

**Cumberland County Library System
Board of Trustees Monthly Meeting Minutes
June 17, 2019**

MEMBERS PRESENT

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

OTHERS PRESENT

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

CALL TO ORDER

A regular meeting of the CCLS Board was called to order by President Paul Fisher at 4:00pm in the meeting room of the Cumberland County Library System, Mechanicsburg, PA.

MINUTES & TREASURER'S REPORT

1. PREVIOUS MINUTES

The Library System Board unanimously approved the April 15, 2019 Board meeting minutes.

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

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

- Balance Sheet
- Income and Expense
 - Salaries & Wages are higher than budget because there were three pay periods in May, instead of two. YTD, salaries and wages are in line with budget.
- Cash Report
- Accounts Receivable Summary
- Check Register
- Smart Pay Deposit Report
 - The Board asked for a more detailed explanation of the Smart Pay Deposit Report, specifically how and where the merchant processing fees are accounted for. The Board is concerned that these fees appear to be high, according to the report. The Board asked that this information be provided to the Finance Committee for review at their August meeting.

After review of the reports, the Library System Board unanimously moved to file the May 2019 Treasurer's Report for audit.

A draft summary of the May 6th Finance Committee meeting was included in the Board packet.

REPORTS

3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)

CUSTOMER SERVICES

Core Library Services – Provide core audiences with quality library services

- **Policies Edited; Board Vote Requested as New Business at June 17 Board Meeting**

“Public Relations & News Media Policy” – Agenda Att. F

The Policy Team and the Library Directors reviewed and approved suggested edits to the Public Relations & News Media Policy. This policy was edited to affirm that all Cumberland County Library System headquarters office press releases adhere to the Cumberland County government Media Policy (effective date March 12, 2018) and defines the autonomy of member libraries, Friends groups and the CCLS Foundation.

“Video Recording Rental Collection Policy” – Agenda Att. G

The Policy Team and the Library Directors reviewed and approved suggested edits to the Video Recording Rental Collection Policy. The new title – Rental Collection Policy – will reflect our current practices of providing rental books and movies. It removes language and costs that were associated with one particular library and one particular format.

It is important to note that our Collection Development Policy defines that any rental collections of materials are a supplement the regular circulating collection which is available for loan at no charge, and that there will be at least a one-to-one ratio of the titles loaned at no charge to the titles loaned for a fee.

- **Summer Learning Program for STAR Homebound**

Through a grant from Partnership for Better Health, our Homebound Outreach Coordinator was able to initiate a summer reading challenge for our homebound, working through their volunteers to expand reading interests, formats and discussion. Completion of a BINGO-style card will earn the homebound patron and the volunteer a summer learning prize. This is a pilot attempt to integrate homebound customers into the regular summer programming services offered by our member libraries.

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

- **Alternate Identification for Cardholders**

The Alternate ID feature in our ILS will allow cardholders to log into Encore – our online catalog – with a username of their own choosing instead of a barcode number. It will also enable borrowers to type in their barcode on a self-checkout touch screen. This seemingly easy technology involves many steps involving Innovative Interfaces staff and our member libraries. It has been thoroughly tested and will be implemented soon.

- **Wide-Area Network Extension to Bent Creek and July 1 Network Move**

On May 13, 2019 it was confirmed that a wide-area network (WAN) connection to the Bent Creek Boulevard office of the Cumberland County Library System was working for computer and voice technologies. Library system staff were able to start working almost immediately upon installation of their desks and computers on May 14 and 15.

Installation of the WAN lines for the new contract period began on June 13, 2019 and will be complete for our equipment move on June 30 and power-up on July 1 under the new 3-

year contract with Comcast. Libraries have been initially informed about outages on June 30 and July 1, and more information will be distributed to the staff and public closer to that time. All online public services will remain active. Internet and network related functions on staff computers will be effected, as will all public computers and wi-fi in all libraries.

- **Internet Filter Replacement**

Internet filter solutions were priced and evaluated after learning our current company would charge us more than twice the budgeted renewal amount for a new replacement filter. Capital Area Intermediate Unit, who provides our Internet service, will provide - at no additional cost to the library system - the same filter solution our current company would have installed at over \$19,000 and annual renewal fees of over \$8000. This is be initiated on or shortly after our network move on July 1, 2019.

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

- **New Databases Being Announced**

Library System Headquarters staff are working on public relations materials to announce two new databases planned for release on July 1 through POWER Library: Auto Repair Source, designed to help users diagnose, repair and maintain vehicles; and Small Engine Repair Reference Center, which provides detailed and user-friendly repair guides for all manner of small engines.

RUNNING THE BUSINESS (PROCESSES AND EVALUATION)

Cost Effectiveness – Evaluate and adopt efficient, cost-effective library processes.

- **Radio Frequency Identification (RFID) Request for Proposal (RFP) Approval and Costs**

The RFP for RFID will be provided for the review of library system board members at the June 17 meeting. Costs for this project will need to be budgeted. The finance committee has suggested \$300,000 be moved into the Technology Fund.

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

- **Library System Tables at CCLS Health Fairs**

STAR Homebound and other libraries services were promoted at the Cumberland County employee health fairs, held at the courthouse and nursing home in April.

- **Attended the Fredricksen Library Ribbon Cutting**

Carolyn Blatchley attended the May 20 ribbon cutting ceremony for the new lower level entrance and the new Business & Career Center @ Fredricksen. This is part of the Open Doors campaign at the Cleve J. Fredricksen Library. The lower level entrance offers easier access to the Children’s Library and the public meeting rooms on the ground floor. The Business & Career Center @ Fredricksen will bring workshops, programming and technology assistance centered on all stages of career goals with a focus on enhancing employability.

SOUND FINANCIAL MANAGEMENT

Resource Acquisition – Obtain adequate resources

- **Innovation Grant Received**

Jairee Counterman secured a \$1,000 National Literacy Directory Innovation Grant for the

CCLS Foundation to challenge CCLS member libraries to increase tween/teen attendance during the 2019 Summer Learning Program. Each library will receive a \$100 seed fund, and the location that shows the greatest tween/teen program attendance increase from 2018 to 2019 by percentage will receive an additional \$200 at the end of the program.

Resource Management – Manage resources effectively

- **Meeting with Orrstown Bank**

Carolyn Blatchley and Linda Noggle met with representatives of Orrstown Bank’s Carlisle and Bent Creek locations to make a smooth transition between our cash account managers.

- **Secured the Assistance of the Finance Committee on Specific Tasks**

Concerning a strategic planning goal to manage funds to maximize service results and organizational stability, the Finance Committee came up with two actions:

- Discussed how CCLS might develop guidelines for selecting financial institutions and investment vehicles. Jonathan Williams and Kevin Stoner offered to work together to draft a statement which will be shared with the committee for approval prior to the August meeting.
- Discussed the development of guidelines to ensure CCLS accounts are reviewed regularly and best interest rates obtained. A review schedule will be included in the statement developed by Jonathan and Kevin. At the August meeting, the committee will review a list of all accounts: balances, interest rates and terms.

- **Successfully Relocated Library System Headquarters Office**

In the expected timeframe and with the anticipated amount of staff downtime, the library system headquarters relocated from 1601 Ritner Highway, Suite 100 in Carlisle to 400 Bent Creek Boulevard, Suite 150 in Mechanicsburg. Member libraries experienced no downtime.

On May 7, all non-essential staff returned their keys to the Cumberland County Commissioners Office, as outlined in the County policy.

At the Bent Creek property, cubicle furniture that came with the suite was reassembled and cleaned by May 8. The build-out was complete, with the exception of a countertop mistake, following a May 9 substantial completion walk-through. The countertop has since been corrected. A cleaning company was contracted for service throughout the year, and provided a post-construction deep cleaning, including carpets, on May 11 and 12.

Operations were powered down on the evening of May 13, with the move taking place May 14 and 15. All staff were able to fully utilize their workstations and resume some form of operations by the end of the day on May 15, 2019. Staff are still working on minor changes, including the reconstruction of the professional collection shelving and other handy-person projects, obtaining keys for new desks, and identifying additional surplus items.

By May 31, 2019 all identified surplus items sold to libraries and area non-profits were removed from the Ritner Highway property. Only furniture being released to the County and the network equipment remains.

- **Met with Auditor to Review Draft of 2018 Audit**

In preparation for our July 2019 CCLS Board Meeting, we reviewed a draft of the 2018 audit. Library board members will receive a copy of the audit, and rather than a PowerPoint, a 4-page summary of the audit results.

Resource Allocation – Allocate resources equitably

- **May and June 2019 County Funding Distributed to Member libraries**
County funds were distributed to member libraries according to the funding formula on May 3 and June 14.
- **Distribution of Book Donation**
Boxes of business and financial books were donated to the Cumberland County Library System from the Pennsylvania Banker's Association.

LEARNING, INNOVATION & TECHNOLOGY

Leadership – Develop leadership among staff and board members

- **Staff Training in CPR and AED Use**
Three library system headquarters staff attended CPR and AED training along with staff from the Pennsylvania School Boards Association.
- **Training for CCLS Executive Director**
Carolyn Blatchley and others attended three trainings during this period:
 - *Compassionate Conflict Resolution* - the DCLS staff development day workshop with Ryan Dowd, author of *The Library's Guide to Homelessness: an Empathy-Driven Approach to Solving Problems, Preventing Conflict and Serving Everyone*. Library staff from our headquarters office, as well as directors and staff from Bosler, Shippensburg and Simpson were also in attendance.
 - *Race to Lead: Women of Color in the Non Profit Sector* – a diversity, equity and inclusion webinar on how Building Movement Project's report recommendations can help make the nonprofit sector more supportive of the leadership of women of color.
 - *Financial Best Practices for Non Profit Libraries* – a workshop offered by Commonwealth Libraries. Highlights included a review of the fiscal responsibilities of a library board, budgeting basics and key financial statements, the 990, policies, internal controls and audit considerations. Representatives from the staff and board of the following libraries were also in attendance: New Cumberland, Shippensburg and Simpson (who sent their CCLS Board Alternate, Judy Souleret.)
- **Attended Commonwealth Libraries' DLC and GAC Meetings**
Carolyn Blatchley attended the following informational meetings at a state-wide level:
 - District Library Center and System Administrator meeting in State College.
Sessions included "Leading Through Conflict", "Diversity, Equity and Inclusion in your IMLS Funded Programs" and discussions geared specifically toward the work of library system administrators in Pennsylvania.
 - Governor's Advisory Council Meeting, held at the Bosler Memorial Library in Carlisle.
- **Mentoring Support to a New Supervisor**
Carolyn Blatchley and Cumberland County Human Resources have been providing close and on-going mentoring support to a supervisor dealing with a difficult personnel issue.
- **Recruitment of Two New CCLS Foundation Board Members**
CCLS Foundation President Kevin Stoner recruited two new at-large members for the Cumberland County Library System Foundation (CCLSF). They were approved by the board and received orientation with Kevin and Jairee Counterman.

Technology – Embrace new technologies

- **Purchased and installed a new monitor for CCLS System Headquarters Training Space**
Replaced former system of projector and screen with a 70” interactive touchscreen monitor for greater flexibility in training, space saving, and cost savings on installation.
- **Training on PSBA Technologies**
Tara Major received training on use of technology in the conference center meeting rooms of the Pennsylvania School Boards Association so that we may independently utilize the services fully.

4. FUNDRAISING REPORT (JAIREE COUNTERMAN, WRITTEN REPORT)

The April 2019 Fundraising Summary report was reviewed. The Board finds this information very helpful and asked that they continue to receive reports, perhaps quarterly.

NEW BUSINESS

5. POLICY REVISIONS

On a motion by Kevin Stoner, seconded by Jonathan Williams, the Library System Board unanimously approved the policy revision proposed in the Executive Director’s Report: 1) Public Relations & News Media and 2) Video Recording Rental Collection policies.

6. PROPERTY DISPOSAL

On a motion by Jonathan Williams, seconded by Sherwood McGinnis, the Library System Board unanimously approved authorizing the Executive Director to turn over 5 desks, 4 tables and approximately 25 chairs to the Cumberland County Facilities Department.

7. RFID RFP

A draft Request For Proposals (RFP) for the RFID project was shared with the Board. This RFP has already been through multiple revisions; the current version is very detailed and comprehensive. Carolyn would like to finalize the RFP this week and publicly post it on the CCLS website. In addition, the RFP will be sent directly to four vendors that CCLS has already had conversations with regarding RFID. The Board was asked to share any comments or concerns regarding the RFP with Carolyn by Thursday, June 20th at noon.

8. FUND TRANSFER

The Library System Board tabled the recommendation from the Finance Committee to move \$300,000 from the Unassigned Fund to the Technology Fund for the RFID project.

UPDATES

9. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)

News from Cumberland County was shared. Short discussion on how libraries might help with County efforts to encourage Census 2020 participation.

10. NEWS FROM VISITORS

News from member libraries was shared.

ADJOURNMENT

There being no further business, the meeting was adjourned at 5:10pm. The next meeting of the Cumberland County Library System will be held on Monday, July 15th at the Cumberland County Library System's headquarters office at 4:00pm.

MEETING DATES REMINDER:

CCLS Board Meetings

(4:00pm, 3rd Monday monthly)

- 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)

- 8/5/2019 – 400 Bent Creek Blvd, Ste 150, Mechanicsburg.
- 10/7/2019 (exception, budget mtg)
- 11/4/2019