

MINUTES
MORE Directors Council
Friday, May 20, 2016

Present/Attending: Christina Jones (AL), James Nalen (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Sue Queiser (BN), Kathy Voss (BR), Paula Stanton (CA), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Amber Yares (DR), Pamela Westby (EC), Tiffany Meyer (EL), Alyson Jones (FC), Eric Green (FR), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Ted Stark (ME), Mary Hebda (OG), Kelly McBride (OS), Rebecca Smith (PH), Jacquie Pooler (PL), Jane Enright (PR), Nancy Miller (RF), Krissa Coleman (RO), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Lori Stanek (ST), Karen Furo-Bonnstetter (WO).

Proxies: Christina Jones for Kathy Larson (BB), Ted Stark for Ginny Julson (BO), Sue Queiser for Dawn Ayers (CM), James Nalen for Lynne Schauls (CE), Karen Furo-Bonnstetter for Shaleen Culbert (GC), Rebecca Dixen for Michelle Johnson (HA), Joe Niese for Bea Volgren (MI), John Thompson for Kim Hennings (NR), Cricket LaFond for Gary Olson (PF), Jacquie Pooler for Christy Rundquist (PE), Christina Jones for Katherine Elchert (RL), Ted Stark for Cathy LeFevre (SA), James Nalen for Sarah Adams (SC), James Nalen for Allison Lutz (TL).

Also Present: Joanne Gardner, IFLS Administrative Associate/Recorder.

CALL TO ORDER:

Chair Joe Niese called the meeting to order at 10:05 am.

ESTABLISH A QUORUM:

James Nalen confirmed that a quorum was established.

CERTIFICATION OF COMPLIANCE WITH OPEN MEETING LAW:

Compliance with open meeting law was verified.

MODIFY/APPROVE AGENDA:

Motion to approve the agenda by Jones (FC); LaRose (AU) seconded. Motion carried.

MINUTES:

Correction noted to page 4 of MORE Directors Council Minutes of March 18, 2016. It was noted that Cadott is doing a salary survey in preparation of next year's budget, not Stanley.

Motion to approve the amended minutes from March 18, 2016 meeting by Jones (FC); seconded by Thompson (IFLS). Motion carried.

MORE FINANCIAL REPORT REVIEW:

A summary page of the MORE financial reports was handed out. Roholt noted that nothing was notable or alarming.

IFLS DIRECTOR'S REPORT:

Thompson addressed the change regarding downloadable services such as Freegal. Libraries can provide this service as long as it is offered to walk-in patrons utilizing a guest barcode to authenticate within the building. Access can be restricted to those in the community with remote access. Questions on authentication can be addressed by Gus Falkenberg or Lori Roholt.

Thompson stated that the local library boards need to approve a policy before they can use a collection agency. Roholt can help librarians with the procedure. It was further noted that if libraries choose to use local law enforcement, they don't have to agree to help you. Council members were hoping there were policies that could be shared for those who wish to create one for board approval. Several libraries offered to share what they have.

The Council discussed how and when to apply the collection/fine policy including: how to handle materials that are checked out on a child's account; distinction of unreturned items and fines; use of Unique Management System (UMS) for return of items; amnesty and using soft approaches for return of materials; potential PR issue in using law enforcement; use of pre-overdue notices using Library Elf; and use of the MORE collection agency module.

Setter noted that the use of pre-overdue notices have been brought up a few times. But since there is no opt out available, the group was not interested. The consensus was that the group as a whole thought it should be revisited. Roholt suggested that the MORE Operations Committee could take up this discussion.

MORE ADMINISTRATOR'S REPORT:

Three library directors (Tina Norris (HU), Barb Krueger (DP), and Sierra Slather (FR)) and two MORE staff (Kathy Setter, Bridget Krejci) attended the 2016 Innovative Users Group Conference.

Krueger (DP) thanked IFLS and everyone for the opportunity to attend. Being on the Discovery Committee, Krueger heard what other libraries are doing with respect to the discovery layer and the increased speed with hosting locally. Krueger all learned training tips with circulation and searching techniques. Krueger's best take-away was implementing aliases. Script can be created for the aliases as a whole rather than

having to create one for each of the users. Deer Park and New Richmond tested it out and it works great. Setter can explain how to roll out this feature.

Norris (HU) attended sessions on enhancements we don't currently have including Novelist and marketing. Norris also attended sessions on using social media in the library and policies & procedures. The keynote speaker was long but offered a lot of good points including "doers need to think and thinkers don't necessarily do." Norris appreciated the opportunity to attend.

Both Krueger and Norris appreciated the opportunity to network on both the positive and frustrating experiences with Sierra.

Roholt provided the 2017 budget schedule and dates to keep in mind. The budget hearing will be on July 8th with presentation to the Directors Council on July 22nd for approval. The budget process is done early in the year, so libraries can include in their own library budgets by fall.

Last week there was an update to the Encore software in which there was some talk it might help with speed. That doesn't appear to have happened. We are currently in the process of scheduling to host locally at the Chippewa Valley Technical College's Data Center. Hosting locally should improve the performance. When looking at other systems that host Encore locally, their catalogs and searches are much snappier.

We have been firm with the vendor that this move needs to be made and libraries and staff have to see an improvement in performance prior to the budget approval. Roholt is hoping the local hosting will occur by mid-June.

Kathy Setter and Bridget Krejci are available for training and have been out to libraries doing individual training. Individual, on-site, and group training options are available. Open a help desk ticket or contact a staff member directly if you would like training for you or your staff.

Roholt offered thanks to colleagues and library directors and staff for their well wishes and patience while she was on leave. She felt her colleagues filled in very well.

ISSUES/REPORTS FROM MORE COMMITTEES:

Discovery Product Committee:

The Discovery Product Committee hopes to have a recommendation by mid to late June. The three top choices are Encore if the local hosting fixes the speed issue; BiblioCommons; and VuFind with Ebsco.

It was noted that the Discovery Product Committee liked the visual look of BiblioCommons. Roholt did note that BiblioCommons and VuFind do not bring in articles like Encore does.

It was noted that BiblioCommons has an annual subscription cost of \$42,000 which is based on system service population. They would also charge a one-time implementation fee of \$25,000.

Encore would cost \$39,000 per year. If we host locally, we wouldn't have to pay a \$12,000 hosting fee. Every year the subscription would see a 3-1/2% increase in subscription costs.

VuFind has no software cost. It is an open source product which Gus Falkenberg will customize to work well for MORE. The cost would likely be \$25,000 annually. Ebsco would be an additional \$17,000 per year.

Westby (EC) expressed her vote of confidence for the Discovery Products recommendation to continue with Encore if speed improves. Westby is not confident with open source products.

Resource Sharing/Collection Development Committee:

The committee discussed lending equity issues including discussion that a number of libraries do not allow holds on board books.

The committee is making a recommendation to the Directors Council that "for better customer service and accessibility to all patrons, board books should be allowed holds."

Electronic content purchase for the 2017 budget was discussed. The committee will recommend that MORE increase the Overdrive Advantage from \$15,000 to \$16,000. The increase of \$1,000 will come from high demand holds. Their thought is this should balance circulation demand more evenly.

The Overdrive periodicals trial run ends in September at the state wide level. As a system it would cost \$60,000 if connected to our Overdrive Advantage program. Roholt noted this has been a very popular service and if there is a strong interest, they should relay that to her.

The committee discussed high demand purchase project guidelines and the process. There is a recommended change in guideline #5 from waiting for 2 months and shortening to waiting for 1 month instead.

High-demand holds guidelines and process discussed. Recommended change in guideline #5. Considered as a high demand hold at end of one month instead of two months.

Other suggested changes to guidelines include: distribution on guideline #6 should be on an as needed basis-not based on libraries that purchased said item first; and guideline #7 has a maximum cap of 20 extra copies purchased. The committee agreed that guideline #7 will be tabled until their next meeting.

Up until his retirement, John Stoneberg led the way on the selection decisions. With Stoneberg's retirement, Roholt had temporarily handled the high demand purchase project and decided revisiting the guidelines seemed in order.

Loan Rules Subcommittee:

Jones reported for Elchert (RL) in her absence. The Loan Rules Subcommittee met and explored the option of lending library rules. The subcommittee is now in the information gathering phase and exploring issues and questions.

It was thought it would be easier for patrons to have one set of loan rules. Stanton (CA) thought the same would be true for loan periods.

NEW BUSINESS:

2017 MORE BUDGET PREVIEW:

Roholt led the discussion on the 2017 Preliminary MORE Budget. The numbers are rough estimates and Roholt hopes to have more accurate numbers by the July 8th budget hearing.

The 2017 MORE Costs to Libraries are pretty well set based on the formula used.

Roholt reviewed the 2017 MORE budget starting with the annual maintenance to Innovative. This includes Sierra, the classic catalog, and statistical tools. A 5% increase is budgeted. It is hoped this cost will be closer to a 3.5% increase. Roholt should have firmer numbers by July.

MARCIVE is used for an ongoing authority processing service. MARCIVE is a catalog cleanup and standardizes the records. It was noted the eBook records could use some cleanup.

Other products in the budget include the Library Elf Subscription, NoveList Select Subscription, Encore, and Decision Center for statistical tools, and Syndetics for cover images for the online catalog.

There is \$40,000 budgeted for possible new products including Syndetics Video & Music in addition to books. This line is subject to change based on the Directors Council decisions on new products.

Host Site Expenses include IFLS Management Charges including some IFLS Personnel, committee meeting, training travel/meeting, and telephone expenses. There are 600-800 calls made each day.

CVTC Data Center Charges remain the same, although they could increase by \$1,000 if Encore is hosted locally at their Data Center.

Roholt noted that the IFLS Management Charges have not increased for a few years. The amount is based on IFLS' state aids. Dixen would like to see a breakdown of the IFLS Management Charges category. Roholt will spell out the charges in this line item more clearly in the notes.

Meetings & Training Expenses includes Management Team Training and Conference expenses. Management Team Training includes webinars such as the RDA webinars. Conference costs are primarily for attendance at the Innovative Conference which is opened up for selected MORE members to also attend.

Miscellaneous Expenses include publicity for promotional items and training materials. This includes the informational trifold MORE brochure and bookmarks. This line item also includes Bibliographic Utility including OCLC, Web Dewey, and RDA Toolkit. Members interested in using Web Dewey should contact Bridget Krejci.

Content/Materials Purchases includes the WPLC E-Content Buying Pool. This is what we pay as a Wisconsin Public Library Consortium member to fund the million dollar buying pool. Queiser (BN) noted that there is a proposal to perhaps increase the buying pool from 1 million to 1.2 million. Roholt provided an estimate for the increased buying pool. Content/Materials Purchases includes the OverDrive Advantage program as recommended by the Resource Sharing/Collection Development Committee.

A \$10,000 was added to the budget for OverDrive Periodicals. This is a rough cost estimate and recommend by the RS/CD Committee dependent on cost.

Freeding eBook Service is included in the budget and is a service whereby we pay per usage. It has been included in the MORE budget in the past, but now individual libraries could purchase Freeding on their own. It does not have to be a system-wide offering. Members were interested on seeing the stats on usage sorted by library for the year.

The Collection Development Project reflects that format restrictions to DVD have been lifted.

Roholt noted that the 2017 total cost to Library is highlighted in blue. Council members should send comments and ideas for new projects to Roholt.

COMMUNICATIONS:

Miller (RF) announced that Kim Hennings from New Richmond (NR) gave birth to a baby girl. Jennifer Rickard is in charge during Hennings absence.

ADJOURN:

Meeting adjourned at 12:06 pm.
Joanne Gardner, Recorder