

**Cumberland County Library System  
Board of Trustees  
Monthly Meeting Minutes  
August 15, 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, Alicia Stine, Elizabeth Stone, Kevin Stoner and Marcy Whiteside.

**Others Present**

Jonelle Darr, Bonnie Goble, Linda Rice, Susan Sanders.

**MINUTES & TREASURER'S REPORT**

**Previous Minutes**

*The Library System Board unanimously approved the June 20, 2011 board meeting minutes.*

**Treasurer's Report**

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

**REPORTS**

**Executive Director's Report**

Mrs. Darr will be on vacation from the afternoon of August 25-September 5.

Mrs. Darr reported that an open house retirement celebration for SallyAnn Smith, Director of John Graham Library, will be held on September 18 from 2 to 4 pm. Board members are invited to attend.

Mrs. Darr reported that the One Book, One Community kick-off will be August 24 at 4 pm at the William H. & Marion C. Alexander Family Library (200 W Second St., Hummelstown, Pa 17036). All board members are invited to attend. **Please RSVP by August 19, 2011 to Lori Lane at [oboc@dcls.org](mailto:oboc@dcls.org) or 717.234.4961 x110.**

Mrs. Darr distributed a letter from the Pennsylvania Library Association requesting individual support from library trustees.

## Learning and Innovation

### Leadership Development

#### ***Pennsylvania Library Association Conference***

The association conference will be held in State College this year at the Penn State from October 2-5. Mrs. Darr plans to attend on Tuesday October 4 and Wednesday October 5. Several staff library system staff members will also attend some of the sessions.

### Innovation

#### ***Harford County Library System Tour***

Mrs. Darr reported that 11 staff members toured the Harford County Library System in late July. Harford serves the same size population as Cumberland, but has a much larger staff and budget. Its operating budget of \$19 million is about about 2% of the county's general fund; whereas Cumberland's operating budget of about \$5.7 million is about 1% of the county's general fund.

Cumberland raises 27% more in local fees and donations than Harford, but Harford receives more than \$15 million in county taxes. (Cumberland receives \$3.1 million)

Harford also has stronger services statistics in nearly all categories except for summer reading circulation.

Harford County (MD) compared to Cumberland County (PA)	Harford		Cumberland County (Includes Franklin portion)		Percent Differ ence
	County	Per Capita	County	Per Capita	
Population	244,826	---	244,731	---	-0.04%
Public Facilities (Not including 2 bookmobiles)	11	---	8	---	-27%
Full-Time Equivalent Personnel	235.85	0.0010	104.02	0.0004	-127%
<b>Library Finance</b>					
Operating Revenue	\$ 19,257,184	\$ 78.66	\$ 5,772,179	\$ 23.59	-234%
Federal	\$ 411,941	\$ 1.68	\$ 113,873	\$ 0.47	-262%
State	\$ 2,584,541	\$ 10.56	\$ 1,205,452	\$ 4.93	-114%
County	\$ 15,312,147	\$ 62.54	\$ 3,100,029	\$ 12.67	-394%
Municipal/School District	\$ -	\$ -	\$ 58,491	\$ 0.24	100%
Locally Raised	\$ 948,525	\$ 3.87	\$ 1,294,334	\$ 5.29	27%
Operating Expenditures	\$ 18,364,549	\$ 75.01	\$ 5,443,908	\$ 22.24	-237%
<b>Foundation Finance (HCPL-2009; CCLS 2010)</b>					
Foundation revenue	\$ 243,965	\$ 1.00	\$ 27,643	\$ 0.11	-783%
Foundation Expenses	\$ 210,912	\$ 0.86	\$ 20,031	\$ 0.08	-953%
Foundation Fundraising expenses	\$ 134,474	\$ 0.55	\$ 3,283	\$ 0.01	-3996%
Foundation Support for Libraries	\$ 76,438	\$ 0.31	\$ 11,158	\$ 0.05	-585%

Harford County (MD) compared to Cumberland County (PA)  2010 Statistics	Harford		Cumberland County (Includes Franklin portion)		Percent Differ ence
	County	Per Capita		Per Capita	
% of Revenue Used in Fundraising	55%	---	12%	---	-364%
% of Revenue Used in Support	31%	---	40%	---	22%
<b>Library Service</b>					
Registered Borrowers	214,116	0.87	98,265	0.40	-118%
Library visits	1,635,011	6.68	1,265,261	5.17	-29%
Library Circulation	4,699,033	19.19	2,631,484	10.75	-79%
Library Virtual Visits (catalog and website)	8,766,359	35.81	3,637,772	14.86	-141%
Program Attendance	156,269	0.64	120,265	0.49	-30%
Information Transactions	587,656	2.40	277,940	1.14	-111%
Summer Reading Registration (rounded)	9,000	0.04	6,200	0.03	-45%
Summer Reading Circulation (rounded)	115,000	0.47	263,265	1.08	56%
Interlibrary Loan Lent	11,993	0.05	13,790	0.06	13%
Interlibrary Loan Borrowed	14,449	0.06	13,170	0.05	-10%
Public Access Computers	351	0.0014	124	0.0005	-183%
Collection Size	1,032,428	4.22	582,752	2.38	-77%

### ***Future-Oriented Web Site***

Mrs. Darr has developed an Intranet site for library staff and trustees about innovative library service programs and future-oriented topics at:

<http://cumberlandcountylibraries.org/future>. The site contains notes from workshops, tours, seminars, and reading selections on a variety of topics. Library directors are gathering twice in August to discuss many of the topics covered there.

### **Financial Management**

#### **Resource Acquisition**

##### ***State Budget Adopted***

A state budget agreement was reached. CCLS expects to receive \$1,039,331 in Public Library Subsidy funds. This is about \$120 less than what the system received in 2011.

### **Customer Services**

#### **Core Library Services**

##### ***FBI Background Checks***

To comply with CCLS's revised Criminal History and Background Checks policy for staff, the administrative office's four new employees were fingerprinted and were found to have no criminal background on record.

## **Online Services**

### ***New Library System Facebook Page***

The Library System now has a Facebook page at:

<http://www.facebook.com/CumberlandCountyLibrarySystem>. The page allows you to search the catalog, provides reading recommendations (with links to the catalog) and has event listings from member libraries.

### ***Online Summer Reading Registration***

New part-time CCLS staff member Julie Davis created online summer reading program pages for children, teens and, at selected libraries, for adults to enroll in the summer reading program. She also created a page within the online catalog that links to the online registration forms.

### ***Reference Database Changes***

With the help of Lydia Olszak (Bosler) and Brianna Crum (Fredricksen) on the Capital Area Library District Electronic Resource Committee, CCLS is making some major changes to its line-up of reference databases. The committee examined database use and costs, and noted that use has declined significantly since POWER library cuts occurred last year. (When compared to last year, database searches have declined 43% and articles downloaded have decreased 16%.)

With these facts in mind, plus with the expectation that school library budget cuts may cause higher demand from students in the coming academic year, committee members recommended eliminating four Gale databases for literature, biography, science, and history and replacing them with EbscoHost's equivalent set of databases, plus EbscoHost's general journal index, MasterFile Premier. (EbscoHost was the foundation of POWER Library, and it was missed by patrons and librarians.) Fortunately, the Capital Area Library District negotiated a deep discount and the Ebsco databases were within CCLS's budget. The new services will begin in August.

### ***Horizon Upgrade***

On May 4-5, the CCLS upgraded to Horizon 7.5.1 and HIP 3.2.1 (online catalog). The upgrade resolved issues between Horizon and Windows 7. However, it caused a number of new ones, the most significant of which was how online renewals were counted. Instead of renewals being attributed to the lending library, they were attributed to the administrative office. After the upgrade, CCLS learned that a number of libraries experienced the same problem. This caused SirsiDynix to issue a patch correcting the problem. CCLS upgraded again on July 1 to HIP 3.21 and this resolved the renewal problem. (However, staff spent a lot of time devising reports to attribute renewal statistics to each library for the period May 6 through July 1.)

Several other Horizon issues remain:

- The Web Reporter upgrade caused major interruptions to email notifications and statistical reports. Email notices were not sent for approximately 3 weeks after the upgrade. Plus, CCLS could not run statistical reports for about 2-3 weeks following the upgrade. Staff are now able to obtain statistical reports; however there are some problems remain and SirsiDynix has yet to resolve the issues.

- Email notices continue to work intermittently.
- The catalog requires more re-starts than the previous version.

### ***Future Integrated Library System (ILS) Plans***

Last month, administrative office staff met with Chris Harris, SirsiDynix sales representative and learned that support for CCLS's Horizon server likely would be extended through 2013. Harris was fairly positive that a third-party company could provide support for the extra year. (His uncertainty was due to Oracle's recent purchase of Sun. CCLS won't know for sure whether this is available until mid-2012.) With this in mind, CCLS plans to use the Sun Horizon server through 2013 and continue to explore the possibility of a regional integrated library system (ILS) with the Dauphin County Library System (DCLS).

To date, system staff have seen ILS demonstrations from Innovative Interfaces, Polaris, and Evolve, and expect to see SirsiDynix Symphony later this month. Mrs. Darr reported that she received preliminary quotes from Polaris and Innovative Interfaces and each indicates that a shared system with DCLS would bring significant savings, even with the added network costs. DCLS is in a similar situation. Its contract for Horizon products also ends in 2013. Thus, CCLS has tentatively agreed to explore a joint integrated library system RFP with DCLS.

Mrs. Darr also reported that the new non-profit Pennsylvania Integrated Library System board met for the first time in June. (She is serving as secretary to the board.) The board is now engaged in a strategic planning process that will be focused on how to pursue a long-term statewide ILS solution.

### ***Comprise SmartPay Online System***

Mrs. Darr reported that CCLS used LSTA funds in 2009 to purchase Envisionware's online fine payment system. At that time, it was the only service available that was compatible with Horizon; another service from Comprise Technologies was in Beta testing with the Salt Lake County Library System. After receiving the Envisionware software and training, CCLS staff reviewed the updated national PCI (Payment Card Industry) Council standards for hosting a credit card server and decided due to network security reasons that it would be best to wait for a software update that would allow Envisionware to host the credit card server, instead of CCLS. By mid-2011 staff were growing frustrated because the update had been promised for nearly two years, and still had not arrived. This was unfortunate, because other libraries' experience with online payment services show that of an online payment option was available, CCLS would collect a higher proportion of uncollected fines.

Since CCLS's purchase of Envisionware software, Comprise Technologies has fully tested and released a hosted credit card payment solution that was compatible with Horizon. Based on the excellent service and support staff have received from Comprise for its computer time management software, staff solicited a quote from them. Comprise deeply discounted its quote and CCLS was able to purchase the SmartPay system using funds CCLS had budgeted for Envisionware support. CCLS staff are now at work configuring the system and plan to have it up and running this fall.

CCLS also solicited quotes from compatible credit card merchant processors and have entered into an agreement with TSYS Merchant Solutions, a registered agent of First National Bank of Omaha. It will provide CCLS with very competitive rates ranging from 2.072%, plus \$.17 per transaction to 3.192% plus \$.17 per transaction. Money will be deposited next day in CCLS's Orrstown bank account. Then, CCLS can run a report that will allow payments to be made to member libraries for the funds that were paid.

In addition, the online payment system will allow CCLS to:

- Set a minimum amount that can be charged. (Since CCLS's minimum account balance that blocks service is \$5.00, Mrs. Darr recommends that \$5.00 be the minimum charge.)
- Charge a flat convenience or processing fee for each credit card transaction. Since the maintenance for the SmartPay system will be about \$6700 annually, a processing fee could help the system fund the cost of providing this service.

Mrs. Darr told the board that an online service fee must be a fixed or flat amount (not a percentage) and that it cannot exceed \$3.95. She said that the average credit card merchant processing fee is \$2.00 to \$2.50 and the average ATM processing fee is now \$2.33.

With member libraries now processing about 75,000 payment transactions per year, a \$1.50 online service charge would recoup CCLS's direct costs (not staff costs) for the system after about 4500 transactions (less than 5% of the current transactions).

Mrs. Darr will discuss this issue with the directors at their next meeting.

## **Processes and Evaluation**

### **Efficient, Cost-Effective Processes**

#### ***Automated Hold Slip Program***

All libraries have the new automated hold slip software program. This program will allow any library to initiate customer pick-up of holds. Plus, it saves staff time preparing slips for the hold shelf, and reduces possible eye strain for staff.

#### ***Temporary Building Space***

To accommodate Bosler's moving plans, CCLS plans to move to a building offered by Dickinson College at 1250 Ritner Highway, Carlisle. It will provide the administrative office with about 3000 square feet of space, for the cost of utilities, any wiring upgrades and the cost of moving/storage.

It will be a tight fit, with most people sharing office space, plus the system will no longer have a dedicated computer training space available. However, the price is right, and CCLS will be able to continue offering core functions, either on or off-site. The office tentatively plans to begin packing following its countywide staff day on October 17<sup>th</sup>, have movers come in October 27-28 and open for business on Monday, October 31, 2011.

### **2<sup>nd</sup> Quarter System Priorities Update**

Mrs. Darr reviewed the 15-page second quarter system priorities report. She noted that when compared to 2010, circulation dropped in the second quarter 2%. However, library visits were up 10%. Public computer use was about the same as it had been in 2010.

Mrs. Stine asked whether or not the system has accomplished much of what was in the five-year plan. Mrs. Darr assured her that it had. She said that that each year the system reviews the five-year plan and makes its plans for the coming year based on those objectives. She said that the current five-year plan covers the period 2008-2012. Mrs. Stine asked if a consultant was going to be hired to assist with the planning process. Mrs. Darr said that she did not expect to engage one to write the plan.

### **CCLS Foundation Update**

Mr. Stoner reported that the library system foundation's final report and renewal application for the Educational Improvement Tax Credit program was submitted and approved. In July, 41 letters were sent to prospective EITC business donors about the foundation's eligibility for donations and its support for the summer reading program. To date, the system has have received one response, a pledge for \$2000 over two years from F&M Trust.

### **UNFINISHED BUSINESS**

There was no unfinished business.

### **NEW BUSINESS**

#### **Executive Director's Evaluation**

Miss George will contact Kevin Stoner and Bill Gould for input into Mrs. Darr's annual evaluation.

#### **Approve LSTA Applications**

***Moved by Kevin Stoner and seconded by Marcey Whiteside, the board unanimously approved submission of three LSTA applications:***

- 1. Bosler collection development***
- 2. Fredricksen collection development***
- 3. CCLS radio frequency identification tags***

#### **Registration Policy Change**

***Moved by Elizabeth Stone and seconded by Alicia Stine, the board unanimously approved the following policy revision:***

#### **Free Library Card Registration (approved revisions)**

Library card registration is free to anyone who lives or pays property tax in Cumberland County or resides in the Shippensburg Area School District.

Library cards are also available to Pennsylvania residents holding valid Access Pennsylvania library cards and to residents outside Cumberland County who purchase library service from the system.

Library patrons who are registered card holders are eligible for access to library programs, services and materials throughout the Cumberland County Library System. When registering for service, priorities, privileges or fees are established for card holders based on the borrower type that is assigned to a patron (such as library volunteer, homebound patron, etc.)

All new registrants must provide identification and proof of current address. If the applicant's identity can be verified, but their current address cannot, the applicant will be issued a temporary card which allows for two items to be borrowed until proof of current address is provided.

Children (16 years of age or younger) are issued a juvenile library card upon written parental or guardian approval, proof of parent/guardian identity, and proof of parent/guardian current address. If the parent/guardian is not a patron in good standing (or is ineligible), a juvenile card may not be issued. If proof of parent/guardian identity is available, but proof of current address is not, a temporary card may be issued, and the child may borrow two items. Parents or guardians who have co-signed for their child's juvenile card may obtain information regarding their child's library card account.

Juvenile cardholders may use all library materials and services, including filtered Internet access. To assist families with providing Internet supervision, parents have the option of blocking their child's library card from using Internet Computers. (Note: Children with blocked Internet access may still use the library's Catalog and Database Computers. These computers have restricted access to web sites listed in the library's catalog and reference databases purchased by the library system.)

## UPDATES

### Library News

News from member libraries was shared.

### Adjournment

The meeting adjourned at 5:00 pm.

The next meeting of the Cumberland County Library System will be held on Monday, September 21, 2011 at the Cumberland County Library System's administrative office at 4:00 p.m.