

MINUTES
MORE Directors Council
Friday, July 20, 2018

Present/Attending: Alyson Jones (AL), Amy Stormberg (AM), Rebecca Dixen (BA), 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), Pamela Westby (EC), Tiffany Meyer (EL), Katie Schneider (EW), Amanda Brandt (GC), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Ted Stark (ME), Bea Volgren (MI), Mary Hebda (OG), Kelly McBride (OS), Rebecca Puhl (PH), Kayla Campbell (PL), Carissa Langer (PR), Katherine Elchert (RL), Tanya Misselt (RF), Krissa Coleman (RO), Shelly Rae (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Su Leslie (SC), Karen Furo-Bonnstetter (WO).

Proxies: Alyson Jones for Leslie LaRose (AU), John Thompson for Linda Heimstead (BL), Carol Burnham for Diane Weber (BR), Sue Christianson for Dawn Ayers (CM), Bea Volgren for Leslie Peterson (CE), Su Leslie for Kris Surbaugh (FR), Rebecca Dixen for Michelle Johnson (HA), Krissa Coleman for Jennifer Rickard (NR), Rebecca Puhl for Deb Hyde (PF), Karen Furo-Bonnstetter for Christy Rundquist (PE), Rob Ankarlo for Allison Lutz (Turtle Lake).

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

Absent: John Wolfe (DR), Laura Tomcik (FC), Jill Glover (LU), Interim (ST).

CALL TO ORDER:

Coleman (RO) called the meeting to order at 10:05 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 presented by Norris (HU); Elchert (RL) seconded.
Motion carried.*

MINUTES:

Motion to approve the minutes from May 18, 2018 Directors Council meeting by Thompson (IFLS); Norris (HU) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

Roholt received verbal confirmation from Demco Software that they will provide a refund for the library app that was not useable. The app has been removed from app stores, so patrons will no longer stumble across a non-functional app. Currently, there is not a great option for a good app. Get in touch with Roholt if you hear of a suitable app to consider.

Libraries should be thinking about the four cataloging options for 2019. Libraries will need to select an option for their library in September/October.

At the May Directors Council, they discussed the potential for waiving old fines and fees on patron records. They discussed waiving fines after 5 years, and at some point, also clearing out old replacement costs. This would ultimately allow for more old records to be deleted. It is good practice not to hold a lot of old patron data. Roholt will compile some statistics about old accounts, amounts owed, etc.

Roholt posted a "MORE Glossary" on the MORE Training page on the IFLS website. Being familiar with these terms is useful in discussions with MORE staff and directors.

IFLS DIRECTOR'S REPORT:

Thompson noted that the comment period on the MORE Public Library System Redesign (PLSR) project has been extended to midnight on Sunday as the preferred deadline for comment. The data will be pulled and shared at the upcoming summit. If you cannot make the deadline, you can comment by noon on July 26th.

Tanya Misselt, Director at the River Falls Public Library, was welcomed to Directors Council.

ISSUES/REPORTS MORE COMMITTEES:

Furo-Bonnstetter (WO) noted that the MORE Operations reviewed the patron registration card and revised it similar to the one Eau Claire uses. Libraries do not need to issue a new card once a patron turns eighteen years old; although libraries can do what they want.

It was noted that hold cancellation notices were not being printed by several libraries and creating some slowness. A recommendation was made to automate the notice for hold cancellations. Libraries do not need to do anything differently at the library. A link was provided in TWAM (This Week at MORE) to automate the process.

There was a reminder to follow the procedures outlined for damaged items.

There was discussion on making the patron registration forms a PDF instead of paper since they would be shredded. Roholt noted that some libraries may choose to keep

their paper forms. It was suggested a PDF form could be made available and libraries would be free to run off their own. Westby (EC) noted that the L.E. Phillips Memorial Library in Eau Claire is working on an online option.

2019 MORE BUDGET:

There was a MORE Budget Hearing held at the end of June and a few slight changes were incorporated into the budget. Roholt will go by section and ask for questions on each section.

The overall cost to be billed to MORE libraries for 2019 is \$727,080. An attachment to the budget includes the IFLS subsidy off the top of \$58,717 and then \$540 per library. The total amount billed to libraries is \$668,363. Every library pays a percentage of that amount based on the formula.

Annual Maintenance:

The annual maintenance cost to Innovative assumes a 5% increase.

Other Products:

There are no big changes except that nothing is listed for Boopsie in 2019. MORE will not pay what is allocated for 2018 either. Those funds will move to carryover. There was some discussion about why funds would go to carryover rather than issuing a refund to libraries. Roholt and Thompson noted that in general when funds go unspent, it gets moved into carryover. It was also noted that funds could be used from carryover for a different product.

Host Site Expenses:

IFLS Management Charges on based on IFLS's state aid and includes some IFLS Personnel, committee meeting, training travel/meeting, and telephone expenses. IFLS received a couple increases in state aid the last couple years which are reflected in the host site expenses as well as the subsidy to libraries being bumped up.

The CVTC Data Center Charges are for hosting Sierra and Encore servers.

Meeting & Training Expenses:

There is an increase in Conferences for 2019 which would be offset by use of carryover funds. Typically, two MORE staff are sent to the IUG conference. The bump will allow a few MORE library staff to attend. In addition, in the past Setter got a free ride to the conference because she served on the steering committee.

Miscellaneous Expenses:

There is a small increase to Publicity. The thought was to create promotional materials for Libby.

Some contingency fees were used for the remaining legal fees in 2018 for the data breach.

Content/Material Purchases:

There are some increases in the content/materials purchases which are offset using carryover funds.

Electronic Magazines (currently Flipster) was increased from \$10,000 to \$15,000 as in the past, libraries have contributed additional funds, and MORE cannot rely on that. The \$15,000 will bring the budget closer to covering the actual costs should libraries not be able to contribute additional funds. It was suggested that the Resource Sharing/Collection Development (RSCD) Committee could research other electronic magazine options again; such as those available through OverDrive.

Welch noted that the Wisconsin Public Library Consortium (WPLC) is looking at the OverDrive buying pool usage which increased and the RSCD Committee recommended a \$10,000 increase for the buying pool. This increase would be covered by carryover. Welch does all the Advantage buying and opinions should be shared with Welch.

It was noted that the refund for the Boopsie App is not reflected in the budget. The 2018 unspent funds in 2018 for Boopsie are also not included in the carryover balance. It was suggested these funds not be spent and saved for an app. Roholt noted that historically, carryover funds are used for one-time expenses. The rationale is to not artificially decrease what libraries pay for one year, creating a large increase for the following year.

Reserves/Carryover:

Total reserves have been at \$224,000 and not be used for the last few years. They will remain at that level for the 2019 budget.

Motion by Furo-Bonnstetter (WO) to accept the 2019 MORE Budget. Westby (EC) seconds. Motion carried.

LOCAL PRIORITY FOR HOLDS:

Coleman (RO) hoped council members took the time to read the comments received on the Local Priority for Holds and MORE. Roholt provided the history on holds and included the display limitation and transit time information.

There was much discussion of both the pros and cons with the Local Priority for Holds. The switch to local priority for holds was made on May 9, 2018. The Resource Sharing/Collection Development Committee was directed to reevaluate local priority for holds after twelve months from implementation.

Pros expressed include: items received quicker locally; local items circulating has increased; DVDs are going to local patrons first; reduced time materials are in transit; materials are in patrons' hands quicker with less transit time; opportunity to get to know patrons better; and increased circulation.

Cons expressed include: losing trust of patrons; fear of budget reductions with no maintenance of effort; frustrations from patrons not knowing where they are in the holds queue; impact on budgets for smaller libraries; and staff time issue on managing holds.

Part of role of the library is to help patrons and library boards understand that local items may be available sooner for local patrons. Change is hard for patrons and it takes some time. Several council members thought we should wait the year and then review holds policy if needed.

Thompson noted it may be helpful for the Resource Sharing Collection Development Committee to review if the parameters being used for high demand material funds are still correct or if changes should be made. This would be a valid use of carryover funds.

ADJOURN:

Motion to adjourn at 11:45 pm.

Joanne Gardner, Recorder