

MINUTES
MORE Directors Council
Friday, March 16, 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), Katelyn Noack (CA), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Tiffany Meyer (EL), Katie Johnson (EW), Laura Tomcik (FC), Kris Surbaugh (FR), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Ted Stark (ME), Bea Volgren (MI), Katie Marsh (NR), Deb Hyde (PF), Rebecca Puhl (PH), Kayla Campbell (PL), Nancy Miller (RF), Krissa Coleman (RO), Cathy LeFevre (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Su Leslie (SC), Lori Stanek (ST), Allison Lutz (TL), Karen Furo-Bonnstetter (WO).

Proxies: Carol Burnham for Diane Weber (BR), Sue Christianson for Dawn Ayers (CM), Bea Volgren for Lynne Schauls (CE), Kim Hennings for Pamela Westby (EC), Tina Norris for Amanda Brandt (GC), Rebecca Dixen for Michelle Johnson (HA), Carol Burnham for Mary Hebda (OG), Bea Volgren for Kelly McBride (OS), Karen Furo-Bonnstetter for Christy Rundquist (PE), John Thompson for Carissa Langer (PR), Hollis Helmecci for Katherine Elchert (RL).

Also Present: Bridget Krejci, Joanne Gardner.

Absent: Amber Yares (DR), Jill Glover (LU).

CALL TO ORDER:

Coleman (RO) called the meeting to order at 10:02 am.

New directors were welcomed.

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 Jones (AL); Krueger (DP) seconded. Motion carried.

MINUTES:

Motion to approve the minutes as amended from the January 19, 2018 Directors Council by Norris (HU); Niese (CF) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

The MORE Administrator's Report was available on the website and Thompson (IFLS) would take any questions as Roholt was not in attendance.

It was noted in the report that Setter is working hard at changing item type codes in all libraries' records in preparation for MORE's switching to lending library rules. It is expected that all system settings will be in place for the switch to lending library rules by the end of March or early April. As these changes roll out, please continue to report any unexpected behavior.

The bulk supply order should be arriving in the next couple of weeks.

LaFond (CL) and Dixen (BA) noted that they have received complaints with the new MORE Online catalog homepage. Patrons were confused and thought it was the digital library. It was suggested that maybe adding a tag line below the logo would help. Another suggestion was to move the Wisconsin Digital Library link below the catalog. There was the thought that the larger book covers may be causing the confusion and too prominent. Suggestions were to describe what the book covers were and reduce their size somewhat so access to the databases can be seen without scrolling down.

IFLS DIRECTOR'S REPORT:

Thompson noted that the Public Library System Redesign (PLSR) workgroup report is scheduled to be completed by April 2nd. It will range from 150-300 pages. The full report is broken out into sections for each workgroup; such as continuing education. When the categorized report is handed off to the Steering Committee and the Core Recommendation Committee (CRC); it will be easier to digest with feedback within each category. The CRC has been selected and notified. Stormberg (AM) and Helmecci (LA) are on the committee from IFLS. The CRC will work with the Steering Committee for the report to be released in June 2018. There will be two listening sessions within IFLS in June. Rice Lake on June 26 and Menomonie of June 27. A summit will be held at the end of July. Focus groups and a follow-up survey was conducted by Russell Consulting. There was close to 75% participation by libraries in completing the survey. If Thompson is slow in getting back to librarians, please remind him. As chair of the Steering Committee the workload has been heavy and he may need a heads up to get a visit scheduled.

ISSUES/REPORTS FROM RESOURCE SHARING/COLLECTION DEVELOPMENT COMMITTEE:

Helmecci (LA) reported on behalf of the Resource Sharing/Collection Development Committee in Elchert's (RL) absence. At the last meeting, Elchert was selected as Chair and Renee Ponzio (EC) as Secretary. The Committee discussed the High-Demand Holds Project guidelines and distribution. They discussed how libraries are buying or not buying with consortia funds. It was recommended that the location code could be changed after the high demand period is done. It was proposed that items will be cataloged and processed at owning libraries in accordance with their standards with a location code that is non-specific to an individual library.

Helmecci noted that Maureen Welch explained that the system will get extra money from the state for Advantage buying this year. Welch explained the state buying strategies and how

Advantage works. Welch offered to make purchases for any individual libraries that had funds to donate to the system buying pool.

Welch currently prepares a column on collection development in the system newsletter and asked for suggestions on topics to put in future issues.

It was suggested that a webinar explaining tools libraries should prepare/analyze our collections would be helpful with local holds scenarios. The webinar will be archived.

Thompson noted that the Voting Schematics Committee met and are currently collecting data on what other consortia are doing for comparison.

LIBRARY APP UPDATE:

Thompson noted he and Roholt had a phone conference with Demco Software on Wednesday and requested a full refund on the Library App. MORE has a new customer service representative and he apologized and acknowledged that 2017 was not a good year for Demco and believed MORE had a good case for getting a refund. Demco has a new product called Discover Mobile. It has not been released yet and is still technically under development. Thompson and Roholt did indicate that MORE was not in the position to work with a new product that has not been tested or developed fully. Thus far, customer service with Demco Software has been fair to poor. Demco Supplies is a Wisconsin-based supplier and is used for about \$30,000 in library supplies purchased in bulk by Kathy Setter on behalf of libraries. Thompson noted that the tone of the conversation, the Demco Software representative seemed to know the significant issues with Boopsie; and because of those issues switched from development of Boopsie to Discover Mobile. Roholt is working with WiLS as well to get reimbursement on Boopsie. WiLS is a jobber for a lot of their products.

IFLS PLANNING BACKGROUND AND CONSIDERATIONS:

Thompson noted that every three years, IFLS conducts an in-depth planning process. In the two years between the in-depth planning, the Advisory Council of Librarians reviews the plan as well as it being sent to all library directors for input.

It is required by state statute that the system must create a Long-Range Plan in addition to the planning document we submit to the state. That plan requires us to actively involve libraries and our system board. The Advisory Council of Librarians began discussions last October of holding a facilitated planning in 2018. The thought was library directors were survey-fatigued and the fact that there was a significant number of new directors since the last in-depth planning activity.

Elchert, Westby, Furo-Bonnstetter, and Maureen Welch agreed to be part of a group that would create the planning process. Westby suggested an individual who conducted some visioning in Eau Claire. Unfortunately, the initial package costs start at \$50,000. Suggestions for a strategic planning facilitator can be sent to Welch and Thompson.

To provide some history of IFLS and MORE; IFLS was founded 40 years ago and includes 53 public libraries and one branch. Participation in the system is voluntary. MORE formed in 1999 and started operating in 2000 with 21 libraries. Chippewa Valley Technical College was part of the initial libraries; but left in 2006. The number of libraries grew from 21 to 49 with Bloomer, Amery, and Ogema being the last the join.

Systems were formed to provide access to everyone in the state and built on state statutes. It was noted that libraries, through library systems, have embraced cooperation instead of competition for local library users. A quote from Trustee Essential #17: In all cooperative efforts, sacrifices are sometimes required. Often these sacrifices are for the greater benefit of regional or statewide library users.” When we look at the dollars, we need to decide how best to provide services to everyone in the system by working together as a team.

There are several mandates systems and libraries must meet for participation. The MORE Shared System is not one of those mandated services; although it is one of the largest and most visible services.

When going through the planning process we may want to review how MORE is governed. Are 45 bodies the most-effective way to govern MORE or would regional clusters be more conducive? This conversation happened 8-9 years ago.

When making decisions for MORE; members need to operate effectively and cooperatively. Another consideration is meeting participation. Is the current meeting structure and location the best way to conduct the meetings? IFLS and MORE Staff have observed and heard comments about MORE meetings including conversations are difficult to hear and side conversations. When the planning is conducted, we should have a conversation of what might help logistically for meetings. Langby noted logistical issues that can make the meetings difficult and include: new library directors; hearing loss; side conversations, size of the group, meeting location, and use of microphone. Other considerations for meetings include having some ground rules, is Roberts Rule of Order working, and how to handle meeting topics. Thompson offered that a topic could be introduced at a meeting, and any voting needed would be brought to the next meeting to allow members time to research and digest the proposed action.

Thompson and Langby were looking for things the system can do to make MORE meetings work smoother and better.

Several MORE members spoke to the MORE Directors Council meetings. Scheiderer (SO) thought the MORE DC was formal, very intimidating, and as a new director she didn't feel the meetings were effective for cooperation. Scheiderer felt there was more cooperation at the informal lunch following the meeting. Another concern was that new directors don't have the history. Noack (CA) and other newer directors looked forward to the meetings where everyone talks about bigger issues. Noack learned so much that she didn't learn at her library.

Ideas floated to assist new directors include a little guide for the meetings. Another suggestion was to add hot links on the agenda. Directors could then prepare before coming to the meeting. Some directors noted that the IFLS website is not user-friendly when trying to locate information. It was suggested that if directors are unclear about a topic; they should be sure to contact IFLS/MORE Staff. IFLS also has worked with setting up new directors with mentors and they can be contacted as well.

LaFond (CL) noted that Polk County libraries used to meet monthly. St. Croix County libraries still meet and in fact are meeting following today's meeting. A lot of issues can be discussed at local levels. Often those discussions at a local level made discussions at the Directors Council meetings easier. LaFond inquired if there was a way to facilitate local level

discussions. Her thoughts are that votes would be better if there were local discussions prior to voting.

Christianson (BN) agreed that sometimes the MORE Directors Council can feel intimidating, yet after working through the WIN Project, realized IFLS/MORE have a lot going for us. She feels communication has improved and everyone should feel comfortable contacting other directors or IFLS/MORE staff. Jones (AL) added that the New Directors Bootcamp is a great opportunity provided by the state. A lot of useful information is provided as well as the opportunity to network.

Thompson reminded members to continue to remember that there have been conversations that were prior to when newer directors joined and they don't have that history. We need to ensure newer directors know the history.

What Langby was hearing is that the meeting format works well. She inquired if there are logistical things IFLS can do such as: more parking, microphone use, coming to front to speak, and curbing side conversations. Some directors noted hearing loss and stated if those who wishes to speak stood up they are easier to hear and can see their mouths when they are talking. It was noted that turnover will continue to happen. Taking time to explain history and providing links on the agenda would be helpful. Hennings (EC) offered up the Eau Claire library as a meeting space. Ankarlo (CU) has a portable speaker system the council could try. Langby noted IFLS also has one. Directors should send other thoughts on meeting logistics to Thompson and Langby.

FINES WITH NEW LENDING LIBRARY RULES:

The MORE Executive Committee discussed fine "ownership" and lending library rules and wanted to discuss two recommendations. A summary of Fine "ownership" and lending library rules was handed out for Directors Council discussion. The summary included waiving considerations, ecommerce considerations, and the Executive Committee recommendations made on March 2, 2018.

With a possible 15 out of 53 libraries being or going fine free; how will fines be handled with the new lending library rules. *The Executive Committee recommends that the libraries be free to follow local policy in waiving fines on any library's items.*

Another question is how to handle monies brought in through e-commerce for those libraries that are fine free. *The Executive Committee recommends that fines on Ecommerce collected for fines-free libraries be utilized for the High Demands Hold project.*

Marsh (NR) inquired if directors would be more willing to discuss possibilities of circumstances that all fines could be waived to have an amenable agreement with a short list of circumstances in which fines could be waived without having to make calls. Suggestions should be sent to Marsh (NR) and she will create that list.

Fine-free libraries as of spring 2018: Augusta, Baldwin, Deer Park, Eau Claire, Ellsworth, Elmwood, Fall Creek, Hammond, Hudson, Plum City, Rice Lake, Woodville

DIGITAL ACCESS CARD FOR SCHOOL STUDENTS:

Hennings (EC) brought forward a proposal to create a new ptype for a digital access card for school students; like what Milwaukee is using called the Library Now program. It was suggested that this would be a good conversation to take back to library staff and discuss.

LaFond (CL) would like to review of summary of the system used in Milwaukee. She liked the idea but had some concerns of implementation. Helmecci (LA) would also like to see a timeline to get a system up and running.

ONLINE CARD APPLICATION:

Hennings (EC) noted that the L.E. Phillips Memorial Public Library in Eau Claire has a printable PDF for library card applications available on their website. Would having this printable PDF be helpful on the MORE site? Eau Claire also offers applications with Spanish and Hmong translation as well. Patrons can print out the application, fill it out and then bring it to the library.

Furo-Bonnstetter (WO) noted that the MORE Ops Committee is redoing the MORE application and they could reconsider an online patron registration. MORE still has the module for this feature.

ADJOURN:

Motion to adjourn at 12:18 pm by Krueger (DP); seconded by LaFond (CL). Motion carried.

Joanne Gardner, Recorder