

MINUTES
MORE Directors Council
Friday, May 17, 2019

Present/Attending: Amy Stormberg (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Sue Christianson (BN), Megan Taylor (BB), Ginny Julson (BO), Kathryn Stempf (BR), Samma Johnson (CA), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Rob Ankarlo (CU), Barbara Krueger (DP), Tiffany Meyer (EL), Charlene Conradi (FC), Kris Surbaugh (FR), Katie Schneider (GC), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Bea Volgren (MI), Mary Hebda (OG), Christy Rundquist (PE), Rebecca Puhl (PH), Kayla Campbell (PC), Carissa Langer (PR), Tanya Misselt (RF), Krissa Coleman (RO), Shelly Rae (SA), Ginny Scheiderer (SO), Rebecca Schmitt (SV), Su Leslie (SC), Teresa Miniatt (ST), Karen Furo-Bonnstetter (WO).

Proxies: Leslie LaRose for Alyson Jones (AL), Christy Rundquist for Dawn Ayers (CM), Bea Volgren for Leslie Peterson (CE), Shelly Collins-Fuerbringer for Pamela Westby (EC), Krissa Coleman for Jennifer Rickard (NR), Su Leslie for Rebekah Palmer (OS), Becky Puhl for Deb Hyde (PF), Claire Parrish for Katherine Elchert (RL), Rob Ankarlo for Allison Lutz (TL).

Also Present: Lori Roholt, Kathy Setter, Joanne Gardner.

Absent: Lisa Bragg-Hurlburt (CO), John Wolfe (DR), Vacancy (EW), Michelle Johnson (HA).

CALL TO ORDER:

Coleman (RO) called the meeting to order at 10:15 am.

ESTABLISH A QUORUM:

Puhl (PH) confirmed a quorum was established by roll call vote.

COMPLIANCE WITH OPEN MEETING LAW:

Compliance with open meeting law was verified.

MODIFY/APPROVE AGENDA:

Motion to approve the Agenda as presented by Helmecci (LA); seconded by Norris (HU). Motion carried.

MINUTES:

Motion to approve the Minutes from March 15, 2019 Directors Council by Julson (BO); seconded by Krueger (DP). Motion carried.

MORE ADMINISTRATOR'S REPORT:

Eight librarians attended the Innovative User's Group (IUG) conference in Arizona. It is a conference for people all over the world who use Innovative's products such as Sierra. Roholt hasn't decided on the format for recapping what the attendees learned from the conference.

Next year the conference will be held in Minneapolis. Every year funds are built into the budget for attendance at this conference. When the conference was held in Minneapolis about five years ago, twenty plus attendees were able to attend at least one day of the conference.

Work is continuing on the Online Patron Registration setup and Roholt expects this option to be functional by this summer.

Some new search options have been added for the online catalog, including the ability to limit to young adult or adult materials. This was in response to requests and funding was approved by the MORE Directors Council.

Roholt has started hearing more concerted interest to issuing library cards in masse to students in local school districts. Service-related details will need to be arranged between the public library and school, with the implementation handled by our assistance.

Several members from other library systems in the state who work with library automation held an online meeting in April and met again at the IUG Conference. It is valuable to learn how other systems address challenges and implement solutions.

There has been no commitment from Chippewa Valley Technical College (CVTC) library to rejoin MORE. They are still exploring and seems promising they will rejoin.

Glover (LU) arrived at 10:29 am.

IFLS DIRECTOR'S REPORT:

The 2020 State Budget is currently making its way through the budget cycle. It is unknown what IFLS can anticipate in state aids in 2020. Governor Evers added additional funding for library systems above the 2019 level. Joint Finance is working on their own budget variation. A question may be if the Governor will sign or veto a bill the republicans create.

The Public Library System Redesign (PLSR) project is currently working through some implementation consultations. COLAND held some listening sessions and met last week to digest the feedback obtained. The Department of Public Instruction (DPI) has been directed to implement a timeline draft to be shared with them in July. Some of the projects could be started early on while others would be staggered out. Thompson

shared his thoughts on the timeline with Debacher. As part of the PLSR project, there has been some conversation of a delivery hub in Wausau. The details aren't clear; yet doesn't appear it would be to our advantage.

Thompson noted that Kris Schwartz and Dalton Stewart are working super hard and libraries should be patient with slow-downs. The only tech person in Northern Waters is leaving at the end of the month. Currently there are only 3 techs covering Northern Waters, IFLS, and Wisconsin Valley. They are Schwartz, Stewart, and one at Wisconsin Valley. Emergency situations will not be impacted. Other projects may slide back a little. Thompson asked libraries to be mindful.

The IFLS Board will be meeting next week and discussing the director evaluation process.

ISSUES/REPORTS FROM MORE COMMITTEES:

Furo-Bonnstetter (WO) noted that the MORE Operations Committee met. They proposed eliminating the block on system electronic resources. They also discussed the damaged item slip which seemed to work a majority of the time.

Helmecci (LA) spoke on behalf of the MORE Resource Sharing/Collection Development Committee. They are proposing to extend the local priority for holds for another year. This is on the agenda for discussion today. Helmecci noted that the committee discussed some budget recommendations after she left which included bumping up OverDrive to 33,000, Freading would be \$10,000, Flipster would be \$18,000, and High Demand at \$17,000.

Kilde was here to speak to IFLS Marketing. A committee has convened to develop a marketing plan for the coming year. Since this is new, they decided to focus on one thing the first year, assess, and then expand once the group figures out how well it works. The focus chosen is Lynda. This is a new service and they plan to focus and promote that service, especially to current non-library users.

LIBRARY SHARING NEWS AND INFORMATION:

Dixen (BA) discussed the concerns with libraries containing mold and how that affects library staff and patrons.

Misselt (RF) just finished her first year at River Falls. Misselt noted that libraries need to start thinking about and what the response will be to use Narcan. Narcan is used to bring people back from Opioid overdose. Some larger libraries are trained for using Narcan. Many institutions are not proponents of Narcan because of the dispensing of Narcan and the adverse reactions. A good example of that is the recent tragedy in Appleton.

Krueger (DP) announced that Deer Park is in the third year doing "Click for Babies" which brings awareness for shaken baby syndrome.

Surbaugh (FR) noted that Frederic and Sand Creek hold a knitting extravaganza. Between the two libraries they have knitted 750 hats.

Hebda (OG) attended the Wisconsin Association of Public Libraries (WAPL) conference held in Wausau and found it very good and productive use of time.

Leslie (SC) noted that she has a friend that lives on the border and in comparing Washington County and the MORE Website, MORE was much better.

Stempf (BR) stated that Bruce held a recent fundraiser at the bar and raised \$1,600 in funds for the library.

LOCAL PRIORITY FOR HOLDS RECOMMENDATION:

When the Local Priority for Holds recommendation was approved last year, it included the recommendation to look at it after a year's time.

Rundquist (PE) was opposed to the local priority for holds. The popular materials will clear fairly quickly either way. Her concern is with children and patrons have no way to anticipate how long before they will receive items. Rundquist noted that it is hard to share; yet knows it is a two-way street.

Glover (LU) noted that her patrons love it because they are able to get what they want right away. Books typically go out 4-5 times locally and then available throughout system. She hasn't noticed a problem for book clubs because they are not reading the new stuff. Her Lucky Day collection used to be a shelf of materials, now it is just a handful of materials on the shelf.

Campbell (PC) reviewed the statistics and the switch to local priority holds is working well. She did not that her purchasing practices may have changed. Other council members agree that purchasing practices have changed.

Leslie (SC) noted the importance of meeting with staff and how to positively respond to patrons and how it works. Communication with patrons is important.

Krueger (DP) was adamant about the change to local priority holds a year ago and filed an appeal. Since then her views have done a 180. She is seeing local checkouts increase and more of their items are being checked out locally. Krueger agreed that it is important for librarians to help people understand that the library is for everyone and the benefits of the consortium are sharing materials.

LaFond (CL) is straddling the fence on local priority holds. There are some patrons that abuse the system by family members tying up 3 copies of an item to patrons having 10

items on hold shelf and the patron only picks up 2 of them and then returns later to pick up more. LaFond shared that teachers and book clubs are frustrated as well as patrons who knew the wait time. LaFond is glad Clear Lake items are staying in Clear Lake first; yet wished the high demand holds was looked at. It would also be really helpful if librarians could tell people where they are on the list.

Stormberg (AM) stressed the importance of patron education. When materials are back on your local shelves, the items move along a lot faster. Materials are circulating quicker through the system.

Taylor (BB) noted there has been discussions about changing the high demand hold process and hoped it would be discussed at the next meeting.

Glover (LU) thought it would be useful to have more collaboration between libraries in close proximity to buy different formats of materials.

Rundquist spoke on behalf of Ayers (CM) in that many patrons are against the local priority holds. Travelers, book club members, and teachers are decreasing their library usage.

Furo-Bonnstetter (WO) who was initially a big advocate is more on the fence. Issues that should be discussed by the Resource Sharing/Collection Development Committee include games or unique materials used by homeschoolers. These materials are always pre-empted by the libraries that have them. It appears to be a circulation issue.

Helmecci (LA) shared her views against local holds. Ninety percent of holds are on DVDs, Blu-Rays, and combos. When purchasing it is a shot-in-the-dark to guess which format to purchase. Book clubs are now moving to more use of interlibrary loan which creates 2-3 times the work to take care of patrons the way we used to.

Furo-Bonnstetter (WO) noted that the recommendation from the Resource Sharing/Collection Development (RSCD) Committee is to wait another year to take up local priority holds. The Executive Committee has differing views. Thompson (IFLS) noted that theoretically, the Council could take action today. Best practice suggests voting at the next meeting. The Council can either adopt the RSCD recommendation or modify it.

Coleman (RO) stated that no matter how well staff are trained, there are some savvy users that don't care if they get the materials first, they just want to know when they will get them. Concerns have been expressed about being in a consortium, yet "butted" in line. Coleman was curious how much time items spend on the hold shelf. Coleman noted that the longer the change is in place, patrons choose not to continue to complain.

Council members would like access to the charts/statistics that the RSCD Committee reviewed.

Puhl (PH) noted that she was one who expressed dislike for local priority holds. Some smaller libraries, Phillips included, does not have room for a second copy. Puhl would like to see the larger libraries purchase more besides popular materials. She also views that items may be spending more time on hold shelves which is not a plus for patrons. The patron response at Phillips has been horrible and speaks poorly to equitability of sharing in libraries.

Motion to table local priority holds to the next Directors Council meeting and take a vote at the July 2019 meeting by Furo-Bonnstetter (WO); seconded by Misselt (RF). Carried.

Christianson (BN) noted her patrons are happy and willing to put holds on materials. While attending the Innovative Users Group Conference, she talked with another library that also switched to local priority holds and it smoothed out in the end. If we tell our patrons that we will do for one year and possibly flip back, we are not doing a service.

Stormberg (AM) questions if we are doing the patrons a disservice. We do local priority holds for a year and they get used to the way it works. If we switch, we are showing patrons we can't make up our minds.

Roholt noted that all systems in Wisconsin, but one, do local priority holds.

Setter and Roholt will inquire with the Sierra vendor at the Innovative Users Group Conference if there is some possibility of showing some sort of cue position.

RESOURCE ACCESS FOR ONLINE REGISTRATIONS:

As part of the Online Registration Policy, the Directors Council is to decide what resources patrons would have access to. It is suggested by the Resource Sharing/Collection Development (RSCD) Committee that patrons who register online would have access to all resources funded by the consortium or system. This includes Freading, Flipster, OverDrive, Lynda, and Transparent Languages.

Motion to accept the recommendation that patrons who register online would have access to all resources funded by the consortium or the system by Puhl (PH); seconded by Misselt (RF). Motion carried.

ELIMINATING THE FINE BLOCK ON ELECTRONIC MATERIALS:

MORE Operations has recommended eliminating the fine block on electronic materials. Furo-Bonnstetter (WO) noted that for physical materials, when fines have accrued to \$10, there is a block on check outs. The committee is recommending that for patrons could still check out electronic resources with a block on physical materials.

Motion to eliminate the fine block on electronic materials as recommended by the MORE Operations Committee by Julson (BO); seconded by Krueger (DP). Motion carried.

2020 BUDGET PREVIEW:

Several Council members spoke in favor of continuing Flipster. As a service for magazines paid by the consortium, the cost is shared and so much less. In addition, all patrons in the consortium have access. Krueger (DP) suggested the Marketing Committee could add a second focus and that would be to market and help promote Flipster. Roholt noted that Flipster usage is not provided on the dashboard. For comparison of usage, E-books are 9-10% of circulation while electronic magazines are 16%.

Roholt noted that the 2020 Preliminary Budget reflects just a maintenance budget. It includes costs for both the approved 2019 budget and keeping the same for 2020 with built in anticipated increases for 2020. The task for the Council today is to discuss things to change, increase or decrease funding, and items to add. The budget hearing will be held on June 28th and all directors and staff are welcome to attend. Following the budget hearing, the Executive Committee will come up with a recommended budget to the Directors Council in July.

Roholt noted that the 3-year subscription to Encore is up in 2020. The \$40,000 in line 7 is a place-holder for online catalog software. The options for the online catalog include sticking with Encore or moving to another product. Roholt's own opinion and one she feels confident about is BiblioCore by BiblioCommons. A demo is scheduled for Wednesday of next week. Roholt will send information on the demo and a recording will be available.

Roholt noted that Encore is a product from Innovative. Currently Innovative has a new interface called Inspire which is currently in consortia development with anticipated completion by the end of the year. Roholt is not confident the consortia version will be ready to use by February 2020. Innovative will continue to support Encore, but not make improvements.

Christianson (BN) stated a lot is happening in the tech world and questions if we should lock into a subscription for three years.

Setter noted that if the consortium decides on Inspire, it could use Encore until Inspire is ready.

Roholt noted that if directors or library staff have opinions or suggestions on the budget, they should plan to attend the budget hearing.

It was suggested that the guidelines for high demand purchasing should be reviewed.

Thompson noted that the Innovative Users Group (IUG) will hold their annual conference in Minneapolis next year. The Council could decide to use some undesignated reserves to supplement the conferences line item to allow a greater number to attend the conference.

Roholt noted that the preliminary budget includes a couple attachments including: the uncommitted funds summary; 2020 MORE costs to library participants, 2020 MORE cost allocations; and Reserve/Replacement Funds.

Suggestions and comments may be passed along to Roholt and can be shared at the budget hearing as well.

Welch was present to speak to the Wisconsin Public Library Consortium (WPLC) E-content Buying Pool and OverDrive Content. OverDrive Advantage. Welch noted at the annual meeting there was a lot of interest in the State to increase the buying pool as the demand is going up for e-books. Welch feels both lines need to be increased and welcomed feedback.

DIRECTORS COUNCIL MEETING VENUE:

Roholt inquired if the Council wanted to discuss the idea of moving the location of the MORE Directors Council meetings to space that can accommodate a large group better than the IFLS meeting room (and parking lot).

It was suggested looking into a different facility such as the Chippewa Valley Technical College Energy Center as they met at the previous meeting. Suggestions included a microphone system and arranging the tables, so all can see everyone.

Roholt will look into meeting locations for the Directors Council meetings.

ADJOURN:

Meeting adjourned at 12:38 pm.

Joanne Gardner, Recorder