## Cumberland County Library System
## Board of Trustees Monthly Meeting Minutes
## October 21, 2019

## MEMBERS PRESENT
Paul Fisher, Sherwood McGinnis, John McCrea, Bill Gould, Linda Ries, Jonathan Williams

## OTHERS PRESENT
Carolyn Blatchley, Jennifer Martek, Linda Noggle, Vince DiFilippo, Jeff Swope, Sue Erdman

## 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 August 19, 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 September 2019:
   - Balance Sheet
   - Income and Expense
     - During September, a portion of the Comcast year-to-date billings were reclassified to reflect cost associated with the libraries' portion. This change was made in accordance with Line 156 of the State Public Library Data Collection Report. A reclassification of budgeted amounts for Internet/Telecommunications were also adjusted to reflect this change.
   - Cash Report
     - County payments for September include a Sep. 30th ACH that was not paid out to the libraries until October (as scheduled).
   - Accounts Receivable Summary
   - Check Register
   - Smart Pay Deposit Report

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

   The System Board reviewed the September 30th Finance Committee Meeting Summary (attachment C)

# 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 as New Business October 21 Board Meeting**
  "STAR Service to Adult Readers Policy" – Agenda Att. E
  The Policy Review team and member library directors drafted changes to the STAR policy to include language that represents current practices and expands the coordinator's ability to create new STAR sites.

- **Partnership for Better Health Grant Completed**
  With the final purchases for STAR programming completed and the paperwork submitted, this $5000 grant comes to a close. The STAR brochure was redesigned and printed, the STAR coordinator got new business cards, a display table cover, give-aways, prizes for summer learning (extended to the homebound), canvas bags for volunteers to transport materials, collection enhancements and more.

- **One Book, Every Young Child Titles Chosen**
  Two titles have been chosen for this early literacy initiative that takes place statewide.
    - Birth to three – Freight Train by Donald Crews
    - Three to five – Bugs! Bugs! Bugs by Bob Barner
  No free books will be distributed this year.

- **One Book, One Community Title Chosen**
  Organizers of this year's One Book, One Community reading program announced the selection of Heartland: a Memoir of Working Hard and Being Broke In the Richest Country on Earth by Sarah Smarsh for the 2020 One Book, One Community: Our Region Reads!

  Participating libraries will be provided with copies of the book that can be borrowed beginning in January 2019. Books will also be available for purchase at area Giant Food Stores and at local booksellers. Program schedules for February book discussion groups, author lectures and other innovative activities will be available. Details will be announced on the One Book website: www.oboc.org.

- **Longwood Gardens Community Read Titles Announced**
  The titles have been announced for this regional reading program. We will receive a number of free books and activity kits following the October 25 kick-off event. This year they have chosen their first science fiction selection – Semiosis by Sue Burke. For non-fiction fans, they will feature Weird Plants by Chris Thorogood, and as a children's title The Enormous Potato by Aubrey Davis.

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

- **Website Migration to Drupal 8 Completed**
  The website has been fully migrated to a platform that is more secure, has greater accessibility and full support of the development community. All website editors have been trained and assisted in the migration.

- **Online Program Registration Module Purchased**
  Library staff are now licensed to use EK Registration for one year of online program sign-ups

with wait-listing and notification.

- **Website Image Service Contracted**
  For libraries needing licensed website graphics, purchases were made for temporary subscriptions to Storyblocks.

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

- **RFID Demonstration**
  Staff and board members participated in a product demonstration and question-answer period from a viable RFID vendor, discussing the role of self-service technologies and the changing role of staff. The hope is to have a vote at the Nov. 18th Board Meeting to select a vendor.

- **2019 Performance Goals**
  Carolyn Blatchley submitted 2020 performance goals. Q3 performance measures were entered into the county database for review by the Commissioners.

- **CCLS Foundation Membership Growth and Bylaws Review**
  The Cumberland County Library System Foundation now has full representation from member libraries and welcomed a Leadership Carlisle fellow for a one-year non-voting term – Cate Mellen. The Foundation performed a long-overdue review of their bylaws and made major edits to exclude unnecessary language and meet current practices.

- **Strategic Planning Pre-Planning**
  The Cumberland County Library System will work on a strategic plan for 2020-2025. Carolyn Blatchley has been speaking with strategic planning consultants, reading member library strategic plans, and ensuring all CCLS libraries are able to participate in the Edge 2.0 survey.

  Edge is an online management tool that helps libraries align their technology resources to community priorities. The data obtained through this survey helps public libraries establish a baseline for continuous improvement and greater community impact. It provides standards in technology services and programming, and tools to help libraries measure and implement change. Our account will be a consortia account so that libraries can see their own data, and the library system can view / use cumulative data.

**RUNNING THE BUSINESS (PROCESSES AND EVALUATION)**

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

- **2019 Summer Learning Survey Closed / State Reports Submitted**
  The Summer Learning program survey was closed in September. Data was compiled and reported to Commonwealth Libraries by the deadline.

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

- **CLS Services Through Baker & Taylor Reviewed**
  With a staff reduction in Collection Services, and an assumed 2020 increase in materials purchasing due to increases in State funding, CCLS is exploring a service through a current vendor to assist with cataloging and improve turn-around time. 2019 has already been a big year:
  - July through September of 2018, 6373 items passed through the office
  - July through September of 2019, 8679 item passed through the office

CLS services will fill our cataloging staff reduction, as it can be used only as needed. Their proposal to complete work for us is currently under review.

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

- **Press Releases Distributed**
  Four press releases were distributed through the County to our media list. One highlighted Banned Books Week, another highlighted Library Card Sign-up Month, a third announced the One Book, One Community title for 2020, and the fourth was for our Staff Development Day closing.

SOUND FINANCIAL MANAGEMENT

**Resource Acquisition** – Obtain adequate resources

- **2019-2020 Application for Public Library Subsidy Funds Submitted**
  Each library's compliance with all applicable standards for Public Library Subsidy funds were reviewed. Paul Fisher and Carolyn Blatchley signed off on the application and submitted it on time.

- **CCLSF Acquired $4011 Grant for Simpson Library**
  Through the Library System Foundation, Jairee Counterman applied for and was awarded a grant by the Mechanicsburg Area Community Foundation. This monetary award will further the English Language Learner programming at Joseph T. Simpson Public Library.

- **Fundraising Training Series Offered In-House**
  Jairee Counterman presented two of four trainings for member library fundraising staff and volunteers. The first was called *Finding Foundation Funding: Navigating 990s* and the second was called *Resourcing Corporations for EITC Donations*. Two more workshops will take place this fall: *Securing Additional Programs for EITC Approval* and *Free and Almost Free Publicity to Enhance Fundraising*.

**Resource Management** – Manage resources effectively

- **Bank Discussions Held and Investment Guidelines Proposed**
  Several members of the finance committee and two staff members attended a meeting with F&M Bank to discuss the security of our investments with them. A representative from PLGIT attended the October finance committee meeting to explain the security of PLGIT investments. The finance committee drafted guidelines for future investments to be included in the policy manual as guidelines for future members of the finance committee and the library system board. (See Agenda Attachment F.)

- **Financial Analysis Documentation Provided to the Finance Committee**
  In presenting the proposed budget, a chart of 5-year comparison detail, along with 5-year comparison charts, were provided to the Finance Committee during the draft budget discussion.

- **Budget Summaries Prepared**
  To lead a discussion on the 2020 budget, a 2020 detailed budget summary is being prepared in time for the October 21 library system board meeting.

- **OCL Surveys Distributed to Member Libraries**
  The Office of Commonwealth Library's Bureau of Library Development (OCL-BLD) distributed a survey on Governance to all member library directors and board presidents

(not library system boards or directors.) Data from this survey will be used to help the Bayer Center for Nonprofit Management at Robert Morris University to better understand and recommend ways the OCL-BLD, districts and library systems can support governance practices in libraries across the state.

- **District Negotiated Agreement Reopened**
  Because of the increased funds to the Capital Area Library District, the negotiated agreement is being reopened for discussion. The library board will be kept abreast of any changes to the original agreement.

**Resource Allocation** – Allocate resources equitably

- **September and October County Funding Distributed to Member libraries**
  County funds were distributed to member libraries according to the funding formula on September 6 and October 4.

**LEARNING, INNOVATION & TECHNOLOGY**

**Leadership** – Develop leadership among staff and board members

- **Accepted Resignation of Part-time Computer Technician**
  CCLS accepted the resignation of Megan Fogelsanger, who was with us for 9 months until accepting a full-time position with the County Information Management & Technology Office. The position is posted and applications are being accepted.

- **Completed a Performance Improvement Plan**
  In examining a personnel matter with Human Resources, one staff member was placed in a performance improvement plan, from which that staff member has successfully demonstrated an ability to do the work needed.

- **Restructured Workflow in Collection Services**
  Due to increased numbers of items needing to be cataloged and reallocated staffing hours, the Collection Services department's workflow was changed and additional staff received training to reduce the time it takes to turn materials around from receiving to delivery. The increase in productivity has dramatically improved.

- **Attendance at County Supervisory Training**
  Barbara Leach, Eric Kline, Regina Robinson and Tara Major have attended the mandatory training Supervisory Essentials, developed by Cumberland County Human Resources department. This training covers employee benefits and risk, classification and compensation issues, employee and labor relations, policies and procedures including a refresher on the Kronos timeclock system. All supervisors at the library system headquarters office have completed the training.

- **Attendance at Statewide Library Meetings**
  Carolyn Blatchley attended the fall meeting for District and System administrators, and the fall meeting of the Association of Pennsylvania Public Library Systems (APPLS). She also attended one day of the Pennsylvania Association for Non-Profits (PANO) annual conference and a District Workshop on Robert's Rules of Order. Jairee Counterman attended the PA Citizens for Better Libraries Institute.

- **Attendance at Pennsylvania Library Association Conference**
  Carolyn Blatchley, Tara Major and Christa Bassett attended the 2019 PaLA annual

conference.

- **Attendance at Mid-Atlantic User Group Conference**
Barbara Leach and Sharon Scott attended the MAIUG conference for users of Innovative Interfaces software, including a Print Templates workshop
- **Attendance at Cybersecurity Workshop**
Eric Kline attended the Cybersecurity Summit at Harrisburg University called Caring and Sharing to Safeguard Our Citizens Cross-Collaboration Among Government & Education Makes Pennsylvania Safer & More Secure.

<u>New Technologies</u> – Embrace new technologies

- **New Circulation Workstations Installed**
All circulation workstations were replaced with new equipment, including touch screen monitors and solid state hard drives.
- **Shoutbomb Text Messaging Services Stalled**
Computer services staff have run into a resolvable problem with running automatic SQL scripts to support this project. Once it is resolved, they will be ready to test the service, perhaps in mid-November.
- **ILS Review with District Libraries**
Carolyn Blatchley and Sharon Scott, along with staff from other libraries in the Capital Area Library District, attended a presentation on a new integrated library service (ILS) called OCLC Wise.

## NEW BUSINESS

4. **VOTE TO APPROVE STAR POLICY REVISIONS (CAROLYN BLATCHLEY)**
*On a motion by John McCrea, seconded by Linda Ries, the Library System Board unanimously approved the policy revision proposed in the Executive Director's Report: 1) STAR (Service to Adult Readers) policy.*

5. **VOTE TO APPROVE INVESTMENT GUIDELINES, RECOMMENDED BY FINANCE COMMITTEE**
*On a motion by John McCrea, seconded by Linda Ries, the Library System Board unanimously approved the new Investment Guidelines policy proposed by the Finance Committee, to be added to the Finances section of the Policy Manual.*

6. **2020 PROJECTED SYSTEM LEVEL BUDGET (CAROLYN BLATCHLEY)**
The 2020 Projected System Level Budget was reviewed and recommended by the Finance Committee.

In 2020, the library system office is projected to receive $5.415 million in total revenue. This is 3.1% more than the amount budgeted in 2019 ($5.250 million).  This increase is due to the State Public Subsidy increase of 9.16%, and a County projected tax roll increase of 1.5%.  In 2020, $133,655 will be transferred from the 90-Day Contingency Fund to the operating fund. This amount is $12,036 less than amount transferred in 2019.

In 2020, the library system headquarters proposed expenditures are $5.549 million.  Of this, 67% of the funds will be distributed to member libraries ($3.752 million) and 33% of the

funds ($1.796 million) will be spent at the system level. Overall, the proposed system level expenditures ($1.796 million) were decreased .36% from 2019's adopted budget due to decreases in "Other Expenses" (eliminated 2019 costs for relocation and costs to upgrade library self-check systems.) RFID expenses are still not known at this time.

The MOU with the County provided for three conditional grants; the last of these projects is 2019, to be paid in 2020. To continue the conditional grants, the Board would need to identify projects and request a new MOU with the County.

***On a motion by John McCrea, seconded by Jonathan Williams, the Library System Board unanimously tabled the 2020 Projected System Level Budget until the November meeting.***

7. **REQUEST TO CONVENE TO AN EXECUTIVE SESSION (CAROLYN BLATCHLEY)**
   ***The Library System Board convened to executive session at 4:45pm to discuss personnel issues.***

   ***The Library System Board unanimously approved returning to regular order at 4:55pm.***

8. **VOTE TO REQUEST CUMBERLAND COUNTY SALARY BOARD ACTION RELATED TO RECLASSIFICATION (CAROLYN BLATCHLEY)**
   ***On a motion by John McCrea, seconded by Linda Ries, the Library System Board unanimously voted to ratify the email vote to approve re-classifying the Fiscal Technician position to Fiscal Specialist, with retroactive compensation related to the filing date.***

9. **VOTE TO REQUEST CUMBERLAND COUNTY SALARY BOARD ACTION RELATED TO FILLING STAFF VACANCY (CAROLYN BLATCHLEY)**
   ***On a motion by John McCrea, seconded by Linda Ries, the Library System Board unanimously voted to ratify the email vote to approve filling the staff vacancy in the part-time Computer Technician position.***

10. **BOARD EXPIRATIONS (CAROLYN BLATCHLEY)**

    *Reminder:*  The following board members' and alternates' terms will expire December 31, 2019. The CCLS Board does not have term limits. Libraries must submit nominees by October 31st to be forwarded to the Commissioners for approval.

| Member Name | Nominated By | Year Appointed | |
|---|---|---|---|
| **William Gould** | Shippensburg | 2005 | (nominating for another term) |
| **Linda Ries** | New Cumberland | 2019 (filled vacancy) | |

| Alternate Board Member | Nominated By | Year Appointed | |
|---|---|---|---|
| **Linda Basler** | Shippensburg | 2008 | (nominating Cindy Pimental) |
| **Alicia Stine** | Fredricksen | 2017 | |
| No appointee | New Cumberland | 2017 | |

| C. Lu Conser | Bosler | 2017 | (nominating Hope Miller) |

## UPDATES
### 11. NEWS FROM COUNTY COMMISSIONERS (VINCE DIFILIPPO)
News from Cumberland County was shared.

### 12. 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, November 18th at the Cumberland County Library System's headquarters office at 4:00pm.

**MEETING DATES REMINDER:**

**CCLS Board Meetings**
**(4:00pm, 3rd Monday monthly)**
- 11/18/2019
- 12/16/2019

**CCLS Finance Committee**
**(4:00pm, 1st Monday quarterly)**
- 11/4/2019