

**MINUTES**  
**MORE Directors Council**  
*Friday, January 19, 2018*

**Present/Attending:** Alyson Jones (AL), Amy Stormberg (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Sue Christianson (BN), Megan Taylor (BB), Ginny Julson (BO), Diane Weber (BR), Katelyn Noack (CA), Carol Burnham (CH), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Pamela Westby (EC), Tiffany Meyer (EL), Katie Johnson (EW), Laura Tomcik (FC), Kris Surbaugh (FR), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Bea Volgren (MI), Jennifer Rickard (NR), Mary Hebda (OG), Kelly McBride (OS), Rebecca Puhl (PH), Kayla Campbell (PL), Carissa Langer (PR), Katherine Elchert (RL), Nancy Miller (RF), Krissa Coleman (RO), Rebecca Schmitt (SV), Su Leslie (SC), Lori Stanek (ST), Karen Furo-Bonnstetter (WO).

**Proxies:** Sue Christianson proxy for Dawn Ayers (CM), John Thompson proxy for Joe Niese (CF), Hollis Helmecci proxy for Amber Yares (DR), Barbara Krueger proxy for Glenwood City, Rebecca Dixen proxy for Michelle Johnson (HA), Krissa Coleman proxy for Tina Norris (HU), Karen Furo-Bonnstetter proxy for Christy Rundquist (PE), Shelly Rae proxy for Cathy LeFevre (SA), Barbara Krueger proxy for Ginny Scheiderer (SO), Sue Christianson proxy for Allison Lutz (TL).

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

**Absent:** Lynne Schauls (CE), Deb Hyde (PF).

**CALL TO ORDER:**

Coleman (RO) called the meeting to order at 10:06 am.

Welcome and new faces. Introductions.

**ESTABLISH A QUORUM:**

Puhl (PH) 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 November 17, 2017 Directors Council meeting by Burnham (CH); Meyer (EL) seconded. Motion carried.*

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

We finally have closure (more or less) on data breach last fall. Innovative figured out that the problem involved the classic catalog software. This vulnerability existed and just flew under the radar, except that in the ransom note it implicated library app Boopsie. With the app being available, the masses became aware of us. An updated notice is now posted to the online catalog. IFLS has not been inundated with calls. Libraries should feel free to pass along questions from patrons to us. The combination of data exposed won't open someone's identity to the world. There is very limited harm to our patrons. Roholt plans on pursuing some recompense from Innovative with either a credit or payment to cover legal fees incurred. Roholt will keep the Directors Council posted on Innovative's response.

We have launched into the new cataloging framework for the year. Several libraries have started working with the CABS (Cataloging and Bibliographic Services) service. Certification training was held for staff who will continue to catalog for their libraries.

The refreshed MORE Online Catalog Homepage will be released on February 6<sup>th</sup>. Roholt will post a message on the current homepage in advance of the switch, and new MORE brochures to match the homepage are available. Libraries should be sure to pick up the new brochures and up to two posters available for each library. These items incorporate the new logo.

Roholt, Setter, and Krejci started mini-training sessions. These sessions have been helpful in reaching staff who have trouble travelling for training. Let MORE staff know if your library would like to host a mini-training session.

We are getting close to getting the Telephone Notification System (TNS) up and running. Roholt asked for some volunteers to take calls on Monday afternoon to see how the messages sound.

Paperwork related to the annual reports was handed out prior to the start of today's meeting. The top two sheets provide explanations of the prefilled fields. Each library also has their own spreadsheet of circulation by their Act 150 location. Electronic versions of the spreadsheets are also available. The final sheet is a round-up of circulation numbers over the past few years dated back to 2013. It also reflects the systemwide trends. System-wide, circulation has decreased 1.1%. For the prior three years, the difference was between 4 and 5 percent.

## **MORE FINANCIAL REPORT:**

Roholt noted that there was nothing unusual for expenses in 2017. The one mention was that contingency was used to cover the data breach notifications. It is hoped these funds will be recovered from Innovative.

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

Thompson noted that Centuria library has completed their Annual Report. Thompson and Juli Button will keep an eye on emails that library reports are ready for review. Some deadlines were provided by Thompson and libraries should stick to them as best as possible. There is a very short window for IFLS to review and send the reports to the State.

Two Annual Report workshops will be offered with one in Roberts and the other at IFLS. During the workshops, Thompson and Button will walk through the Annual Report and then provide an opportunity to complete the report with Button and Thompson offering individual help as needed.

Thompson noted that Gus Falkenberg is resigning towards the end of May 2018. Falkenberg and Kris Schwartz are working with Wisconsin Valley Library Service regarding tech support. Thompson doesn't anticipate diminished tech support. We'll see what is needed for staff and adjust from there.

Libraries should have received information about signing up to be on the Core Recommendation Committee (CRC) or volunteer for the summit to put the final recommendations from PLSR together. The CRC group will involve more time and 10 individuals will be selected statewide. It is hoped the PLSR work will be wrapped up by summer of this year and handed off to the Department of Public Instruction.

Library Directors did a focus group conversation about the process. As a follow-up a survey will be sent to each library. Libraries should look for it and complete the survey.

Once the work on governance and administration is done, there will be a comment period following. IFLS is talking about doing something within system boundaries to share this information out.

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

Furo-Bonnstetter (WO) noted that the MORE Operations Committee has been working on best practices and the MORE registration cards are up for a redo. The committee is looking to list the minimum amount of information needed. Roholt noted that MORE Operations Committee was asked by the Directors Council in November to review the guidelines and best practices for registration.

Elchert (RL) reported that the MORE Resource Sharing/Collection Development Committee met in December. They reviewed the Flipster recommendations and budget issues. The committee also discussed the high demand hold project. It was noted that the whole Flipster collection costs a little over \$17,000. MORE pays \$10,000; Eau Claire contributed \$5,000; Rice Lake contributed \$1,200 and Woodville paid for a subscription.

Roholt (MORE) noted that the MORE Bibliographic Committee has been discussing the switch to lending-library rules. Catalogers will have to be using some different codes. Kathy Setter is working with all the libraries to get ready for the switchover.

It was noted that libraries could do a better job promoting Flipster in-house. It was suggested that a PR piece could be created for libraries to promote Flipster.

#### **LIBRARY APP DISCUSSION AND POSSIBLE ACTION:**

As part of the 2017 MORE Budget, the Council voted to purchase a app for MORE. Boopsie is a dedicated library app which allows searching the catalog, accessing the patron account, and library information (hours, etc.) Boopsie was acquired by Demco software about a year ago. In

early 2017, the app became available in app stores in July 2017. Roholt did some testing at that time and the app wasn't working well. Anything involving patron data was taking too long. Roholt planned to do more testing and have directors test as well. Then the data breach occurred. At that time, access to the database was cut off. MORE has spent the fall and winter investigating. As mentioned earlier, the data was exposed through Innovative's classic catalog software. The library app developer didn't do anything wrong, it was just a poor performing product.

In December, Roholt contacted WiLS who agreed to work with the library vendor on behalf of the libraries. WiLS has been involved with other libraries using the Demco software. South Central was not happy with their app either and received a full refund for the software.

When we first learned about the data breach, Roholt went back and forth with Demco and Innovative. Roholt stopped hearing back from Demco software and no one reached out regarding the app. When Roholt contacted the new customer success representative, she hoped to have more information by today. Unfortunately, that did not occur. Thompson mentioned the situation to Stef with WiLS and she agreed to talk to the Demco representative and ratchet it up higher with the Demco software folks.

LaFond (CL) noted the whole idea behind the MORE redesign was to make it more suitable for mobile users. It was questioned if there was a need for a dedicated app. Roholt responded that is a question for the Council to decide.

Roholt noted that Demco has now launched a Discover Mobile app. If MORE had a choice of pursuing getting our money back and starting fresh or if they feel strongly enough to have an app for patrons.

Westby (EC) spoke with some key staff and they offered three recommendations which include: 1-a fully mobile app for the catalog. Patrons could get messages on a smart phone for renewal or overdues or notification for pickup. 2-is there a need for the classic catalog anymore? 3-If we did away with Library Elf and just rely on the Mobile App to send the messages. Westby (EC) suggested we should keep pushing forward and not get hung up on what we have always done.

Puhl (PH) agreed with the importance of providing a library app for patrons. Although it is not certain we should stay with Demco or a different product. Roholt noted that Innovative does have an app product; but it doesn't work for the consortia. Setter added that they are working on making it consortia friendly. Stark (ME) noted that if the mobile app is done right, it can be very useful and would go beyond just a mobile friendly website. Several Council members agreed that a library app is important and that MORE should explore Demco's product and see what Innovative can do with a consortia-friendly app. The Council would like to pursue a refund from Boopsie and that money could be used towards other options for app products.

*Motion by Thompson (IFLS) direct Roholt to explore the current Demco Software product and new product developed at no cost, and to obtain a refund for Boopsie. Roholt to explore further with Innovative about what Innovative's product would look like for the MORE consortium and bring back information for the MORE Directors Council. Furo-Bonnstetter (WO) seconded. Motion carried.*

## **LUCKY DAY POLICY DISCUSSION AND POSSIBLE ACTION:**

Elchert (RL) noted that the Lucky Day Policy outlines the policies including the fines and rental on lucky day items. Elchert (RL) wanted to make the point that it is not appropriate that a MORE policy specifies a fine policy in a collection. Her library board directs her that the library is fine free. Elchert (RL) suggested that the fine sequence be removed from the Lucky Day Policy. Rice Lake has been waiving the fines. Local library boards are in control of fines for their library.

*Christianson (BN) made a motion to strike the paragraph from the MORE policy about the Lucky Day policy that covers fines, materials, and circulation. The last sentence will remain (Lucky day items should be returned to their home library location.) LaRose (AU) seconded. Motion carried by voice vote.*

LaRose (AU) clarified that the Lucky Day policy will not go away, the revision would put the fines and loan periods in hands of local library boards rather than MORE.

## **ESTABLISH A COMMITTEE TO CONSIDER THE DIRECTOR'S COUNCIL VOTING SCHEMATICS:**

At the last Executive Committee meeting it was suggested that a committee should consider the voting schematics for the MORE Directors Council. Volunteers were asked to serve on this committee. Those who volunteered include: Helmecci (LA), Westby (EC), Puhl (PH), Furo-Bonnstetter (WO), Coleman (RO), Miller (RF) and Setter (MORE).

Roholt noted that voting schematics are referenced in the bylaws of MORE. Any changes would have to go to vote to amend the bylaws. Proposed amendments would need to be shared with members 45 days prior to vote.

The committee can make any proposed recommendations to the MORE Executive Committee. Thompson noted that the committee is subject to open meeting laws.

## **OTHER:**

Anne Hamland was introduced to the Council. Hamland has held various positions. She was Director at the Medford Public Library; Wisconsin Valley Library Service's PR and Communications Coordinator. Hamland does marketing and now has added duties for websites and youth services. Feel free to contact Hamland who works out of the IFLS Office. Hamland is the go-to person for WordPress while Rebecca Kilde works with Drupal websites.

## **ADJOURN:**

*Motion by Krueger (DP) to adjourn at 11:47 am. Furo-Bonnstetter (WO) seconded. Motion carried.*

Joanne Gardner, Recorder