



Library System of Lancaster County
Minutes of the Board of Directors Meeting
October 20, 2021

Attendance:

Board Members: Dale Hamby, President; Ken Kohlmaier, Vice President; Shel Osborn, Treasurer; Alexandra Barbush; Matthew Eberts; Jennifer Woods; Ray D'Agostino, Lancaster County Commissioner.
Absent: Rhonda Allen, Secretary

System Staff: Karla Trout, Executive Director; Ed Miller, District Consultant and District Services Manager; Brenda Emerich, Cataloging/Acquisitions Manager; Jill Wagner, Youth Services Coordinator; Julie Zimmerman, Human Resources Generalist; Casey Trone, Financial Coordinator; Amanda Hatcher, Administrative Assistant.

Guests: Deb Drury, Elizabethtown Public Library

Call to Order The regular meeting of the Board of Directors of the Library System of Lancaster County was called to order by President Hamby at 6:31 PM on Wednesday, October 20, 2021, via Zoom Video Conference. A quorum was present.

Mission Minute We hope to meet in person next month as we will be having a presentation from Lancaster Public Library.

Karla gave a presentation on the Owl Pro. It is a hybrid zoom experience. From your remote location, you should be able to have the full experience of being in the room. Karla played a demonstration video. She explained some scenarios of how the meetings will happen. This hardware was purchased with the American Rescue Plan (ARP) funds with the consent of the directors.

Consent Agenda:
Secretary's Report
President's Report
Executive Director's Report

Minutes of the September 2021 Regular Meeting

Karla has been appointed a Senator to the Network of the National Library of Medicine – Region 1. (NNLM) She will serve as an ambassador for NNLM, while also representing the position of public libraries to the Senate. As a Senator she will serve on the NNLM – Region 1 Executive Committee.

Motion to Approve Alexandra motioned that consent agenda be approved as presented. Jennifer seconded. The consent agenda was approved as presented.

Bylaws

Matt led a discussion on the bylaws. Points included:

- The bylaws state that we should post the annual budget. Matt couldn't find them on the website.
- Some modernization is needed. We've advanced from conference calls
- The accounting manual is referenced. He was not aware that we had one. Karla indicated that we do.

Best practices are to be reflected in the bylaws. He will continue working on them. For the most part they are easy to read and generic enough. He will meet with the committee later.

High lease extension Our current building lease expires at the end of November 2021. We need to extend our lease. Karla worked with High to craft a one-year lease extension with a second year rider, which would allow us to remain in our space through November 2023, if desired. Our attorney, Jeff Worley, has reviewed the extension, and found no issues with it.

We've done well to utilize the space we have. Almost all the storage space we had is now being used for service.

Motion to Approve Motion for an extension of the lease and an option for a second year. Alexandra motioned. Matt seconded. The motion was approved as presented.

Treasurer's Report Financial report for October
Motion to Approve Shel moved to accept the monthly treasurer's report. Ken seconded. The motion was approved as presented.

Budget for 2022 A first draft of the 2022 budget was presented to the Board. Explanations of changes from 2021 we made by Shel with assistance from Karla. As requested, a more detailed summary of the budget draft will be emailed to the Board prior to the next meeting.

The final draft will be presented for ratification in November. Salaries will be discussed in Executive session.

District Library Center We did a satisfaction survey on the sorting, and it was found favorable (4/5 stars).

We began today to work on the branding of our digital services with what the process to arrive at the new brand will look like. Thanks to Jennifer Wood for leading the process discussion.

Dale gave a further explanation of branding. We are a business-to-business organization. We don't want to call attention to the system. There is an intent to hire professionals to help with this. We are focusing on branding all the online resources. We want to give our resources a life of their own without promoting the library system.

We have launched the Chat with the Librarian (CWAL) service. Most of the libraries have the icon available on their web sites. We hope to add enough staff time so that during peak times, a local librarian would be available to answer the chat. Each library has a FAQ for chat with a librarian. If the librarian on the chat cannot answer, the local library will get an email with the question. It makes us accessible 24/7. You can also text questions (that gets delivered to Ed's email). Karla explained the local instance of Chat with a librarian. We purchase the service from Hosting Solutions and Library Consulting (HSLC), who hosts the statewide instance of CWAL.

We've opened a channel for people to request inter library loan books online.

LPL Building Project One of the requirements for libraries that are building is that the system reviews their plans. Next month Lancaster Public Library will come and give a presentation.

The shell of the building is being built by the Lancaster parking authority. LPL is building everything inside the shell. What we will be approving is what they are planning on for the interior of the building. We need to approve those plans according to PA Library Regulations. It is ensured that the impact is measured before the project is completed. We have a lot of questions – particularly around technology and the impact to LSLC of the new facility.

Director's Council
Report

1. Interlibrary loan, chat with the librarian.
2. Supply disruption impacting library materials specifically in regard to Ingram.
3. Discussion about the commissioners funding created conversation about providing services that our customers need.

Deb Drury went on to add: Ideally, libraries would like to move away from fundraising for operational expenses. The more we serve, the more we spend, the more we spend does not mean that we can serve more. We are not comparable to other nonprofits. We don't have the opportunity or ability to make money. Basic services have an expanding definition. Libraries provide materials, services, and access to the internet. Elizabethtown Public Library does have a revenue generating business, a coffee roaster. It becomes a distraction to the basic services.

Libraries serve everyone regardless of their ability to pay. If there is a tier membership, that equality goes away.

3-Point Summary to
Directors'
Council

The Board chose the following three points to include in the summary for reporting to the Directors' Council:

1. They approved extending the lease for the current location for another year. With the renewal they included the option for the following year the system desires to remain in the current location.
2. The system purchased what is known as an Owl Pro. This equipment provides a more conducive hybrid meeting environment where the unit "sees" around the entire conference table and picks up voices in all directions. Additionally, it provides the view of participants that highlights the individuals speaking.
3. The board reviewed the draft budget, submitted requests for additional information and plans to act on the budget at the November meeting.

Public Comment

Ray appreciates the award from the Pennsylvania Library Association. He thanked everyone for coming to the presentation. We are more than pleased to have our commissioners honored.

Adjournment

Alexandra motioned to adjourn the meeting. Shel seconded. The meeting was adjourned to executive session at 7:44.

Respectfully submitted,

Rhonda Allen,
Secretary

Transcribed by
Amanda Hatcher,
Administrative Assistant

Minutes and Financials are available at
<http://tinyurl.com/LSLCBoardDocs>

Next Meeting: Wednesday, November 17, 6:30 PM