# Cumberland County Library System Board of Trustees Monthly Meeting Minutes

September 18, 2006

#### Call to Order

The regular meeting of the CCLS Board was called to order by President Nancy George at 4:00 p.m. in the meeting room of the Cumberland County Library System, Carlisle.

#### **Members Present**

Nancy Besch, Nancy George, William Gould, Jane Graham, James Smith, and Alicia Stine.

#### **Others Present**

Nan Cavenaugh, Jonelle Darr, Judy Dillen, Sue Erdman, Darlene Ford, Linda Rice, and Denise White

#### **Previous Minutes**

John Byrne's name has been misspelled twice on page 4. After this correction was noted, the Library System Board minutes for August 21, 2006 were approved.

# **Treasurer's Report**

The System Board unanimously accepted the August 2006 Treasurer's Report as presented.

# **Executive Director's Report**

# Finance Management, Support & Cost-Effectiveness

*Library System Fund Allocation:* The system board reviewed the library system's fund allocation policy, fund allocation amounts for 2007 and July 2005-June 2006 library service statistics. Copies are attached. The library system and its member libraries will not receive an increase in county tax funds; however, the system and its members will receive a 15% increase in state aid.

**Local Municipal Funding:** New Cumberland, Fredricksen and CCLS have received inquiries from Lower Allen Township Commissioners about the possibility of the Township supporting libraries outside their service area that Township residents regularly use (specifically New Cumberland and Simpson). Recent newspaper accounts of Hampden Township Commissioner meetings also indicate that Hampden may be interested in supporting Simpson Public Library in some way.

As a result of these inquiries, Commonwealth Libraries was contacted to determine whether or not libraries may accept funds from a municipality outside its direct service area, and whether accepting those funds jeopardizes Access Pennsylvania Statewide Library Card participation. Commonwealth Libraries indicates that:

1. A library may accept funds from any municipality outside its direct service area.

- 2. However, if a library accepts funds from outside its direct service area, it may not claim Access Pennsylvania reimbursement for circulation transactions from the contributing municipality.
- Accepting funds from one municipality outside a library's designated service area does not affect the library's Access Pennsylvania reimbursement for transactions from other areas.
- 4. If a donation is accepted, it does not matter if the funds are designated for operating or capital costs. Either type of fund contribution would prohibit the library from claiming reimbursement for circulation from that specific municipality.
- 5. Therefore, if a municipality decides to support a library at a level higher than its Access PA reimbursement, it would make sense to accept that support.

In 2005, New Cumberland received \$1512.60 in state Access Pennsylvania reimbursement for Lower Allen Township residents' use of the library; Simpson received \$961.98. Both libraries expect to earn about the same amount of money in 2006 and 2007. Since Lower Allen Township is part of Fredricksen Library's service area, the state assumes that Lower Allen is already compensating Fredricksen for its residents' use. Thus, in 2005, Fredricksen was not eligible to claim \$2668.45 in state reimbursement for Lower Allen Township residents' use.

After discussion, the Library System Board agreed that it would be appropriate to recommend to Lower Allen Township Commissioners that they consider supporting Fredricksen at a minimum level of \$2668.45. This amount would compensate Fredricksen at the same proportional level that New Cumberland and Simpson are already being paid by the state through its Access Pennsylvania program.

**Development Software:** Based on price and functionality, the CCLS's directors' committee has narrowed down the development proposals to Blackbaud (Raiser's Edge) and SofterWare (DonorPerfect). Directors plan to have further demonstrations, conduct reference checks and make sure that the two proposals are similar in functionality and user licenses. Directors plan to have a recommended package for the Finance Committee to review by its next meeting on September 25, 2006.

*Library System Foundation:* County Solicitor Ed Schorpp continues his review of the Foundation bylaws for the Commissioners' office.

# **Library Service**

**Updated Population Figures:** Ms. Darr distributed updated population figures for Cumberland County, including detailed information for each library's service area.

Ask a Librarian 24/7 Reference Service: The second phase of Ask Here PA, Pennsylvania's statewide live chat reference service, was launched this September. Ask Here PA is a free service available to all residents of Pennsylvania, offering live chat reference 24 hours per day, 7 days per week. Using live chat, along with the ability to guide users on the Web, Pennsylvania librarians provide customers with quick answers to their questions online in real-time. To use the service, customers must have Internet access. After receiving training in August, Bosler and Fredricksen libraries

are providing five hours of reference staff time each week to support this project. The service is available via the logo link on CCLS's web site.

# **Staff Recruitment, Training and Retention**

**Technical Services Librarian:** CCLS received about 60 applications for its Technical Services Librarian position. Six candidates were interviewed. The Salary Board has approved offering the position to Sharon Scott. Ms. Scott will begin work on October 2, 2006.

Ms. Scott comes to us after nine years experience at the Fairfax County Library System. Librarianship is her second career. Ms. Scott began her professional life working with IBM in the Pennsylvania area (12 years). Eventually, a marriage took her to Fairfax County, Virginia. After this move, she took a job briefly as a library page in the Fairfax County Library System (a 21-branch library system). She immediately fell in love with the work, and was shortly promoted to Assistant Circulation Manager at the Chantilly Branch, then Circulation Manager at the Lorton Branch, then overall Circulation Services Manager for the entire library system, overseeing their move from INLEX to SirsiDynix's Unicorn automated system. While working, she began work on her masters' degree at Catholic University, completing it in 2003. As a result of library school, she discovered that she loved cataloging, and has been a cataloger for FCLS since January 2005.

Ms. Scott has family in Lancaster County and looks forward to returning to south central Pennsylvania.

**Staff Turnover High: Many Training Sessions Offered:** Due to high turnover this past summer, CCLS's Training Coordinator, Carolyn Blatchley has provided staff with basic training in using Horizon library software, Outlook email, Microsoft Office software and other management and technology training classes for mid- to higher-level staff.

Library System Policies Superseded: Cumberland County recently issued a new Employee Handbook. With the new release of the handbook, the Library System Board agreed that two Library System policy statements had been superseded and would be removed from the Library System's Policy Manual: EEOC and Non-Discriminatory Program Statement and Drug-Free Workplace. The policies will be replaced by the County's policy statements on these matters.

# **Information Technology Services**

*Elert Associates Visits:* Elert & Associate's Peter Gray visited CCLS and its member libraries the last week in August. Staff agreed that his visit was productive and the time was well used. His first progress report was submitted on September 11, 2006. He is now contacting vendors and assembling his findings for CCLS to review. CCLS expects his report by late October.

*ISBN-13:* The publishing industry is adopting a new 13-digit format for ISBN's (International Standard Book Number). As a result, CCLS must install a Horizon upgrade on September 27. It is expected that the Horizon online system will be unavailable for member libraries approximately 2-3 hours that morning.

**Downloadable Audio Books:** To allow sufficient time for staff training, the official launch date for downloadable audios is November 1. (However, depending upon when the Capital Library District releases major news releases, a soft launch may be forced several weeks earlier in October.) Staff members are now working to ensure that all public services staff are familiar with the service. In addition, training and publicity materials are being prepared.

**Telephone Messaging System:** Testing on CCLS's new computer Telephone Messaging service began a few weeks ago. This is the next phase of CCLS's plan to reduce postage costs and staff time spent on making telephone calls or preparing notices for mailing.

Unfortunately, testing of the Telephone Messaging System has caused problems with CCLS's Email Notification Service. For those 5674 customers who have requested it, overdue notices are still being emailed, but notices for items ready to be picked up are not. This service failure has resulted in numerous customer comments about how unreliable our email system is; plus, it embarrasses staff members who are working hard to provide good service. However, there does not seem to be a way to resolve the problem easily. This is partially due to the fact that email service is not a core Horizon 7.3 service. Therefore, if some slight change is made to the Horizon software (like testing Telephone Messaging software), it affects the custom programming that was written to email notices. This lack of core email functionality also means that when any software patches or upgrades are installed, the custom programming may fail again. Thus, CCLS is anxious to upgrade to Horizon 8.1 where email is a core functionality and should be more reliable. If CCLS's recent \$100,000 grant application is funded, CCLS plans to upgrade to Horizon 8.1; thus making email service failures exceptions rather than frequent occurrences. [Note: Several days following the Board meeting, the problem was resolved by re-writing the custom programming. Email service has resumed.]

**Debt Collect:** Work has begun on implementing Horizon Debt Collect software. This software will allow member libraries to use a collection agency, Unique Management Services, to collect long overdue materials, fines and fees.

More details will be forthcoming, but at this time CCLS expects that each member library board will sign an agreement with Unique Management Services. (Unique offers a 90-day trial period when the service begins; a library may cancel the service after 90 days at no charge.) CCLS plans to begin referring all current overdue accounts in January 2007. Unique will charge each library \$8.95 for accounts with balances \$25 and higher, and \$2.95 for accounts with balances between \$10 and \$25.

One of the features of the contract with Unique Management Services will be its "budget neutrality" guarantee. Budget neutrality means that over and above the value of all materials returned, the library will receive sufficient overdue fines/fees in cash (this includes the value of any fines the library chooses to wave) to pay Unique for its services.

# **System Development & Collaboration**

**Long-Range Planning:** Focus groups were conducted at Shippensburg, Bosler and Simpson libraries the week of September 11, 2006. Customer groups included parents

of older children, teens, young professionals and seniors. Results will be compiled by consultant Nancy Davis and reviewed by the planning committee.

The County Commissioners have also engaged a planning consultant, Mark Juliana, to serve as its strategic planning advisor in the development of a performance-based management plan. So that the County planning process and the library system's planning process complement one another, Mr. Juliana has agreed to meet with Ms. Davis and Ms. Darr to discuss how both planning efforts can be coordinated.

County Chief Operations Officer Library Tour: County Chief Operations Officer John Byrne completed visiting all the system libraries on August 29. Following the tour, Mr. Byrne said that he felt the tour was "very worthwhile." He was very impressed by all our libraries, remarking on how wonderful it was to see how each one is a unique reflection of the community that is served. He said that the library system's program and service record to the community was outstanding, particularly when faced by the challenges presented by many of our aging facilities.

# **District Center Report**

Capital Area District Agreement: The system board unanimously agreed to revise revising the Capital Area Library District agreement with the increase of funds of \$69,000. New services include children's and young adult eAudiobooks, print shop services, training, and the purchase of MP3 players for each library.

# **Finance Sub-Committee Report**

William Gould reported on the August 31 meeting of the Finance Committee. He said that a demonstration of the security features of the development software packages being considered was provided. The demonstration clearly showed that detailed gift history information would not be shared among libraries.

A discussion then ensued regarding whether development software was needed by the Library System. Miss George asked for each library's opinion. Fredricksen representatives wondered if a less expensive alternative, such as a locally developed Microsoft Access Database, might be the most cost effective solution. Mr. Gould said that in his experience as the IT director of Shippensburg University, this was probably not a good idea. New Cumberland was unsure if development software would be used by its small library. Simpson and Bosler libraries both spoke in favor of purchasing development software. With a major capital campaign nearing, Shippensburg was also in favor.

Ms. Stine suggested that if Strategic Development funds could be used for the capital costs of the development software (thus not affecting member library distributions), that this might be a viable financial solution. Ms. Darr indicated that the plan had always been to use Strategic Development funds for the purchase of development software. Miss George asked if there was a motion to support the purchase of development software at this time. Ms. Darr suggested that the motion be deferred until a development software recommendation was made by the directors' committee.

Mr. Gould continued his report on the Finance Subcommittee meeting. He said that member libraries would be asked to document and project five year costs for salaries, benefits and energy costs. Ms. Darr will be sending a chart requesting this information to directors in September/October.

#### **UNFINISHED BUSINESS**

**Executive Director's Evaluation:** Miss George reported that the Executive Director's evaluation had been completed and submitted to the County for action.

*Library Board Tour:* A tour of member libraries for library system trustees is scheduled for Friday, October 27, 2006.

#### **New Business**

**Legislative Breakfast:** CCLS's 15<sup>th</sup> annual Legislative Breakfast will be held Thursday, November 9, 2006 at 7:30 a.m. at the Cleve J. Fredricksen Library. Board members were asked to attend.

#### **News from Member Libraries**

News from member libraries was shared.

# **Adjournment**

The meeting was adjourned at 5:20 p.m. The next meeting of the Cumberland County Library System will be held on Monday, October 16, 2006 at the Cumberland County Library System administrative office at 4:00 p.m.

# **Cumberland County Library System Fund Allocation Policy**

(9/20/99)

#### **Fund Allocation Goals**

The Cumberland County Library System's goals in allocating funds are to ensure that:

- A basic level of service is available to county residents within nine miles of their home.
- Funds are allocated as equitably as possible, with service levels being the chief indicator of funding needs.
- Library system members work together cooperatively to provide comprehensive public library services to residents.

#### **General Information**

The Cumberland County Library System participates in the Pennsylvania State Aid program and the Access Pennsylvania Statewide Library Card reimbursement program. To retain funding from state and county library tax sources, all library system members and branches must meet minimum state aid standards (as outlined in the Pennsylvania Library Code) no later than April 1, 2000. All headquarters units or Reference Resource Centers must also meet CCLS's minimum Reference Resource Center standards by April 1, 2000. Any library unable to meet the required standards by April 1, 2000 must have a plan approved for meeting those standards by the library system board and Commonwealth Libraries. Funds may be withheld if standards are not met.

#### **Fund Allocation Methods**

Access Pennsylvania funds are passed through the library system to the library system member or branch that reports the eligible transactions.

Pennsylvania State Aid and County Library Tax funds are allocated according to the following formula:

- Equalization (18%) To ensure that basic library services are available throughout Cumberland County, eighteen percent of the funds are divided equally among library system members. This allocation provides each library system member with a basic level of funding for staff, collection development and other operating expenses.
   Since branches are an extension of service offered by library system members, branches are not eligible for equalization aid.
- Reference Resource Centers (8%) To ensure that a more in-depth level of library service is available in Cumberland County and that the library system continues to qualify for State Aid, eight percent of the funds are divided equally among the library system's two designated Reference Resource Centers, the Bosler Memorial Library and the Cleve J. Fredricksen Library. This allocation provides each library with approximately one-half the amount it costs to meet the library system's standards for Reference Resource Center service. Reference Resource Center standards are defined elsewhere in this policy manual.

- <u>Circulation Desk Activity (64%)</u> To ensure that funds are distributed on the basis
  of community library use patterns, sixty-four percent of the funds are allocated to
  library system members and branches based upon annual levels of circulation desk
  activity. Circulation desk activity may include check-ins, check-outs, holds placed,
  library cards added and deleted, etc.
- Resource Sharing (5%) To ensure that library users have access to library
  materials throughout the system and nation, five percent of the funds are allocated
  to library system members and branches based upon annual levels of resource
  sharing. Items that are lent to other libraries are credited at two times the level of
  items that are borrowed.
- Program Attendance (5%) To ensure that library system members and branches
  continue to meet the community's educational and cultural programming needs, five
  percent of the funds are allocated based upon annual levels of attendance at librarysponsored programs. Eligible programs are defined elsewhere in this policy
  manual.