

MINUTES
MORE Directors Council
Friday, May 18, 2018

Present/Attending: Alyson Jones (AL), 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), Joe Niese (CF), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Pamela Westby (EC), Tiffany Meyer (EL), Katie Schneider (EW), Laura Tomcik (FC), Kris Surbaugh (FR), Amanda Brandt (GC), Tina Norris (HU), Jill Glover (LU), Bea Volgren (MI), Kelly McBride (OS), Deb Hyde (PF), Christy Rundquist (PE), Rebecca Puhl (PH), Kayla Campbell (PL), Carissa Langer (PR), Katherine Elchert (RL), Nancy Miller (RF), Krissa Coleman (RO), Shelly Rae (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Su Leslie (SC), Karen Furo-Bonnstetter (WO).

Proxies: Su Leslie for Amy Stormberg (AM), Sue Christianson for Dawn Ayers (CM), Bea Volgren for Lynne Schauls (CE), Rebecca Dixen for Michelle Johnson (HA), Maureen Welch for John Thompson (IFLS), Katherine Elchert for Hollis Helmecci (LA), Joleen Sterk for Ted Stark (ME), Katherine Elchert for Katie Marsh (NR), Rob Ankarlo for Allison Lutz (TL).

Also Present: Kathy Setter, Bridget Krejci, Joanne Gardner.

Absent: John Wolfe (DR), Mary Hebda (OG), Lori Stanek (ST).

CALL TO ORDER:

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

**ESTABLISH A QUORUM AND COMPLIANCE WITH
OPEN MEETING LAW:**

Puhl (PH) confirmed that a quorum was established by roll call vote. Compliance with open meeting law was verified.

MODIFY/APPROVE AGENDA:

*Motion to approve the Agenda as modified by Jones (AL); Glover (LU) seconded.
Motion carried.*

Agenda Item 8. Should be modified to read "Issues/Reports from MORE Committees.

Amanda Brandt (GC) from Glenwood City was welcomed to the MORE Directors Council.

MINUTES:

Motion to approve the minutes as amended from the March 16, 2018 Directors Council by Norris (HU); Niese (CF) seconded. Motion carried.

(Bragg-Hurlburt (CO) arrived at 10:08 am)

(Glover (LU) arrived at 10:09 am)

IFLS DIRECTOR'S REPORT AND LEAH LANGBY- CRISIS PREVENTION INSTITUTE PREPARE TRAINING:

Leah Langby noted that there is a budgeting workshop this afternoon and anyone was welcome to join whether signed up in advance or not.

Langby has been doing in-services at a few libraries offering practical ideas how to de-escalate challenging situations with patrons. This would be a great option for libraries for holding an in-service. Langby noted it could be done in 2-1/2 hours or stretched out further. People have found this useful and empowering. You can review situations before they escalate and tools are offered on how to handle situations.

MORE ADMINISTRATOR'S REPORT:

Roholt noted that the MORE Administrator's Report was a little longer. Roholt intentionally included more background on topics to be sure all members are on the same page.

MORE switched to lending library rules effective April 12, 2018. Kathy Setter worked with staff at each library to put all the appropriate settings in place to make this happen.

MORE also made the switch to local priority holds effective May 9, 2018. Roholt is interested in gathering any feedback from both staff and patrons.

(Scheiderer (SO) arrived at 10:15 am.)

Innovative Interfaces, Inc. has agreed to provide a content credit as recompense for the legal and communication fees MORE incurred while dealing with the 2017 patron data breach.

MORE Staff is happy to do training and host either mini or one-on-one training sessions at member libraries.

Roholt provided some background on the MORE cataloging options. So far, the new options seem to be working well, with the cataloging certification process underway, and CABS (Cataloging and Bibliographic Services) off to a good start. Most libraries chose

the cataloging certification program and Bridge Krejci has been on the road visiting staff and directors.

Deb Faulhaber is running the CABS program and has crafted a workflow and adjusted staff efforts to work towards having a high-quality record for participating libraries. They are happy to take new-comers.

Several MORE members and staff attended the Innovative Users Group (IUG) Conference. Roholt inquired how MORE members would like to receive reporting from the conference. The consensus was to receive a report that hits the highlights of the conference.

Roholt put together a MORE Glossary and posted it near the top of the MORE training page. A few copies of this document were available at today's meeting.

Roholt noted that during putting together information for the 2019 budget, it was discovered that all libraries were overcharged for their 2018 MORE costs. Roholt passed around a sheet which noted the amount of overcharge for each library. The cause was due to an errant formula in the Excel spreadsheet. IFLS will be offering a credit statement today for all libraries in the amount of the overcharge. If libraries need a check rather than the credit, you can let Juli Button know. The credit can be used for any bill for towards 2019 MORE costs. Roholt offered her apologies. The 2018 budget has been posted and the preliminary 2019 budget shows the corrections. Roholt will also send an email explaining the overcharge and reconciliation.

ISSUES/REPORTS FROM MORE COMMITTEES:

Furo-Bonnstetter (WO) reported on the MORE Operations Committee discussions. They discussed the data requirements for an electronic patron record and the electronic record retention policy. It was noted that some view online patron registration forms as good customer service. Patrons can print out the form, fill it in, and then bring to the library to complete the registration process and be issued a card.

Directors should ensure there are staff training reminders on the yellow damaged item slips. They can also call the owning library of a damaged item with questions.

Rundquist (PE) brought up the idea of including the amount of money saved by using the library on the due date slips.

Elchert (RL) reported on the MORE Collection Development/Resource Sharing discussions. Reb Kilde talked about shared promotions for this summer; including things to post to Facebook. All promotions are created in Canva and libraries can upload their own logo. Elchert noted that Kilde is wonderful to work with and very open to creating useful information for libraries.

The committee also discussed local priority holds in the high-demands hold project. The recommendation to be considered today is that items for the high-demands hold will be given a special location code. There will not be given a preference to who owns the item at the beginning. Once all the holds are exhausted, the code will be changed at IFLS and sent to the home library.

The committee received a Wisconsin Public Libraries Consortium (WPLC) update from Maureen Welch. IFLS is fortunate to have a lot of direct involvement.

Elchert (RL) noted there was a lot of frustration expressed about the yellow damaged item slips. Paula Stanton from L.E. Phillips Memorial Public Library in Eau Claire has created a spreadsheet of standards for charging for damage of their items. The document will be shared so other libraries may adapt it for their own purposes.

NEW BUSINESS:

Discussion and Possible Action on Patron Registration Policy

In November, the MORE Directors Council voted to no longer store ID numbers electronically in Sierra. At the same meeting, the Directors Council asked MORE Operations Committee to come up with patron registration guidelines. MORE Operations reviewed the guidelines which were then refined by the MORE Executive Committee.

The proposed policy was part of the meeting packet and if approved will be posted on the MORE Policies page.

The Directors Council discussed how to handle juvenile patrons when they become adults. Roholt noted that four times a year a search is done for those turning 18 and is a trigger for staff. Many libraries have those patrons fill out and sign a new registration form which is signed by the patron. Westby noted that this can serve as a great marketing piece.

Furo-Bonnstetter (WO) made a motion to accept the MORE Patron Registration Policy which will go into effect on Wednesday, June 20, 2018. Elchert (RL) seconded. Motion carried.

Discussion on Patron Record Retention Policy

Originally when the MORE Operations Committee was considering patron registration, they included a section about the proposed parameters for retaining patron records. The proposed recommendation for the MORE Electronic Record Retention Policy is for MORE to consider and lays out the parameters.

The recommendation is to delete patron records with expiration dates 3+ years past, CIRCACTIVE dates 1+ year past, and owing less than \$5 in fines.

MORE Operations recommended two additional parameters in an effort to clean up records. One would be to delete overdue fines assessed more than 5 years ago and the other to delete bills and manual charges assessed more than 10 years ago.

The Council also discussed how fines to libraries who are now fine free would be handled. Currently twelve libraries have gone fine-free: Augusta, Baldwin, Deer Park, Eau Claire, Ellsworth, Elmwood, Fall Creek, Hammond, Hudson, Plum City, Rice Lake, and Woodville.

Director Council members discussed the pros of cleaning up and waiving overdue fines that likely wouldn't be collected at this juncture. It was viewed as a positive towards public service and nice for the younger patrons whose parents may have abused their child's card to not have that issue. It was mentioned that some library board members would be against forgiving fines. It was noted by Elchert (RL) that we should not base policies on a few people; and instead let's elevate our communities. Our job as librarians is to protect a majority of the patrons. Coleman (RO) suggested bringing this topic up to the local library boards and get a grasp where they are at. Christianson (BN) noted that the library board's job is to set fines and it is within their scope. So; librarians do need their support as to not step on toes.

Coleman (RO) noted that libraries should run as a business. A basic business practice would be to include replacement costs in the budgets. Roholt added that she can run reports to see the dollar amounts we would be looking at to adopt the proposed recommendation. Westby (EC) would like Roholt to find out the total people affected, the dollar amount, and what that number is compared to the total collection and budget. And, how old the fines are. LaFond (CL) noted that if an item is obsolete or from 10 years ago, the item wouldn't likely be replaced anyway. Roholt will gather and circulate the requested numbers.

Discussion and Possible Action on Fine Waiving Policy Revisions

The MORE Directors Council discussed the fine waiving policy in March and it was agreed that Marsh (NR) would revise the policy and bring back for review. Extraordinary circumstances were added and outlined in the policy. This would avoid librarians having to make calls and provides a consensus of what qualifies as an extraordinary circumstance. Anyone can waive any fine in the outlined extraordinary circumstances.

After discussion, it was the consensus to add incarceration to extraordinary circumstances. It was also the consensus to break out Material Replacement Fees from the Fine Waiving Policy revisions.

Motion by Westby (EC) to remove replacement fees from the proposed MORE Fine-Waiving Policy. Incarceration will be added to hardships and policy to be approved as revised. Elchert (RL) seconded. Motion carried.

LaFond (CL) inquired if material replacement fees would be addressed with a policy. Roholt advised that libraries may continue to contact the owning library.

Discussion and Possible Action on Ecommerce Payment Distribution

The MORE Executive Committee made the recommendation to take fines accrued on fine free libraries and use them for the High Demands Material fund. Replacement costs would continue to be sent to owning libraries.

Motion by Westby (EC) to accept the proposed Ecommerce Payment Distribution as presented. Dixen (BA) seconds. Motion carried.

Discussion on MORE Budget Preview

The 2019 Preliminary MORE Budget includes increases we know about and where the 2018 overcharge is accounted for. The budget does not include new services.

Roholt went through budget and noted some highlights. There is a 5% increase built in for annual maintenance costs for Innovative. There are no funds included for a library app in the 2019 budget. MORE had already paid the startup and year 1 as part of the 2017 budget. There was no usable product and Roholt is still working on getting the money invested back and has no intention of paying the year 2 costs.

IFLS Management Charges are tied to system state aids that IFLS receives. State aid will go up in 2019 and so will this line item. The subsidy IFLS provides to libraries will also increase based on the increase in state aids.

Roholt noted a small increase in the Conferences line from \$7,000 to \$8,000. Kathy Setter hasn't needed to pay for the annual IUG Conference since she has been on the Steering Committee for the past 8 years. So, the increase will now be used to pay her attendance at the conference.

The systems' portion of the Statewide Buying Pool has been increased based on the increase in system usage. The Resource Sharing/Collection Development (RSCD) Committee recommends an increase to Flipster from \$10,000 to \$15,000. The recommendation is since libraries are contributing to this fund and the budget should not count on that additional allocation. LaFond (CL) asked for numbers related to usage of Flipster. Roholt will send this information out to libraries who requested.

Directors should send any ideas about products or services to investigate to her by mid-June. The next chance for Directors to weigh in on the budget would be during the Budget Hearing on June 29th. The Executive Committee will meet following the Budget Hearing and put together the recommended budget. This budget will be presented at the July Directors Council meeting.

To date, Roholt has heard of only one new product to explore. It is ecard; an online patron registration product. Furo-Bonnstetter (WO) asked if we could re-explore One Click or some other eservice audiobook. Miller (RF) would like to explore the savings calculator for patron receipts.

Discussion and Action on High Demand Holds Project Circulation Parameters and Procedures

The Resource Sharing/Collection Development (RSCD) Committee recommends that the pooled MORE funds (Collection Development Project) fill holds on a first-come, first-serve basis, but still processed at owning libraries.

Motion by LaFond (CL) to accept the recommendation 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. Noack (CA) seconds. Motion carried.

Before adjourning, Coleman (RO) wanted to recognize Nancy Miller (RF), who is attending her last official Directors Council meeting. Miller was thanked for her wisdom and involvement with MORE and the libraries specifically. There was a round of applause.

Miller is the last standing original library director from the MORE consortium. MORE meetings started in the Fall of 1999 and went live in July 2000. Tanya Misselt was hired as the new Director at River Falls. Misselt comes from Appleton Public Library and starts May 4th.

Following today's meeting, Directors were invited to join in for lunch and socialization.

Adjourn

Motion to adjourn at 12:12 pm by Krueger (DP); seconded by Noack (CA). Motion carried.

Joanne Gardner, Recorder