

MINUTES
MORE Directors Council
Friday, November 17, 2017

Present/Attending: Alyson Jones (AL), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Sue Quesier (BN), Megan Taylor (BB), Ginny Julson (BO), Diane Weber (BR), Katelyn Noack (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), Katie Schneider (EW), Marlene Nelson (FR), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Bea Volgren (MI), Jessica LaPean (NR), Mary Hebda (OG), Rebecca Smith (PH), Kayla Campbell (PL), Carissa Langer (PR), Katherine Elchert (RL), Krissa Coleman (RO), Cathy LeFevre (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Lori Stanek (ST), Allison Lutz (TL); Karen Furo-Bonnstetter (WO).

Proxies: Jerissa Koenig for James Nalen (AM), Allison Lutz for Dawn Ayers (CM); Bea Volgren for Lynne Schauls (CE); Ginny Julson for Marilyn Blumer (GC), Rebecca Dixen for Michelle Johnson (HA), Jolene Sterk for Ted Stark (ME); Bea Volgren for Kelly McBride (OS), Rebecca Smith for Deb Hyde (PF), Krissa Coleman for Christy Rundquist (PE).

Also Present: Lori Roholt, Kathy Setter, Bridget Krejci, Deb Faulhaber, Maureen Welch, Joanne Gardner.

Absent: Laura Tomcik (FC), Nancy Miller (RF), Sarah Adams (SC).

CALL TO ORDER:

Coleman (RO) called the meeting to order at 10:01 am.

ESTABLISH A QUORUM:

Julson (BO) 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 Thompson (IFLS); Elchert (RL) seconded. Motion carried.

MINUTES:

Motion to approve the minutes from the September 15, 2017 Directors Council meeting by Thompson (IFLS); Krueger (DP) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

Following the September 15, 2017 Directors Council meeting, we learned via an electronic ransom note that there had been unauthorized access to our patron record database. The note

was sent via an online comment form to the Chippewa Falls library, which was passed along to Joe Niese, Kris Schwartz, and then Roholt.

(Dixen (BA) arrived at 10:10 am.)

The implication was that all of our patron data, including names, addresses, identification numbers like driver's license numbers, was obtained. The thought was that access was gained through the Boopsie App which was in development.

The first steps were to disable the database access provided to the app developer and notify our software vendors. Library directors and staff were notified about the incident about a week before posting a public statement on the MORE Online Catalog and IFLS websites and sending the statement via email to those for whom we had email addresses on file. John Thompson's contact information was provided for those with concerns and questions. Thompson and Roholt talked to a lot of patrons in person; which left patrons feeling reassured. There was about 25 requests from patrons who haven't used the library in years and/or had moved from the area that requested their library account be closed.

Several MORE staff met with several executives from Innovative Interfaces, Inc. (III), and learned that they had verified the conclusion that the hacker was able to modify the kind of database query used by a 3rd party software to retrieve a limited amount of patron data including barcode and telephone number. Innovative is confident that the most sensitive personal data – including driver license numbers – were not exposed.

The vendors are working on more secure connections among their products, and we will gather more information on that process to determine our next steps with the app developer.

Roholt wants to get a little more information from our vendor before posting the all clear. Roholt can see how the phone numbers could have been exposed, but wants a better understanding of how that was matched to patron barcodes.

Other steps included filing an Internet Crime complaint with the FBI, consulting legal counsel, and making a settings change to our public-facing catalog on advice from Innovative Interfaces. Roholt will post and email an update when the whole story has been pieced together to her satisfaction.

The consensus of the calls received was that they wanted and understanding and clarification. Callers were pleased to talk directly to someone and were assured.

(Johnson (EW) left at 10:22 am.)

The new Telephone Notification System (TNS) is still in the works. Roholt is confident that the service should be up and running before the end of the year with minimal interruption for patrons.

MORE staff efforts to reach more staff members with mini-training sessions at libraries across the system have been helpful overall. These sessions will be continued in 2018.

Motion to approve the MORE Administrator's Report by Furo-Bonnstetter (WO); seconded by Meyer (EL). Motion carried.

MORE FINANCIAL REPORT:

Roholt noted that although the MORE Budget has always had a contingency line, it has rarely been used to the extent as it has this year. Costs incurred from the data breach included bulk email fees and consultation with legal counsel.

Under new products, MORE paid for the startup and first year costs for the library app Boopsie. MORE is still on hold with them as they are working to Innovative to make connections more secure. Roholt wants to hear from Innovative how responsible the third-party is using our data and consider options moving forward. LaFond inquired if a library app is needed if the website will be more mobile friendly. Roholt responded that this is a good question to be mulling over.

Motion to approve the MORE Financial Report by Helmecki (LA); seconded by Krueger (DP). Motion carried.

IFLS DIRECTOR'S REPORT:

The models from the PLSR workgroups that were at the Wisconsin Library Association (WLA) conference are available and include recordings, PowerPoints, and summaries. If you'd like to provide feedback, be sure to do so now. The intent is to hand off the final draft of the models to the Steering Committee mid-February. The Steering Committee will provide feedback and the workgroups will have approximately four weeks to hand their final reports to the Steering Committee by April 2, 2018. Regional updates were cancelled in November and hope to provide in March or April if there is enough information towards the vision is available.

There is a call for library directors to participate in a focus group to review the governance of systems. There will be three regional meetings of the state. They are looking for participants of different-sized libraries. If library directors have an interest in being selected to share opinions on governance, they should fill out the form. Russell Consulting will facilitate the focus groups. This provides directors the opportunity to be open and candid in sharing their views and opinions.

It was shared that Christina Jones, former director at Altoona, now works at a branch of the Madison Public Library had her baby.

DAMAGED ITEM PROCEDURE:

The MORE Ops committee was asked to reconsider the Damaged Item procedure and came back with a change to add the underlined text to the procedure: "When the owning library receives it they need to decide whether to repair the damage, note the damage on the inside of the front cover and return the item to circulation, bill the patron responsible for the damage or the library that filled a hold with the damaged item, or withdraw the item." A note would be added to "Remember" list on damaged item slip: If you library fills a hold with a damaged item, the owning library may bill your library.

As the procedure currently stands, the owning library needs to go back to the prior patron and pursue billing that patron. This provision allows the owning library to bill the library that circulated the damaged item.

Coleman (RO) suggested that libraries take time to show library staff what the procedure entails and how staff should respond to damaged items.

Dixen (BA) expressed some concern that patrons would be waiting longer and with the Waltco attrition, this adds to the wait time for dealing with damaged items. Other discussion items included: what is normal wear and tear; consistency on what is returned as a non-fillable item; variances among libraries on what is considered billable; and the decision of the level of damage versus the patron being able to read the book.

Westby (EC) noted that there has been so much energy talking about identifying damaged materials. Westby suggested libraries start looking at collections with new eyes and taking pride in their collections. We want what is best for our customers. Libraries should look at copyrights, wear and tear, as items come in. If the item has many circulations, just replace the item. She further suggested making a phone call to the owning library regarding damage. Coleman (RO) added that libraries should focus on what is sent from your library and take that responsibility first. Make note of damage. This changes the whole concept. It was suggested that directors go back to their library and discuss with staff that everything that is loaned should be viewed and take the steps needed to note damage prior to the item leaving the library.

Hebda (OG) suggested the Demco website of how to repair and maybe influence a jobber to have guidelines. Be more proactive rather than complaining.

Coleman (RO) summarized the conversation by stating that when the yellow Damaged Item sheet is attached to an item, the library has the choice to send it back or to call the library. *Motion to accept the Damaged Item Procedure as presented by the MORE Operations Committee made by Julson (BO); seconded by Nelson (FR). Motion carried.*

PATRON RECORD DATA PLAN:

A lengthy recommendation was posted from the MORE Executive Committee and Roholt following their November 3rd meeting. In light of the recent data breach and state statute that would require to notify patrons if personal identification information is exposed, it is recommended to purge the ID field data, and no longer store ID data electronically. The MORE Operations Committee would be charged with drafting best practices for patron registration and managing old patron data. Roholt further recommended adding a note to each patron record from which ID data is removed: "ID field data removed on [date]".

Local library policy can dictate what is collected on paper forms. The recommendation doesn't get into the local library policies for what is required for registering patrons.

Westby (EC) moved to purge the ID field data, and no longer store ID data electronically. Charge the MORE Operations Committee with drafting best practices for patron registration and managing old patron data; seconded by Lutz (TL). Motion carried.

Elchert (RL) suggested that although there may be some that will take advantage with a duplicate card; it is the best thing moving forward for patrons and their security.

It was noted that a lot of other systems do not retain ID data electronically. If IFLS had to notify 250,000 patrons, the bill for that would be well over \$100,000. This is a liability if we retain that

information electronically. We must weigh the risk taken in order to retain the driver's license electronically versus the small percentage of duplicate library cards.

The Council was reminded that it is not allowable to provide driver license numbers to law enforcement when assisting with materials recovery.

LOCAL PRIORITY FOR HOLDS:

Motion by Westby (EC) to amend our holds policy by adopting local holds priority, with a start date to coincide with the launch of lending library rules; seconded by Glover.

Motion passed by roll call vote.

Westby (EC) noted that with lending library rules on the horizon, she believes this policy will help alleviate some of the existing issues we are currently facing with our courier services and will proactively address some of the unintended consequences of lending library rules. Westby continues that we are experiencing inconsistencies with our courier services and receive numerous customer complaints about delivery on an ongoing basis. Though this proposal will not completely resolve the issues, we can cut down transit holds and reduce the number of items in backlog, alleviate some of the bottle neck we've been experiencing in resource sharing among the libraries, and maintain the public's faith in our ability to perform. As more libraries embrace using the high demand holds list to select and purchase items, popular formats, and popular subject areas the more we show that libraries are relevant and valuable to the communities we serve. Our policies and procedures are customer driven helps build better relationships and becomes the norm. Spending owning library money on the library's own customers is one of the strongest arguments for making this change. Our cardholders will see their home library materials more often, which will boost our public image, and garner more library support locally.

Concerns and issues raised with local holds versus priority paging included: the impact of slowed courier service on holds; limited materials budgets; having materials available for local patrons; easier to justify getting local funding when materials available locally; the thought that lending library rules and local priority holds go hand in hand as evidenced by Bridges Library System which has had great success; impacts of implementing the Lucky Day collections to address long holds; and MORE libraries are paying into the consortium for equal access.

Welch is working with Waltco on backlog delivery issues. Libraries should let Welch know if they hear complaints from their patrons. Westby thanked Welch for her work with the delivery issues but added delivery issues have been a concern for over a year.

LaRose (AU) noted that the initial study done in 2015 (with the 30 page document provided) found difficulty in collecting data. Roholt noted there are unknowns and ramifications of that. The MORE settings do not involve a lot of underlying work and it is easy to switch back and forth. It will take some time to gather data and see how it is affecting patrons.

Motion by Thompson (IFLS) that the Resource Sharing Committee evaluate how to spend and assign ownership for High Demand materials; Smith (PH) seconded. Motion carried.

(Yares (DR) left at 12:25 pm.)

**2018 DIRECTORS COUNCIL OFFICER
NOMINATIONS AND ELECTIONS:**

The Executive Committee compiled a slate of nominees for Directors Council officers for 2018 which were provided and include: Krissa Coleman – Chair, Tina Norris – Vice Chair, Rebecca Smith – Secretary, and Katelyn Noack – Director-at-large.

Nominations from the floor were opened up. None were forthcoming.

*Motion to accept the Slate of Officers as presented by LaFond (CL); seconded by Helmecki (LA).
Motion carried.*

Carissa Langer from Prescott was welcomed to the Directors Council.

ADJOURN:

Meeting adjourned at 12:29 pm.