

**Cumberland County Library System  
Board of Trustees  
Monthly Meeting Minutes  
April 18, 2011**

**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 George, William Gould, Jane Graham and Kevin Stoner.

**Others Present**

Jackie Barton, Jonelle Darr, Sue Erdman, Jesse McCree, Linda Rice, and Denise White.

**MINUTES & TREASURER'S REPORT**

**Previous Minutes**

***The Library System Board unanimously approved the March 21, 2011 board meeting minutes.***

**Treasurer's Report**

Mr. Stoner reviewed the Balance Sheet and Income and Expense statement. ***The Library System Board unanimously moved to file the March 2011 Treasurer's Report for audit.*** The Board Treasurer reviewed and initialed March's bank statements, cancelled check records and reconciliation reports for the system's general, money market, certificate of deposit and LSTA accounts. The executive director's expense check for March was also reviewed and signed.

Smith Elliott Kearns & Company, LLC has completed their work on the 2010 library system audit. Mrs. Darr has also completed the required Management Discussion and Analysis. The auditors plan to be at the board's May 2010 meeting to review the audit and its findings.

**REPORTS**

**Executive Director's Report**

**Learning and Innovation**

**Leadership Development**

***System Trustee Orientation***

Nineteen trustees attended the annual system orientation, with 10 trustees attending for the first time. An additional 10 library staff members also attended. Of these, two were new library system employees.

Evaluations were very positive:

- 100% gained a better understanding of system wide policies
- 94% gained a better understanding of system level services

- 94% gained a better understanding of system finances.

## Innovation

### *Harford County Library System Tour*

Library directors and key management staff are planning a day trip to Harford County Library System in Maryland this summer. About a year and a half ago this system had announced its intention to install an open source integrated library system. It later abandoned this plan, and is now in the midst of migrating from Horizon (CCLS's current system) to Polaris, a widely used integrated library system by public libraries.

Harford also recently completed a new five-year plan, and like all public libraries across the country have experienced budget cutbacks and operating hour reductions. Staff are hoping to bring back new ideas and inspiration for service improvements.

## Customer Services

### Core Library Services

#### *Service Areas*

After learning from Commonwealth Libraries that the system has discretion in the assignment of its service areas, Mrs. Darr recommended that the Board re-assign Cooke Township to John Graham Library. Mrs. Darr said that her recent recommendation to move it from John Graham to Bosler does not make sense when you look at a map of Cumberland County. The change resulted in a gerrymandered service area for Bosler. Since the township is part of Big Spring School District, Mrs. Darr asked the board to re-assign it to John Graham Library. After discussion, ***the system board unanimously approved re-assigning Cooke Township to the John Graham Library.***

## *York County*

The circulation statistics reported by York County Library System for municipalities that neighbor Cumberland County were incorrect. The correct numbers are listed below. The Library System board agreed that next year, after sufficient service data is compiled by CCLS, it will consider petitioning the Governor's Advisory Council to add Fairview Township to the library system's service area.

York County Resident Activity			York County Library System				Cumberland County Library System		
2010 Corrected 3/25/2011	Card Holders	% of Total Card Holders in Municipality	Circulation	% of Total Circulation to Municipality	Card Holders	% of Total Card Holders in Municipality	Circulation (1/2 year)	Estimated Annual Circulation	% of Total Circulation to Municipality
Carroll Township	1,608	75%	23,385	96%	537	25%	1,051	2,102	4%
Fairview Township	1,352	28%	17,282	75%	3,551	72%	5,858	11,716	25%
Franklin Township	1,224	78%	13,175	95%	339	22%	748	1,496	5%
Monaghan Township	417	51%	5,647	86%	406	49%	885	1,770	14%
<b>Total</b>	<b>4,601</b>	<b>49%</b>	<b>59,489</b>	<b>87%</b>	<b>4,833</b>	<b>51%</b>	<b>8,542</b>	<b>17,084</b>	<b>13%</b>

## **Emerging Library Audiences 2010 Census**

Mrs. Darr distributed a document prepared by County Planning Director Kirk Stoner that showed 2010 census trends in Cumberland County.

## **Online Services**

### ***Software Upgrade on May 4-5, 2011***

On May 4-5, CCLS will upgrade its Horizon integrated library system software. This is the first upgrade to the system wide software since it was installed in 2004. It will require two days of downtime. The primary impetus for the upgrade is the fact that CCLS's new computer operating system, Windows 7, does not work well with the current version of Horizon. Software conflicts between Windows 7 and Horizon should be eliminated.

The upgrade will affect customer services on May 4 and May 5. On those days:

- The library catalog and research databases will not be available.
- To borrow items, borrowers must have a library card with them since circulation staff will be using software that can only record transactions, but not actually look up catalog or registration data.
- Patrons will not be able to place requests in Horizon or renew items
- The Automated Phone System will not accept calls made to it May 4 or May 5.
- Email notices will not be sent on May 4 or May 5.
- Outgoing calls for holds or overdue notices will be made on Thursday, May 5 only.

Public Internet computers will be available at all libraries, but the software that automatically blocks suspended patrons from using the Internet will not be functional.

Staff will still have access to these services:

- Outlook
- Internet
- CCLS website
- CivicPlus web site editing software
- Raiser's Edge development software
- Software installed on local computers (such as Microsoft Word, Excel, etc.)

There will be no dramatic improvements to the Horizon software that patrons will see. There will be a number of 'bugs' fixed, and some small improvements to staff functionality. The lack of a large number of improvements is really an indication that Horizon is no longer a software package that is in active development by the vendor.

Signage has been prepared for libraries, and the information will be posted visibly on the system's web site on April 16<sup>th</sup>. News releases will also be sent to the media.

## **Computer Support**

Mrs. Darr reported that last week, CCLS's computer services staff received a request from Fredricksen Library to install Citrix software on a number of the CCLS-network computers located at their library. Fredricksen staff needed to have the work done by the end of the week so that its staff could begin using a development software package that CCLS does not support.

CCLS's Computer Network policy states that any new software and updates requested by member libraries must be approved for use by the library system administrative office. (CCLS reserves the right to remove this software if it interferes with the CCLS network PC, network, or its functions.)

After reviewing Fredricksen's request, Mrs. Darr declined to have CCLS staff install the requested software. This was done for several reasons:

1. CCLS computer services staff are already overtaxed with numerous requests for support. Adding an additional software package to the list of software that is supported would not benefit the library system; and it would create additional work for the computer staff. CCLS's experience shows that software invariably needs to have patches installed, or it malfunctions, or it needs to be considered when upgrades to operating systems or other computer software are made. This is not additional work that CCLS staff can handle.
2. CCLS already supports a development software package, Raiser's Edge, which is the premier fund raising software available on the market. The decision to purchase this software was made with careful evaluation and planning in 2005-2007 by the CCLS Board, its Finance Committee and member library directors. At that time, the Board wanted to improve development efforts at member libraries by providing the software tools to do so. From the minutes of that period, the Board's stated goals were:
  - *Better coordination of annual appeals to library card holders, friends, board members and businesses from member libraries.*
  - *More consistently issued annual appeals to library card holders, friends, board members and businesses from member libraries.*
  - *Better tracking of gifts, pledges and contacts made with potential donors by member libraries.*
  - *Better support for major capital campaigns by member libraries.*
  - *Capability to coordinate fund raising on a county wide basis among member libraries.*

The system's Raiser's Edge software is used to provide a number of services to member libraries and the CCLS Foundation. The software provides:

- Confidentiality of donor gifts by individual library;
- Tracking and acknowledgement of honor, memorial, or tribute gifts, capital campaign gifts and pledges, annual appeals and fund raisers;
- Friends membership and renewal services; and
- Capability to receive and track online gifts by donors, or online memberships to friends groups.

In addition to this basic functionality, CCLS also provides:

- Quarterly National Change of Address data checks to reduce library postage costs;
- Quarterly imports of new library card holders from the Horizon database into the Raiser's Edge database;
- Formal and self-paced training from both CCLS staff and from the vendor, Blackbaud, via Webinar; and
- Telephone support for libraries from both CCLS and the vendor.

### ***Statewide Integrated Library System Consortium Board Forming***

At the request of Commonwealth Libraries, Mrs. Darr has agreed to serve as Secretary of a non-profit board that the state is creating to coordinate the development of a statewide integrated library system.

In other news, Commonwealth Libraries plans to have the existing 80 or so libraries across the state that have been using a state-supported integrated library system software for the past several years (Innovative's Millennium software) up and running by late this summer on a new open source software platform (Evergreen).

### **Financial Management**

#### **Resource Acquisition**

##### ***Capital Bond Issue***

Nancy George and Mrs. Darr met with Commissioner Gary Eichelberger and Chief Clerk Dennis Marion on April 5 to discuss the proposed capital bond issue for library infrastructure improvements. They were told that if the bond was granted, library boards would be required to provide a minimum 25% match.

Mrs. Darr and Miss George learned that the County is currently in the process of determining whether it will issue a bank-qualified bond, which would be capped at \$10 million, or a general issue bond, which is not limited to \$10 million.

If the County opts to issue a bank-qualified bond (due to better interest rate terms), it will need to use the entire \$10 million for its own purposes, and would not consider using any of the funds for library capital projects.

If the County decides to go with a general issue bond, the library system's request that the Commissioners consider whether or not it wishes to assume some financial responsibility for library capital improvements may be considered at that time. However, the library system's request is an entirely new one that the County has not previously considered in its strategic plans. It would need to be evaluated in context with all the other projects that the county has already been anticipating for the next several years.

The choice as to which type of bond may be issued will likely be made later this spring. Thus, the library system was asked to take no further action on its request at this time until the County determines which type of bond will be issued.

### **UNFINISHED BUSINESS**

#### ***Advocacy***

***The system board unanimously agreed to write Governor Corbett thanking him for his budget proposal for libraries, reiterating the importance of public library services and to write a letter to legislators asking them to support Governor Corbett's proposed library budget proposal.*** The Board asked Mrs. Darr to draft the letters on behalf of the board.

### **UPDATES**

#### **Library News**

News from member libraries was shared. Jane Graham announced that there will be several retirements at John Graham this year, including Library Director SallyAnn Smith, who plans to retire this fall.

**Adjournment**

The meeting adjourned at 4:32 pm.

The next meeting of the Cumberland County Library System will be held on Monday, May 16, 2011 at the Cumberland County Library System's administrative office at 4:00 p.m.