Library System of Lancaster County
Minutes of the Board of Directors Meeting
January 18, 2023
Via Zoom

Attendance:	
Board Members:	Dale Hamby, President; Alexandra Barbush, Secretary; Jennifer Wood.
	Absent: Matthew Eberts, Vice President; Rob Morgan; Ray D'Agostino, Lancaster County Commissioner
System Staff:	Karla Trout, Executive Director; Ed Miller, District Consultant and District Services Manager; Mark Sandblade, Manager, Information Technology; Brenda Emerich, Cataloging/Acquisitions Manager; George Matthew, Youth Services Coordinator; Julie Zimmerman, Human Resources Generalist; Casey Trone, Financial Coordinator; Sydney Dieffenbach, Administrative Assistant.
Guests:	Lissa Holland, Lancaster Public Library; Joyce Sands, Manheim Township 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, January 18th, via Zoom. A quorum was present.

Consent Agenda:

Secretary's Report — Minutes of the November 2022 Regular Meeting; no changes were made.

President's Report

Dale did not have a written president's report for this month.

Dale announced the resignation of Shel Osborn from her seat as Treasurer, and from the Board due to a conflict of interest, since she has recently accepted employment with our audit firm, Ross Bueler Falk & Company, LLC. We now have two vacant positions on the Board. Karla indicated that she communicated about the open positions to Commissioner D'Agostino.

Dale reported that he has been appointed to the Guidelines workgroup of the Governor's Advisory Council (GAC), and he is learning a lot about the working of libraries.

Executive Director's Report

Karla shared that earlier today the county commissioners approved the request for $352,661 in American Rescue Plan Act (ARPA) funds for three IT projects—replacement of the virtual server datacenter, replacement of the Wi-Fi network, and creation of a Disaster Recovery Failover Datacenter site. The failover secondary node will serve as backup in case of any damage to our operational datacenter, allowing LSLC and library operations to return to full function more quickly in the event of a disaster. All three commissioners were supportive of the resolution.

Karla met with Larry George, Chief Clerk and County Lancaster Administrator, to discuss their space study of the county offices. A portion of that assessment will evaluate whether there would be sufficient space with the county to accommodate the LSLC operations. Mr. George reported that they have hired Beers Hoffman Architects to conduct the study, and that they anticipate it will take 4 to 5 months to complete the work. Based on preliminary discussions, it does not appear likely that sufficient, workable space will likely be available, so rather than

delay further, Karla recommended we begin the necessary processes to search for new space alongside the county process. The consensus of the Board was agreement.

Questions from Karla's written report:

- Dale asked Mark if the secondary node would help if our system got attacked by a cyberthreat. Mark stated that the secondary node will help protect against these kinds of issues as well as physical issues.
- Alexandra asked about the USPS (United States Postal Service) vs IDS (Interlibrary Delivery Service) and whether there are any other options. Karla stated that IDS is through UPS but is it's a contracted price, and less than normal rates. We did explore moving to the USPS for Interlibrary loan deliveries, but with the extra in-house labor and overall unreliability of the postal service at this time, it was decided we should stay with IDS. This means the district budget will be over this year and the increase will need to be accommodated for in next year's district budget.
- Dale asked about what the cost per use statistics are used for, and whether the costs will decrease as the services continue. These stats will be used to advise the eResources selection process. These stats will also be used in tandem with the brand that we are developing to advise our advertising efforts. Ed also added that since Flipster is a newer service, it was only launched around three months ago, the cost per use number is higher. He expects it to go down as the service ages. Some resources we expect to have a higher cost per use, because they are labor intensive, such as the live online tutoring through Brainfuse.
- Alexandra asked how usage for Flipster works. Karla responded that each time someone opens an issue it counts as use.

Motion to Approve

Discussion:

Alexandra moved that consent agenda be approved as presented. Jennifer seconded. The consent agenda was approved as presented.

Treasurer's Report

Financial report for December 2022 and January 2023. With Shel's resignation, there was no Treasurer to present the report, but Casey did comment that the report was close to the final figures for the year, with only a few year-end transactions yet to be recorded. There were some 2019 board approved funds that will continue to be rolled over to 2023.
In the district, we will be utilizing all of the District administrative fee, formerly budgeted for overhead, to cover cost increases not foreseen in the budget. This will shift the entire overhead back to the System budget through June 2023. No action was taken on the report. The final year-end report will be presented at the February Board meeting.

Branding

Jennifer reported that the branding work continues. The branding committee met to consider three name options. The name unanimously chosen was Lynx, with the tag line, "eResources for Everyone". Ed then worked with Taylor group to use that name to create around 20 logos options with different marks, fonts, colors, etc. The committee reviewed the logos and narrowed them down to three options with different variations in color/font. The committee is currently working on deciding which of the three logo mark options will be chosen as the final. Dale asked if it was possible to see the three designs. Ed shared the different logos with the board.

LSLC/Lancaster
   District
   Comprehensive

Karla reached out to County Planning for a progress update and has not heard back yet but expects to hear back within the next week or so.

Plan and Service Area Study	This afternoon, Karla met with two consultants, who have experience working in different library systems and with data-driven decision making. They were interested in the project and wanted to take some next steps. Karla and Dale will meet with them in the near future to review options for a proposal. Karla believes that the two of them together have the skills that we need for the project.
District Library Center	Karla reviewed the cost increases that the district is facing. We have started the process of looking at a new delivery contract or the potential of bringing the delivery in-house. She believes that at this point there will be a price increase no matter what option we choose. The main issue is that there are not a lot of companies in the area that do this kind of delivery. Ed indicated that we will be seeking bids within the next 1-2 months and noted that the current contract is up at the end of June. Ed worked with Casey to develop a cost profile for bringing delivery in-house. He does not see this option being much of a cost saver, if any, and would be a logistical challenge. Moreover, Ed doesn't believe that we have space in our current office to accommodate the service. Dale asked if we could use IDS, but that is a different kind of delivery service, contracted through UPS. The Way contract covers crates per day instead of individual packages. Our volume is also so high that we would need specific vehicles that deliver our materials only, which we would not get with IDS.
Director's Council Report	Lissa told the board the three points from the last director's council meeting; • Book challenges are on the rise. • The branding survey results are in. • The directors are looking into how to better serve patrons with developmental disabilities. Dale asked if the DEI database we purchased addresses materials on disabilities, but the discussion was more oriented on library staff knowing how to interact and help these patrons. Karla said that she and Kerri are looking into training materials on how to better service people with disabilities. Kerri is also working on a SharePoint site for book challenges for directors to track and give resources on how to deal with these challenges.

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. The County Commissioners approved ARPA funds for 3 IT projects.
	   a. Replacement of the Wi-Fi network in the libraries
	   b. Replacement of the LSLC Datacenter virtualization and storage servers
	   c. Creation of a failover datacenter
	2. There are now two openings on the LSLC board. If you know of any interested candidates, please refer them to us.
	3. The service area study has good potential consultants.

Public Comment	No comments
Adjournment	Jennifer motioned to adjourn the meeting. Alexandra seconded. The meeting was adjourned at 7:27 pm.

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

Next Meeting: Wednesday, February 15th, 2023, 6:30 PM
at the LSLC Board Room

Respectfully submitted,

Alexandra Barbush,
Secretary

Transcribed by
Sydney Dieffenbach
Administrative and Financial Assistant