

**MINUTES**  
**MORE Directors Council**  
*Friday, May 19, 2017*

**Present/Attending:** James Nalen (AM), Leslie LaRose (AU), Linda Heimstead (BL), Kathy Larson (BB), Ginny Julson (BO), Katelyn Noack (CA), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Rob Ankarlo (CU), Barbara Krueger (DP), Tiffany Meyer (EL), Katie Johnson (EW), Alyson Jones (FC), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Kim Hennings (NR), Mary Hebda (OG), Kelly McBride (OS), Christy Rundquist (PE), Jacquie Pooler (PL), Katherine Elchert (RL), Nancy Miller (RF), Krissa Coleman (RO), Cathy LeFevre (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Lori Stanek (ST), Karen Furo-Bonnstetter (WO).

**Proxies:** Kathy Larson for Regina Arndt (AL), Karen Furo-Bonnstetter for Rebecca Dixen (BA), Katherine Elchert for Sue Quesier (BN), Hollis Helmecci for Kathy Voss (BR), Mary Hebda for Dawn Ayers (CM), James Nalen for Lynne Schauls (CE), Jolene Albricht for Lisa Bragg-Hurlburt (CO), John Thompson for Marlene Nelson (FR), Ginny Julson for Marilyn Blumer (GC), Nancy Miller for Tina Norris (HU), Tiffany Meyer for Bea Volgren (MI), John Thompson for Deb Hyde (PF), John Thompson for Jane Enright (PR), James Nalen for Allison Lutz (TL).

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

**Absent:** Amber Yares (DR), Pamela Westby (EC), Michelle Johnson (HA), Rebecca Smith (PH), Sarah Adams (SC).

**CALL TO ORDER:**

Larson called the meeting to order at 10:03 am.

**ESTABLISH A QUORUM:**

Julson confirmed that a quorum was established by roll call vote.

Alyson Jones accepted the director position at Altoona. Two new directors were introduced: Katelyn Noack from Cadott and Katie Johnson from Elmwood.

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

Compliance with open meeting law was verified.

**MODIFY/APPROVE AGENDA:**

*Motion to approve the agenda by Hennings (NR); Elchert (RL) seconded. Motion carried.*

## **MINUTES:**

*Motion to approve the minutes from January 20, 2017 meeting by Helmecki (LA); seconded by Niese (CF). Motion carried.*

## **MORE ADMINISTRATOR'S REPORT:**

The online payment service started working again in late April. The problem included a simple fix after they realized it occurred after some changes PayPal made to their security protocols.

Boopsie developers keep assuring Roholt that we'll see the app soon. In talking with the developer, they have found a better way to pull in catalog data, so the delay might be for the good. The subscription start date will be adjusted to account for the delay.

Roholt provided some abbreviated usage statistics for Flipster through April. Beginning with the May statistics, Roholt will be forwarding to each library. There currently is not a good way to get the stats up on the dashboard.

*(Hebda arrived at 10:12 am)*

Nine attendees participated in the IUG conference and brought back lots of useful ideas. The attendees created a highlights webinar and Roholt provided the link to that in her report.

Efforts to reach more staff members with mini-training sessions at host libraries have been helpful. These sessions will continue to be held by Krejci, Setter, and Roholt. All staff will continue to be invited to attend any sessions.

Roholt thanked all who completed the cataloging survey. Useful feedback was provided as well as some ideas.

*Motion to approve the MORE Administrator's Report by LaRose (AU); seconded by Krueger (DP). Motion carried.*

## **MORE FINANCIAL REPORT:**

The MORE Financial Reports were posted a couple days ago. Roholt commented that nothing was too notable and welcomed questions.

*Motion to approve the MORE Financial Report by Rundquist (PE); seconded by Jones (FC). Motion carried.*

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

Thompson noted that a new refrigerator was purchased and stocked with a variety of water and sodas.

A survey was sent to library directors regarding IFLS Staffing. Gus Falkenberg requested to go to half time and focus on technology. IFLS is looking to create a 20 hour/week position for PR and Graphic Design. It is possible that we can share staff of Wisconsin Valley. The survey results should help determine how best to manage the position.

The System Redesign process is moving along. There was some feedback from the library community and Steering Committee on how to move forward with the process. There will be a retreat held in July and they may redesign the roadmap for the last phase of the process. Overall, the timetable for the workgroups won't be affected or change.

The IFLS Board of Trustees will meet next Wednesday. The 2016 Audit is on the agenda. The Personnel Committee will also meet that day and review information received for the Director Evaluation.

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

#### Bibliographic Record and Standards Committee

Larson noted that the IFLS website has posted the Lending vs. Owning Circulation Rules summary online. Other documents are posted as well including the materials from last year's loan rules committee and the survey results. Directors were encouraged to read the minutes and summary.

#### Operations Committee

Roholt reported that the Ops Committee met earlier this month and finalized the Damaged Items report. The committee determined that having two separate forms was confusing so opted for one form that includes instructions on how to handle damaged items. The Ops Committee would like everyone to start using the form on June 1<sup>st</sup>. A copy of the form was handed out. The master is linked on the IFLS website and can be printed on canary yellow paper. Roholt will include information in TWAM also. The form can be used as a flag. Libraries should not fold up the form and stuff it inside the damaged item.

### **RENEWAL DATE OPTIONS:**

At the May Executive Committee meeting they recommended that MORE change its renewal options to renew from the due date, and remove the "too soon to renew" restriction.

Several directors voiced concern with savvy patrons being able to renew items and have materials for 90 days. Another concern expressed was the ability to change due dates on materials from other libraries for patrons who want one due date on all materials.

Some directors wanted to talk with their desk staff and get feedback on this change. Roholt was ask to provide a snapshot analysis of how often situations come up where this change would be problematic.

*Motion to table Renewal Date Options until the next Directors Council meeting by Helmecci (LA); seconded by LeFevre (SA). Motion carried to table.*

### **INSTITUTION CARD GUIDELINES:**

The MORE Directors Council previously discussed the need for the Operations Committee to consider Institution Card policies as there is currently no system-wide policy for these cards.

Roholt noted that just about every library has some Institution Cards in use. Very few libraries have policies. The MORE Operations Committee provided Institution Card recommendations. The recommendations use Eau Claire library's policy as a starting point. Currently there are about 250 Institution Cards in use with almost all libraries represented as the home library for these cards. Roholt can do a report and see what's all out there.

The Ops Committee is recommending that the Institution Cards be issued at the home library so it is known which library issued the card and what the local policy is.

Institution Cards double the number of checks and holds that are allowed. The Ops Committee recommends tidying up the Loan Rules with 4-week checkouts for all materials except Lucky Day, rentals, and ILL.

The Ops Committee also recommended updating the Fine Schedule. The recommendation is no fines except on: ILL, Lucky Day Book, Lucky Day DVD, 3-Day Rental, and 10-Day Rental.

Current practice is that expired cards are blocked from checkouts and placing holds, when the cards expire. Ops agreed with this practice.

Roholt didn't feel the Institution Card Recommendations could be adopted as a MORE Policy as they include reliance on the local library policy; but these guidelines should be valuable as a guideline for libraries.

*Motion to accept Institution Card Guidelines by Julson (BO); seconded by Coleman (RO). Motion carried.*

### **BUDGET PREVIEW:**

In recent years, MORE has followed a similar schedule which includes review of the preliminary budget in May. No new products were included for 2018; but some dollar amounts were adjusted. Nothing has been removed. Between now and early July, Roholt is happy to take feedback on the budget.

The budget hearing is set for July 7<sup>th</sup>. Directors and MORE Staff will go through the budget and take recommendations to add, remove, or change dollar amounts. Following the budget hearing, the MORE Executive Committee meets to discuss and approves a recommended budget. The approved budget will be posted. Two weeks

later (July 21<sup>st</sup>) the recommended budget will be brought to the MORE Directors Council and voted on.

Roholt reviewed the 2017 Revised/2018 Preliminary MORE Budget with the Directors Council and noted the following:

- A 3.5% increase for Sierra
- Decrease in MARCIVE service (automated record cleanup service)
- Decrease in Library Elf Subscription (text notifications to patrons)
- Decrease in NoveList Select Subscription
- Encore (main catalog software) no cost increase/second year payment on three year subscription
- Subscription to Decision Center will be up in October 2018. Funds have to be included if we want to continue. Roholt plans to get a price quote before July 7<sup>th</sup> budget hearing
- Content Café is a little less expensive than the product we had before and more cover images are displayed
- The library app Boopsie includes funds for the year 2 payment. The subscription start date will be pushed out further.
- iTIVA from Talking Tech cost came in higher than the firm quote from Innovative. Between the startup and annual maintenance costs, there was enough to cover the first year costs. The Executive Committee recommended moving forward with it in light of the higher costs. The current teleforms will be going away without an overlap period. The product is not getting any cheaper and if the current system dies, we would need it anyway.
- IFLS Management Charges are based on IFLS's state aid and includes some personnel, meeting expenses, travel for training; and telephone expenses. Thompson noted that state aids are flat funded; although there has been some movement to get \$1.5 million added into State Aids. That would roughly be a 10% increase. The MORE formula is based on state aids. It was noted that the Management Fee hasn't changed in five budget cycles. It was noted that the subsidy to libraries would also be going up.
- CVTC Data Center Charges remain the same. The Data Center is hosting Sierra and Encore servers and provides a stable environment.
- Conference Training Expenses have remained at \$7,000 for a long time. Typically two MORE staff and two from MORE are sent to the annual IUG conference. The number of attendees varies based on where the conference is held.
- The trifold MORE brochures are due for printing soon.
- Electronic Periodicals (Flipster) is budgeted for \$10,000 which is the same as 2017. Roholt did note that actual costs were closer to \$16,000 because a few libraries pitched in extra subscriptions.
- The flat allocation for Freading eBook Service should cover just fine based on the current rate of use.
- The Resource Sharing/Collection Development Committee is weighing in on the high-demand materials project and plan to bring their recommendation to the budget hearing.

The 2018 Preliminary MORE Budget is based on the MORE approved formula with 2016 data. A table with the cost allocations was provided.

Roholt noted that the preliminary budget reflects a 7.7% increase over 2017. It was noted that the IFLS subsidy/subsidy per library has increase by 5%.

Roholt has not heard about any new products to explore, but welcomed suggestions.

The new logo that was approved will be included on the updated MORE homepage and is also expected to be displayed on the trifold brochure.

Questions were asked about training for WordPress to assist libraries in updating their library websites. It was thought a workshop on WordPress and websites would be beneficial.

Any additional suggestions related to the budget should be directed to Roholt.

### **CORRESPONDENCES:**

Setter noted that the bulk order of receipt paper rolls have arrived. Libraries can take their supply with them today. The rest will be shipped via courier next week.

Burnham thanked the libraries for emailing her and checking in to see how the library fared with the recent storms/tornadoes. Several offered assistance as well.

Coleman (RO) noted that everyone was invited to lunch at Cancun Mexican Restaurant and that it is a great chance for librarians to network as well.

LaFond inquired about return of items from Lucky Day collections. Roholt will put a reminder in TWAM about returns from the Lucky Day collections.

### **ADJOURN:**

*Motion to adjourn 11:47 am. Niese/Helmeci.*

Joanne Gardner, Recorder