

MINUTES
MORE Directors Council
Friday, September 21, 2018

Present/Attending: Alyson Jones (AL), Amy Stormberg (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Sue Christianson (BN), Megan Taylor (BB), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Barbara Krueger (DP), Pamela Westby (EC), Tiffany Meyer (EL), Katie Schneider (EW), Laura Tomcik (FC), Kris Surbaugh (FR), Amanda Brandt (GC), Tina Norris (HU), John Thompson (IFLS), Rebecca Puhl (PH), Kayla Campbell (PL), Katherine Elchert (RL), Tanya Misselt (RF), Krissa Coleman (RO), Shelly Rae (SA), Rebecca Schmitt (SV), Su Leslie (SC).

Proxies: John Thompson for Linda Heimstead (BL), Lisa Bragg-Hurlburt for Ginny Julson (BO), Carol Burnham for Diane Weber (BR), Sue Christianson for Dawn Ayers (CM), Katherine Elchert for Rob Ankarlo (CU), Rebecca Dixen for Michelle Johnson (HA), Katherine Elchert for Hollis Helmecci (LA), Joleen Sterk for Ted Stark (ME), Katherine Elchert for Jennifer Rickard (NR), Carol Burnham for Mary Hebda (OG), Su Leslie for Kelly McBride (OS), Rebecca Puhl for Deb Hyde (PF), Kayla Campbell for Christy Rundquist (PE), Rebecca Schmitt for Carissa Langer (PR), Barbara Krueger for Ginny Scheiderer (SO), Sue Christianson for Allison Lutz (TL), Barbara Krueger for Karen Furo-Bonnstetter (WO).

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

Absent: Interim Director (CA), Leslie Peterson (CE), John Wolfe (DR), Jill Glover (LU), Jill Glover as proxy for Bea Volgren (MI), Interim Director (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); Westby (EC) seconded.
Motion carried.*

MINUTES:

Motion to approve the minutes from July 20, 2018 Directors Council meeting by Norris (HU); Elchert (RL) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

Roholt was pleased to report that we can finally close the books on the Library App saga. MORE received a refund of year 1 costs, and several weeks later the start-up costs. An apology from the President of Demco was received.

While not a MORE project, a new subscription service Lynda Library will be funded by IFLS. It is a continuing education service featuring tutorials on a wide range of topics. IFLS will be paying for the first year of the subscription and possibly a partial subsidy after the first year. Eau Claire currently has a subscription to Lynda.

Roholt appreciates the feedback about cataloging options for MORE in 2019. There are four options and libraries are still selecting from those. The framework is working well.

Roholt noted there may be an issue with some libraries purchasing unauthorized or bootleg DVDs. Paula Stanton of Eau Claire will be hosting a webinar on October 3rd. Following the webinar, the Resource Sharing and Collection Development (RSCD) committee will explore the issue further. The current thoughts are that this can be caught at the point of ordering.

On behalf of the MORE Directors Council, Coleman thanked Roholt for her continued efforts on getting a full refund on the Library App.

IFLS DIRECTOR'S REPORT:

Thompson noted that the Public Library System Redesign (PLSR) process is still ongoing. Work has started on the first draft of the report and will be released for comment in mid-October. The goal is to hand off the plan in December to the State Superintendent of Public Instruction. There has been a lot of conversation and input on the plan and goals. Some of the goals include fewer systems in the state, a CE portal with director certification online, review of funding formula, and standards for library systems.

IFLS has been received a grant where funds would need to focus on a workforce development project. It has been decided to provide access to the Lynda Database, which offers continuing education tutorials.

Thompson discussed the status of the IFLS/MORE 2019 budget. Health insurance options have not come in favorably. IFLS has always used some carryover in the budget as we are always in a structurally deficit. IFLS is looking at voluntary staff tweaks where employees opt to reduce their full-time work week down from 40 hours. Our biggest expenditure is payroll, then delivery costs come in second and then the MORE subsidy. Thompson is not anticipating any reduction in services offered; there just may be a little longer response time. The longer response time would not apply to tech or emergency situations.

It was voiced that perhaps MORE could take more of the hit rather than just the staffing. Thompson noted that whenever there is staffing change or retirements, IFLS evaluates the staffing and services.

Thompson noted that the system name change was unveiled at the system planning meeting. It would be IFLS Library System with the tag line of Inspiring and Facilitating Library Success.

Director changes include Diane Weber resigning from Bruce; Katelyn Noack left Cadott; and New Richmond has not yet posted the director position with Katie Marsh leaving. LaFond noted that at a recent rural library conference there was discussions on the level of difference on support of libraries. Many libraries across the nation are finding success going beyond the library world to hire directors. The council discussed how lack of funding and non-supportive library boards can lead to burnout. It was further discussed that there are many more social skills required that librarians do not receive education about such as active shooters, blood pathogens, homeless, addictions, and even technology.

ISSUES/REPORTS FROM MORE COMMITTEES:

Roholt noted that the Resource Sharing Collection Development (RSCD) committee met in August. There were no decisions noted. The committee will have things to discuss coming up including bootleg materials and electronic periodicals. The committee will call for volunteers to serve on the RSCD committee in 2019.

Setter noted that the Bibliographic committee will meet next week. The material types table has been expanded to more than 500. This will offer more latitude with assigning bib format codes.

DISCUSSION AND ANY ACTION ON ELECTRONIC PATRON RECORD RETENTION POLICY RECOMMENDATION:

The MORE Operations Committee and the MORE Executive Committee have recommended a MORE Electronic Retention Policy. The policy would call to delete patron records with expiration dates 3+ years past, CIRACTIVE dates 1+ year past, and owing less than \$5 in fines. Additionally, over fines assessed more than 5 years ago and bills and manual charges assessed more than 10 years ago would be deleted.

Roholt provided some spreadsheets showing fines by item location/owning libraries. It was noted that there were a lot of manual charges out there for BCLIC libraries that were not quite ten years old yet and haven't been reflected.

Motion by LaFond (CL) to accept the MORE Electronic Patron Record Retention Policy. Elchert (RL) seconds. Motion carries by voice vote. (Elchert as proxy for Helmecki noted her dissenting vote.)

It was questioned how this policy could be implemented without local board approval. Moving forward this would be MORE policy. Thompson noted that, in practice, these are revenues you'll never see. It is standard policy for municipalities to write off uncollectable amounts. This would allow for the deletion of old patron records.

Roholt noted that the standard practice has been to give libraries a list of patron records when they are deleted. MORE will continue with that. Patron purging will continue to be a year-end task and fine-waiving could occur more regularly.

DISCUSSION ON PATRON SELF REGISTRATION:

Roholt noted that occasionally over time, discussion of patron self registration has come up. It was recently discussed at the budget hearing. Roholt drafted considerations for patron self registration.

When patron self registration was tried in 2009, there was a form in the online catalog and the record was created in Sierra. MORE still has that capability, it would just need to be set up again. There would be no cost involved.

The patron self registration was removed because most of the self registrations were duplicates or out-of-state. Most were not legitimate. Also, at that time there were not a lot of electronic resources available. Self registered patrons could place 2-3 holds. At this juncture, it might be better to make this an Ecard. The Ecard would have access to electronic content. This may work better if we don't get into placing holds on physical materials.

Discussion points among the council included: what would be allowed with patron self-registration; ability to monitor registrations so staff can check database for duplicates; can they set to expire after a period of non-use; not allowing use for pay-per-use items until patron verified; assigning library barcodes, allowing online registration with patron needing to bring in proof of residency to the library; and allowing electronic access until residency confirmed then full card privileges.

Welch discussed OverDrive's electronic card option. It was the thinking that a temporary card allowing access to e-materials would be a great way to introduced high-school students to materials. Christianson (BN) liked the notion of a free trail for a month on what is available to check out; without the ability to place holds on items. It was noted that after access expired in a month, patrons could just open another temporary card. Roholt noted there was no way to automatically prohibit that from occurring. Welch added that she was not sure if they could use their phone number again as used for their initial temporary card. Welch noted that they would not have access to any Advantage titles and it would not count against usage for any library.

(LaFond left at 11:25 am.)

The Council discussed having two options for online registration. One would have access limited to online materials. Another option would be for the individual to fill out the form online, and then come into the library with proof of residency.

Thompson inquired if it would be helpful to have some overview of what the process would look like and the capabilities. It could be a webinar, tutorial, or link on This Week at MORE (TWAM). Roholt could design the form and what the record would look like in Sierra.

The Council also discussed the possibility of populating cards on an annual basis for a classroom of students.

Welch will send something out to Council members about what the Wisconsin Public Library Consortium (WPLC) is looking at for OverDrive's electronic card option. Tomcik (FC) and Stormberg (AM) are representatives on this committee.

ADJOURN:

Motion to adjourn at 11:46 am.

Joanne Gardner, Recorder