

**MINUTES**  
**MORE Directors Council**  
Friday, July 22, 2016

**Present/Attending:** Christina Jones (AL), James Nalen (AM), Leslie LaRose (AU), Sue Queiser (BN), Kathy Larson (BB), Ginny Julson (BO), 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), Misty Price (EW), Alyson Jones (FC), Eric Green (FR), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Ted Stark (ME), Bea Volgren (MI), Kim Hennings (NR), Mary Hebda (OG), Kelly McBride (OS), Rebecca Smith (PH), Jacquie Pooler (PL), Katherine Elchert (RL), Nancy Miller (RF), Krissa Coleman (RO), Cathy LeFevre (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Sarah Adams (SC), Lori Stanek (ST), Karen Furo-Bonnstetter (WO).

**Proxies:** Karen Furo-Bonnstetter for Rebecca Dixen (BA), John Thompson for Linda Heimstead (BL) and Jane Enright (PR), Susan Queiser for Dawn Ayers (CM), James Nalen for Lynne Schauls (CE) and Allison Lutz (TL), Kimberly Hennings for Michelle Johnson (HA), Jacquie Pooler for Christy Rundquist (PE).

**Also Present:** Lori Roholt, Kathy Setter, Bridget Krejci, Joanne Gardner.

**CALL TO ORDER:**

Niese called to order at 10:02 am and welcomed those in attendance.

**ESTABLISH A QUORUM:**

James Nalen confirmed that a quorum was established by roll call vote.

**CERTIFICATION OF COMPLIANCE WITH OPEN MEETING LAW:**

Compliance with open meeting law was verified.

**MODIFY/APPROVE AGENDA:**

*Motion to approve the agenda by Helmecci (LA); Stanton (CA) seconded. Motion carried. Carried.*

**MINUTES:**

Thompson (IFLS) made copies of the May 20<sup>th</sup> Directors Council Minutes. LaFond (CL) believed the minutes were in error that she was listed as a proxy for Olson (PF). Roholt verified that the minutes were accurate by producing the signed proxy.

*Motion to approve the minutes from May 20, 2016 meeting by Pooler (PC); seconded by Furo-Bonnstetter (WO). Motion carried.*

### **FINANCIAL REPORT:**

Thompson provided print copies of the Financial Report.

It was noted that Stanton (CA) has her work cut out for her as she has taken on the Collection Development Project once held by John Stoneberg and more recently Roholt. The report shows some lag on spending in this line item.

*Helmeci (LA) made a motion to approve the Financial Report; LaRose (AU) seconded. Motion carried.*

### **REVIEW AND APPROVAL OF MORE ADMINISTRATOR'S REPORT:**

Roholt was pleased to report that the online catalog performance of Encore seems to be working consistently well across MORE. The server switch from New York to the Chippewa Valley Technical College's data center helped some. The bigger effect was due to a software problem with a corrupt spell-check file which was fixed. MORE has a message in to the vendor about the problem and why it took so long for the problem to be identified. We first reported slowness in the first year of our subscription in 2014 and had been working with Innovative support continually.

(Adams arrived.)

Ultimately, the server switch locally was a good move and there was no charge incurred from the vendor.

Roholt is working with Gus Falkenberg on an update to the MORE homepage which hasn't been substantially updated for several years and is due for an update. Roholt will take general suggestions and ask for feedback along the way.

MORE staff will be offering group training opportunities this fall. Group training and refresher workshops are valuable for all staff members. Roholt encourages all libraries to attend. While the trainings are held in different locations to make attendance easier, IFLS staff can also do on-site targeted or refresher sessions as well.

Stanton has volunteered to take over selection for the MORE High-Demand Holds Project. Stanton and Roholt will work with the MORE Resource Sharing/Collection Development Committee to ensure that the project guidelines are appropriate for meeting the goal of reducing wait times for high-demand titles.

*Motion to approve the MORE Administrator's Report by Krueger (DP). Hennings (NR) seconded. Motion carried.*

## **IFLS DIRECTOR'S REPORT:**

Thompson noted that based on some purported issues with Manitowoc, there may be trust concerns with the county payments. Libraries should be sure registration procedures and policies are up-to-date. At no point should libraries turn over patron registration information to a city official unless there is a court order provided for them.

At the September Directors Council there will be a presentation on the System Redesign Process. It was thought it would be a good idea to provide a presentation to each system.

The IFLS parking lot should receive the final pavement and line stripping following today's meeting.

The IFLS Board of Trustees will meet next week at the Chippewa Falls Public Library. The Personnel Committee will also meet that day. If any director would like to provide comments or feedback to the Personnel Committee related to the Director's evaluation, they should email the Personnel Committee chair by Tuesday.

All libraries currently have directors in place. Thompson is dealing with a small issue in Stanley and hoping that resolves soon.

## **ISSUES/REPORTS FROM MORE COMMITTEES:**

### **Discovery Product**

The committee considered options for the MORE catalog discovery interface. The final decision was to continue with Encore if the speed improved. They also looked at BiblioCommons and VuFind.

Committee members were thanked for their contributions to meetings.

### **Loan Rules Subcommittee:**

Elchert noted that the group met in June and plans to bring recommendations to the September Directors Council meeting. Information will be summarized and provided to MORE members.

### **Bibliographic Records:**

Roholt noted a brief report of the committee was available.

### **Operations:**

At the May Directors Council meeting there was some interest to have the Operations Committee turn on Courtesy Notices. Courtesy Notices were discussed in June and were added back on the agenda for the next Operations meeting to work out the details.

The Council discussed I-types which are used to distinguish between hardcover, paperback, and soft cover. Eau Claire does not distinguish between types. It was

noted some patrons only want paperback. Setter explained how to add a hold note where it can be noted which format of the book is requested.

## **NEW BUSINESS:**

### **2017 MORE BUDGET:**

There was a budget hearing followed by the MORE Executive Committee two weeks ago. The Executive Committee recommended the proposed budget for 2017.

*Motion to approve the recommended MORE budget as presented by Smith (PH). Furo-Bonnstetter (WO) seconded.*

Roholt reviewed the proposed updates coming out of the Executive Committee:

- Line 9 – Stay with Encore for another 3 year subscription. The vendor agreed to not raise the costs for a renewed 3-year term, so the cost was lowered from the originally-quoted \$40,313 to \$38,950.
- Line 13-14-Can safely cross out Line 14 as the automation company will not work with the 3<sup>rd</sup> party SMS notification product.
- Line 17 – One time setup fee for SMS product can also be deleted.
- Innovative is in negotiations to upgrade tele-forms. It was suggested to wait until the negotiations are finalized before jumping into.
- Line 32 – Access to OverDrive Periodicals will end in October, with no option to renew for 2017. Overdrive is working on developing their own periodical service but the time-frame is unknown. Recommended that \$10,000 be a placeholder for electronic periodicals. Flipster and Zinio are other options, but it is not clear what consortium costs would be. The Resource Sharing/Collection Development committee can explore options. If the committee doesn't come up with a cost effective product, the money could be added to carryover.

It was requested that Roholt review the budget line by line.

#### **Section 1 – Annual Maintenance – Innovative**

- Line 1 – costs for Innovative software support maintenance on Sierra, the classic catalog, and statistical tools. Annual increase is budgeted for a 3.5% increase per year.
- Line 2 – cost for software insurance to preserve the system software code.

#### **Section 2 – Innovative/Other Products**

- Line 5 – MARCIVE for the ongoing authority processing service. Currently we are not sending e-book records, but will start. There is a small increase to accommodate that.
- Line 7 – Library Elf Subscription has been in the MORE budget for many years. The charge is based on the number of subscribers. The cost is coming in well under what has been budgeted for the last couple years.
- Line 8 – NoveList Select Subscription is for online catalog enhanced content.

- Line 9 – Encore subscription was adjusted down to \$38,950. It was noted the 2016 cost included hosting. It is currently hosted locally, so there are reduced costs associated for that.
- Line 10 – Decision Center includes the annual subscription rate for the year contract through October 2018.
- Lines 12 through 18 include possible new products.
- Line 12 includes the costs for Content Café to replace Syndetics (Line 11). Content Café is a bit cheaper and we are assured of the same content as Syndetics.
- Line 13 is for Talking Tech's messaging telephone notification for overdue and hold pickup notices. Tele-forms is the current system. The software, which has been updated, is clunky and requires restarts. It is due for an update. Innovative is working on an arrangement to be a reseller for a product to replace tele-forms. It is hoped there would be a decrease in maintenance if tele-forms is removed and a newer software added. Roholt feels Talking Tech would be a more reliable system and more transparent on the back end. Patrons would not notice much difference. Roholt thought an agreement will be made and finalized by years' end.
- Line 15 is for Boopsie – a dedicated app for libraries that can have individual library branding. Several features of Boopsie include the ability to search from it, save patron barcode, ISBN lookup, and My Account features. Boopsie is widely available across devices and platforms. Line 18 includes the setup fee for Boopsie. Boopsie allows libraries to add events and include links out to other Apps such as OverDrive. With Boopsie in the MORE budget, each library is just paying their slice of the fee.

### Section 3 – Host Site Expenses

- Line 20 – IFLS Management Charges is based on IFLS's state aid and includes some IFLS personnel, committee meeting, training travel/meeting, and telephone expenses. This is what libraries are paying IFLS to provide the service.
- Line 21 – CVTC Data Center Charges is for hosting Sierra and Encore servers. It is more cost-effective to host the servers locally.

### Section 4 – Meeting & Training Expenses

- Line 23 – is for seminars and webinars for IFLS staff.
- Line 24 – is for MORE staff and members to attend the IUG Conference which is usually held early in the spring.

### Section 5 – Miscellaneous Expenses

- Line 27 – Bibliographic Utility is for OCLC, Web Dewey, and RDA Toolkit. These tools are available for all member libraries to use. This benefits the group as a whole and helps maintain good, consistent catalog records that are shared.
- Line 28 – Operating Contingency has remained at \$5,000 for the last several years.

## Section 6 – Content/Materials Purchases

- Line 30 – WPLC E-Content Buying Pool includes the statewide OverDrive collection buying pool. The price was increased based on increasing the buying pool for 2017 to \$1,150,000.
- Line 31 – OverDrive Content includes the OverDrive Advantage program. The Executive Committee voted to add the Collection Development Project funds to OverDrive Content. Nalen explained the reasoning behind the decision. The DVD usage is declining and E-content is continuing to grow.
- Line 33 – Freading eBook Service includes \$9,000 to cover usage for 2017. With recent changes to the State Statutes, individual libraries could purchase Freading on their own. In the past, downloadable content need to be offered on a consortia level to meet the same service provisions. Roholt heard from the vendor that if libraries wanted to add Freading it would include a \$150 setup charge and libraries would pay per usage. It was noted Freading has a lot of unique items and the materials are holds-free. While OverDrive has more popular and current titles, Freading offers a different focus and benefit of unlimited, simultaneous use. It was noted that unlike OverDrive, Freading is not accessible on mobile products. There have been conversations with the vendor and they understand the importance of moving that direction

There was concern raised that by eliminating the Collection Development Project and adding all the money to OverDrive Content, this takes away from physical content in the smaller libraries. Walk-in patrons do want to be able to check out DVD's, audio, etc.

*Stanton (CA) made a motion to amend the budget to reduce Line 31 (OverDrive Content) by \$10,000 and add it back to Line 34 (Collection Development Project). Seconded by Coleman. Dresser amends to change the amount of \$10,000 from Line 31 to Line 34 to \$12,000. Seconded by Hebda (OG). Motion carried. (Nalen (AM) refrained).*

*Thompson made a motion to amend the budget to remove Line 14 (SMS Text Notification Service) and Line 17 (SMS Set-up fee) from the budget. Seconded by Jones (AL). Motion carried.*

*Thompson made a motion to amend Line 32 to state Electronic Periodicals replacing OverDrive Periodicals. The budget amount would remain at \$10,000. Seconded by Helmecci (LA). Motion carried.*

*Yares (DR) made a motion to delete Lines 15 (Boopsie Library App) and Line 18 (Boopsie setup fee) from the budget. Seconded. By voice vote, motion failed.*

Discussion ensued with those in favor and those against eliminating Boopsie from the budget.

It was suggested that money for a telephone notification be left in the budget for an eventual move (Line 13).

*Jones (AL) made a motion to change Line 9 for Encore to \$38,950. Seconded by Smith (PH). Motion carried.*

*Stanton (CA) made a motion to approve the 2017 budget as amended by motions. Seconded by Helmecki (LA). Motion carried.*

### **COMMUNICATIONS:**

Coleman announced that everyone was invited to lunch at Cancun Mexican Restaurant.

Misty Price was welcomed as a new Director at Elmwood Public Library.

Georgia Jones is retiring from New Richmond on August 1<sup>st</sup>. There will be an open house Thursday from 1-4 pm.

Cole Zrostlik was hired as an Event and Gallery Coordinator at River Falls Public Library.

LeFevre inquired about library policies for unsolicited letters with money. It was suggested IFLS could offer a page where libraries could post policies instead of emailing everyone. Roholt added that DPI has a page with sample policies that provides a good place to start. Roholt will see about linking it to the IFLS website.

### **ADJOURNMENT:**

*Motion to adjourn by Krueger (DP) at 12:23 pm. Jones (FC) seconded.*

Joanne Gardner, Recorder