Att. E

The Policy Team asked the Library Directors to review this policy as part of the regular

schedule. Library Directors suggested revising the name to “Personnel Policy Elements” and minimized the language to simply recommend each library have personnel policies. The actual elements will be moved to the Customer Service Guidelines & Procedures Manual where it can be reviewed and edited without Board approval.

- **New Public Catalog Computers**

In accordance with our computer replacement schedule, new public catalog computers are being installed at all member libraries as they are received.

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

- **IP Address Change for Sierra and Encore**

Innovative Interfaces upgraded their infrastructure services to leverage recent advances in security and performance, and had to change the CCLS IP addresses. Work was scheduled to start after libraries closed on Monday, February 25, 2019. Things went more smoothly than expected, but there were expected outages:

- The call-out messaging feature for Holds and Overdue notices initially didn’t work. Issue was resolved on Tuesday.
- The online reference databases that authenticate borrowers through Sierra weren’t able to authenticate. Issue was resolved on Wednesday.
- Copies of the email notices that are locally archived were bouncing. Issue was resolved on Thursday.
- The telephone renewal system wasn’t working after the change. Issue was resolved on Friday.
- SmartPay online fine payment was the final service to come back online, and it returned the following week.

Because of this known outage, we delayed the start date of Kanopy so as not to roll out a new service in December only to have it break in February.

- **Kanopy Services Initiated**

On March 10, CCLS successfully implemented Kanopy with a quiet launch. A plan for promoting Kanopy on the website, social media, through printed fliers, a press release, staff educational materials and letters to school districts was devised by library system headquarters staff and is being distributed.

Library Roles and Initiatives – Explore and evaluate new library service roles and initiatives

- **Explored Alternative Services for eBooks and eAudiobooks**

Four library system headquarters staff and one library director learned about new services available through Baker & Taylor, including Pop Up Library - a small network device that creates instant access to a digital collection anywhere. The device generates a library-branded Wi-Fi network that provides easy access to streaming and downloadable books, and encourages new library card registrations.

- **Training for Sensory Storytime**

A training for children’s programmers was held on Friday, March 15. PennCares Support Services received a grant from The Franklin County Community Foundation (FCCF), a regional foundation of TFEC, to support Sensory Storytime in public libraries throughout Franklin and Cumberland counties. This has been an initiative of interest to CCLS programmers. Gerrie Reddinger provided training and storytime kits to assist in leading

these events designed (but not exclusive to or for) children who are high on the autism spectrum or have another disability that makes it difficult for children and caregivers to participate in our current format of storytime. Sensory Storytime gives children the freedom to work within a structured space.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

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

- **Advocacy for Federal Funding**

An email concerning the 2020 proposed White House budget which cuts all federal funding for libraries was sent to library system board members and Foundation members, asking them to write to Scott Perry (10th District) or John Joyce (13th District) and ask them to sign a "Dear Appropriator" letter to restore this funding.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition – Obtain adequate resources

- **Change to PSBA Payment Schedule**

Cumberland County Library System paid the March utilities directly to PSBA, rather than the County making this payment and being reimbursed, as originally planned. This will be the final utilities payment to PSBA by all parties. Cumberland County will pay the future rent payments, beginning with May 1, 2019.

- **Bent Creek Property Progress Continues**

All library staff toured the new property to make space and workflow decisions. Selection of vinyl flooring and drawer pulls was completed during this visit. During two additional visits, information technology staff met with the contractor, electrical sub-contractor and facilities manager to finalize electrical and data plans as well as needs for the server room, which resulted in a change order to the original contract. Two cleaning companies were interviewed. Changing Spaces has provided two proposals for cubicle layouts which are being considered by all staff effected. The expected completion date remains May 15, 2019.

- **ERate Application Submitted**

CCLS submitted an ERate application for funding related to the wide-area network and additional wireless access points for member libraries.

- **Responses to Wide-Area Network RFP Being Considered**

Responses to the RFP for our next contract on wide-area network service, including the moving of our server room, were due March 8, 2019. All responses were reviewed, and only one response met all requirements – the response from Comcast. It is being thoroughly examined by library system staff, our network consultant and attorney. The deadline for filing for ERate reimbursements may dictate that the Board electronically vote to approve signing a contract with Comcast for wide-area network services beginning in July 2019. The cost does not initially appear to exceed CCLS's current wide-area network and Internet services annual costs.

Resource Allocation – Allocate resources equitably

- **Ensured Accuracy of State Annual Reports**

System headquarters staff reviewed the State Annual Reports as submitted by libraries and

made necessary corrections. All Annual Reports were submitted to our District Consultant in accordance with the agreed upon extension.

- **March 2019 County Funding Distributed to Member libraries**

Funds were distributed according to the funding formula on March 8, 2019.

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **ADA Training for all Library System Headquarters Staff**

All library system staff have either taken or are in the process of taking the County's required ADA training.

Innovation and Partnerships – Foster innovation and partnerships

- **CCLS Foundation Actions – March 2019**

The CCLS Foundation Board members have been meeting individually with Jairee Counterman to discuss opportunities for growth and leadership among the board, including the recruitment of new members. The Board accepted two resignations and welcomed new member John McCrea from John Graham Library. Board openings include New Cumberland Library's appointee, the Commissioners appointee, and two at-large positions.

The Board unanimously nominated and approved the following Board officers to serve a 1-year term: President-Kevin Stoner, Vice President-Nathan Balagopal, Treasurer-Jeremy Medernach, Secretary-John Nickey.

The 2019 budget was passed and EITC distributions were determined for the 2019 Summer Learning Program. Of the \$19,500 received, 20% will stay with the Foundation; \$2,800 will be distributed to member libraries as a \$400 equalization payment in lieu of the Library System paying for a single summer performer, and the remaining \$12,800 will be distributed to member libraries according to the summer learning program formula based on registrations and completions (attendance at one or more programs.)

4. REPORT OF ACTIVITY BY FUNDRAISING & GRANTS COORDINATOR (JAIRREE COUNTERMAN, WRITTEN REPORT)

A written summary of YTD activities was shared; activities included:

- Grants/Requests Submitted:
 - Feb 6-mailing to 18 Cumberland County nursing homes seeking support for STAR program
 - Feb 19—Dollar General—\$5,000—Adult English Language Learners (SIM)
 - Feb 28—Network for Good—\$1,000 for marketing & promotion
- Jairee has begun working on the EITC Annual Report & Renewal Application for the Foundation. She is also helping Simpson Library with their report & application.
- In addition, Jairee has participated in – or lead – a number of trainings. She has also taken on the responsibility of preparing the majority of press releases for the system.

NEW BUSINESS

5. POLICY REVISIONS

On a motion by Sherwood McGinnis, seconded by Karen Shirey, the Library System Board unanimously approved the policy revisions proposed in the Executive Director's Report: 1) Recommended Personnel Policy Elements.

6. PROCESS TO APPROVE WAN RFP

As explained in the Executive Director's Report, RFP responses for our next contract on wide-area network service were reviewed. Only one response met all requirements – the response from Comcast. Carolyn shared the 3 service options submitted by Comcast. Carolyn plans to ask for an alternative option which would provide a small upgrade in bandwidth and a 5-7% discount from our current rates. Once the final offer from Comcast is received, Carolyn will email it to Board members, along with a summary explanation. An email vote from the Board will be needed; the response to Comcast is due prior to March 27th.

UPDATES

7. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

News from Cumberland County was shared.

8. NEWS FROM VISITORS

News from member libraries was shared.

ADJOURNMENT

There being no further business, the meeting was adjourned at 4:50pm. The next meeting of the Cumberland County Library System will be held on Monday, April 15th, at the Cumberland County Library System's headquarters office at 4:00pm.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 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)

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