

**Cumberland County Library System  
Board of Trustees Monthly Meeting Minutes  
December 16, 2019**

**MEMBERS PRESENT**

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

**OTHERS PRESENT**

Carolyn Blatchley, Jennifer Martek, Jeff Swope, Bonnie Goble, Cindy Thompson

**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 November 18, 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 November 2019:

- Balance Sheet
  - Assets have increased 1.06% year-to-year
- 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 November 2019 Treasurer's Report for audit.*

**REPORTS**

**3. EXECUTIVE DIRECTOR (CAROLYN BLATCHLEY, WRITTEN REPORT)**

**CUSTOMER SERVICES**

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

- **Contracted for Tutor.com Services starting mid-December**  
Cumberland County Library System has added Tutor.com to our suite of available databases. Our 1 year contract includes 12 hours of live tutoring service daily (noon to

midnight) with no pre-defined limit on the number of sessions to be served. The 2019 cost is \$14,500. This will be paid for out of the collections budget and replaces another database which was dropped.

The Tutor.com Learning Suite includes the following, as well as 4 copies each of 16 Princeton Review publications related to career and college readiness:

- 1:1, online, on-demand connections with fully-vetted and qualified expert tutors and career coaches in over 80 subjects and test prep areas;
- 24/7 Drop-Off Reviews of writing assignments, cover letters, resumes and math questions;
- 440+ proprietary video lessons for math and English Language Arts fundamentals as well as AP® Biology, Calculus, U.S. History, and World History;
- The Princeton Review SAT/ACT Essentials with practice tests, drills, video lessons and full score reports and practice tests for GMAT®, GRE®, LSAT® and MCAT®;
- 100+ practice quizzes for ASVAB, math, science and English;
- Tutor.com SkillsCenter™ Resource Library with access to thousands of proprietary and third-party educational and career resources curated for easy access; and,
- Users have the option for personalized accounts for access to session history, score reports, favorite tutors and more.

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

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

- **Final Selection / Recommendation to the Board for RFID Vendor**

Staff members from all libraries participated in town hall meetings to select an RFID vendor for approval by the Board of Directors. Further questions were sent to the vendors, and references were contacted. The Board will be asked to vote to approve and fund the RFID project. With the final selection of an RFID vendor, the library system will move forward with an assigned project manager on the process of implementing radio frequency identification, with an expectation to be completed in the first half of 2020.

- **Profiling Completed for Baker & Taylor's Customized Library Services**

Key team members from CCLS Collection Services met with B&T staff to build our profile for outsourcing a portion of our cataloging. Specifications were outlined and modifications for member libraries – such as providing detail in the order record – were noted. B&T has access to our OCLC account and CCLS staff are in the process of building a load profile for item records.

Bi-weekly project calls have been arranged. B&T will set up a trial workflow, allowing CCLS staff to review the written version before test runs take place on all formats. There is no cost to this service until we start ordering books through the CLS account. We hope this will begin February 2020.

*The system board discussed the status of the collection services backlog. The turnaround time is currently 32 days. That is an improvement from earlier this year. However, turnaround time was previously only a few days and the performance goal is five days. Improving the turnaround time is a high priority.*

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

• **Radio Broadcast Outreach Efforts**

Carolyn Blatchley was a guest of Bob Carey (WIOO Carlisle) on a November 24 broadcast to promote Cumberland County Library System programs and services. She also participated in WITF SmartTalk’s Books as Gifts program (<https://www.witf.org/2019/12/05/2019-books-as-gifts-guide>), promoting the One Book, One Community and all three Longwood Gardens Community Read titles, as well as the reading of other books owned by CCLS libraries.

**SOUND FINANCIAL MANAGEMENT**

**Resource Acquisition** – Obtain adequate resources

• **Plans for State Aid Submitted**

Each member library director and Carolyn Blatchley submitted Plans for State Aid to Commonwealth Libraries by the required deadline.

• **Fundraising Training Series Offered In-House**

Jairee Counterman presented a training for member library fundraising staff and volunteers called *Free and Almost Free Publicity to Enhance Fundraising* on December 11. This was the 4<sup>th</sup> in a series of four trainings she developed in 2019.

• **Foundation-Acquired Funding**

Jairee Counterman confirmed the following gifts were obtained:

- NexTier Bank donated \$1,000 for School-Year STEM as a corporate gift (not associated with our School Year STEM EITC money.) This was divided equally among all library locations.
- The Kline Foundation provided \$4000. STEM funding (non-EITC) to be divided equally among all library locations.
- Three businesses are confirmed for EITC Summer Learning Program gifts this period:
  - Pennian Bank \$5,000
  - Riverview Bank \$2,000
  - Weis Markets \$1,000
- Stuart Foundation provided notification they will be funding a \$10,000 grant for the roof replacement and water damage repairs at Coy Public Library of Shippensburg.
- The Capital Area PSEA - Retired organization donated \$250 to the Foundation
- 23 annual appeal letters were sent to current and former Foundation members. So far, eight gifts have been received, providing \$800.

• **New Volunteers for STAR Services**

The Arc of Cumberland & Perry Counties has started providing volunteer support to two STAR sites in Enola.

**LEARNING, INNOVATION & TECHNOLOGY**

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

• **Hired Harold Hinton – Part-time Computer Technician**

CCLS hired a new part-time IT Technician. Harold holds a B.S. in Accounting with minor in Management Information Systems from the Indiana University of Pennsylvania. He has a

long career in IT management, database administration and computer programming, working for decades with organizations like Penn National Insurance, Weis Markets and the Pennsylvania Coalition Against Rape. His first day of employment was December 9.

- **Interviews Being Conducted for Cataloging Clerk - Library Technician - Part Time**  
Of the 53 applicants for this position, six have been identified with the most potential and all have an affiliation with Cumberland County Library System or our member libraries through paid employment or technical service volunteer status. We look forward to having a new person on our payroll no later than January 21.
- **Library System Education and Listening Tour**  
At the request of member library directors, Carolyn Blatchley is scheduling time on each member library board agenda to deliver information about library system services and direction, as well as hear from member library boards any questions, concerns or comments they may have. She attended the December 3 meeting of the Coy Public Library of Shippensburg and the December 11 meeting of the Cleve J. Fredricksen Library. Confirmed dates are on the January calendar for John Graham and Bosler.
- **Attendance at Customer Service Workshop**  
Christa Bassett attended the Empathy Driven Customer Service workshop sponsored by the Capital Area Library District.

**Innovation and Partnerships** – Foster innovation and partnerships

- **CCLS Foundation Actions – December 2019**  
The CCLS Foundation Board members approved changes that simplify their By-Laws and approved the use of the CCLS Conflict of Interest Policy.

**New Technologies** – Embrace new technologies

- **Shoutbomb Text Messaging Services – Final Testing Scheduled**  
Library staff have tested Shoutbomb text messaging service for circulation notices. Barb Leach is following up with small service concerns. CCLS would like to conduct a final test to include our library board members who use texting on a regular basis before signing off on the project.

**4. VOTE TO SELECT AN RFID VENDOR (CAROLYN BLATCHLEY)**

The library directors and library system staff attended demonstrations by Bibliotheca and mk Solutions. Each provided an excellent proposal and supporting documentation, and each provided a price quote that is reasonable for the industry. CCLS reserved the right to select the vendor deemed most suitable, which may or may not be the vendor with the lowest cost proposal. The price proposal was asked to include all costs associated with full completion of all scope details, including shipping and delivery of product; mileage, transportation, hotel and meals; onsite rentals; training; equipment; etc., and to be broken down into general categories. Annual maintenance and support costs were to be included showing actual costs over five years. All guarantees and warranties were stated in writing and submitted as part of the proposal. All proposals responded as to how they met our general and technical requirements for the following:

- RFID tags
- Conversion

- Circulation staff work stations
- Technical services staff work stations
- Self-checkout work stations
- Payment of fines/fees
- Technologies
- Reporting, management and configuration tools
- Security gates and detection system
- Portable inventory device

All proposals also responded describing their:

- Health and safety
- Vendor experience and capability
- References

The committee's final selection recommendation is based on:

- Vendor demonstrations
- Evaluation of functionality
- Customer reference checks
- Customer support ratings
- Third-party product integration
- Development history

mk Solutions is unanimously the preferred vendor – selected by all libraries – especially for their demonstrated strong support in:

- Project management
- Customer service
- On-going technical support

The initial project cost with mk Solutions is \$191,900 with annual service and maintenance costs in the range of \$21,000 (increases annually.) The 5 year projects costs are within the amount of the gift from the Curtis Estate.

***On a motion by Sherwood McGinnis, seconded by Kevin Stoner, the Library System Board unanimously approved authorizing the System Executive Director to enter into a contract for RFID with mk Solutions.***

## **NEW BUSINESS**

### **5. NOMINATING COMMITTEE FOR BOARD OFFICERS (CAROLYN BLATCHLEY)**

Bylaws require elections to be held in January. A nominating committee needs to be formed. (All current officers are eligible to continue.)

***On a motion by John McCrea, seconded by Kevin Stoner, the Library System Board unanimously appointed Bill Gould, Paul Fisher and Jonathan Williams to serve as the nominating committee for System Board Officers. A slate of nominees for officers will be presented at the January 2020 meeting.***

### **6. STRATEGIC PLANNING (CAROLYN BLATCHLEY)**

Carolyn shared two revised proposals from strategic planning consultants who are willing to work within the \$15,000 budget. These proposals will be discussed at the January meeting.

## **UPDATES**

### **7. NEWS FROM VISITORS**

News from member libraries was shared.

### **8. EXECUTIVE SESSION**

The board went into executive session at 5:00 to discuss personnel matters. No action was taken. The board came out of executive session at 5:15 and the meeting was adjourned.

## **ADJOURNMENT**

There being no further business, the meeting was adjourned at 5:15pm. The next meeting of the Cumberland County Library System will be held on Monday, January 13th at the Cumberland County Library System's headquarters office at 4:00pm.

### **MEETING DATES REMINDER:**

#### **CCLS Board Meetings**

**(4:00pm, 3<sup>rd</sup> Monday monthly)**

- 1/13/2020 (exception)
- 2/10/2020 (exception)
- 3/16/2020
- 4/20/2020
- 5/18/2020
- 6/15/2020
- 7/20/2020
- 8/17/2020
- 9/21/2020
- 10/19/2020
- 11/16/2020
- 12/21/2020

#### **CCLS Finance Committee**

**(4:00pm, Mondays, as needed)**

- 2/3/2020
- 8/31/2020
- 11/2/2020