

MINUTES
MORE Directors Council
Friday, September 20, 2019

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), Kathryn Stempf (BR), Samma Johnson (CA), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Leann French (DR), Tiffany Meyer (EL), Charlene Conradi (FC), Kris Surbaugh (FR), Katie Schneider (GC), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Ted Stark (ME), Bonnie Carl (MI), Jennifer Rickard (NR), Mary Hebda (OG), Shelby Friendshuh (OS), Christy Rundquist (PE), 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 Dodge (SV), Su Leslie (SC), Karen Furo-Bonnstetter (WO).

Proxies: Christy Rundquist for Dawn Ayers (CM), Shelby Friendshuh for Leslie Peterson (CE), Kim Hennings for Pamela Westby (EC), Rebecca Dixon for Michelle Johnson (HA), Rebecca Puhl for Deb Hyde (PF), Rob Ankarlo for Allison Lutz (TL).

Also Present: Lori Roholt, Kathy Setter, Bridget Krejci, Maureen Welch, Rebecca Kilde, Joanne Gardner.

Absent: Carol Burnham (CH), Joe Niese (CF), Vacancy (EW), Jill Glover (LU), Vacancy (ST).

CALL TO ORDER:

Coleman (RO) called the meeting to order at 10:00 am.

ESTABLISH A QUORUM:

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

CERTIFICATION OF COMPLIANCE WITH OPEN MEETING LAW:

Compliance with open meeting law was verified.

Bonnie Carl was introduced as the Director hired at Milltown. This is Sue Christianson's (BN) last Directors Council meeting. Gratitude was expressed for her contributions followed by a round of applause.

MODIFY/APPROVE AGENDA:

Motion to approve the Agenda as presented by Rundquist (PE); seconded by Furo-Bonnstetter (WO). Motion carried.

MINUTES:

Motion to approve the Minutes from July 19, 2019 Directors Council by Helmecci (LA); Elchert (RL) seconded. Motion carried.

Johnson (CA) noted a correction under library sharing of news and information.

MORE ADMINISTRATOR'S REPORT:

As part of the process of implementing BiblioCommons, we need to implement PINs for patron authentication. This needs to be completed before October 31st. The plan is to add a PIN to every existing patron record and update all new patron record templates to prompt for entering a PIN. By the time we switch to BiblioCore in February 2020, patrons would already have a PIN. Roholt will provide documentation that is being updated on placing holds. Information will also be available on the MORE website. Roholt appreciated various points raised and will draw information together as details emerge.

Online Patron Registration is working smoothly. About 40 patrons self-registered with over 140 titles borrowed from OverDrive. The program is working as intended.

The CABS program has hired two new part-time catalogers. A few new participants were added for 2020. If libraries are still on the fence, Roholt reminded them that January 1st is not a hard and fast start date.

MORE training has evolved from group training to more individualized training with library staff and directors. This opportunity is open to all MORE libraries. Let Roholt know if your library is interested. MORE staff find that targeted training is more effective use of library staff time.

IFLS DIRECTOR'S REPORT:

COLAND (Council on Library and Network Development) was charged with overseeing the PLSR (Public Library System Redesign) implementation process. An implementation summit was shifted from the Fall of 2019 to the Spring of 2020. John DeBacher announced his retirement from the Division for Libraries for November. This will result in some changes in leadership at the Division moving forward.

The IFLS Board of Trustees will review and approve the budget for 2020. There are not any anticipated changes to service levels.

Kris Schwartz sent an email to libraries warning them of the risks of clicking on links in emails. If an email provides a link and you are unsure; do not click on link. Cyber-attacks have increased dramatically. Many municipalities and state networks have been paralyzed by these attacks. Some schools have delayed starting as well. Schwartz and Dalton Stewart are doing a tremendous job providing a stable network.

The Lynda subscription runs through December 4th.

ISSUES/REPORTS FROM MORE COMMITTEES:

Roholt noted that the MORE Ops met and Jamie from Hudson shared several examples of mold on books. She is working with Welch to put something on the IFLS website. It was eye-opening for some staff to see examples of items with mold circulating in the system.

Courier guidelines for outgoing materials is posted on the IFLS website and was also mentioned in This Week at MORE (TWAM).

IFLS WEBSITE:

Rebecca Kilde was present to show the revamped IFLS website. It was redesigned because IFLS no longer supports Drupal for websites. IFLS is now going with Divi WordPress for both member library websites and IFLS'.

When Kilde started exploring a redesign; a survey was sent, and she received 63 responses. The responses were used in the development and set-up of the IFLS website and defined the audience.

The website is primarily aimed at library and IFLS staff. The secondary audience would be trustees, friends, and the general public tangibly.

The search function on the old site didn't work well and the website was difficult to navigate. The search option on the updated website works very well and includes an article index.

Kilde has been working on fixing broken links and going through systematically and updating training materials and improving the images. Users encountering problems should complete a help desk ticket. Kilde noted that she will do better communicating about the website. The goal is to provide an inspiring website for all library staff. Kilde encourages feedback and comments.

The library directory tool is not working as well as hoped. Kilde is coming up with different ideas to put the directory together and will bring back to the group before the launch.

Dixen (BA) led the council in a round of applause for the updated website. Kilde was asked not to go in alphabetical order when featuring the library of the week. Kilde will send an email out and ask the featured library for information and photos two weeks in advance.

BIBLIOCORE TRAINING OPTIONS:

Roholt provided documentation on training options for BiblioCore. Online training is available at no cost. Onsite training would be at a cost of \$4,500 and is comprised of four three-hour sessions over two days: three general overviews, and then an additional readers' advisory workshop for staff list makers. Each session can accommodate 25-40 staff. Staff could bring their own devices which enables staff to follow along during training demos and participate during formal activities.

Helmecki (LA) inquired about the ability to look and see if the online training would be sufficient prior to deciding on onsite training.

Furo-Bonnstetter (WO) asked where funding on onsite training would come from. Roholt noted that MORE's carryover is about \$80,000 and the \$4,500 cost could be taken from that.

Onsite training kicks off the Staff Preview period by introducing a large number of staff to the catalog. The staff preview would coincide with available onsite training dates so that staff can hit the ground running. Staff Preview lasts 4-5 weeks and gives libraries time to create content, get comfortable with the catalog, and train staff who are not able to attend onsite training. The estimated schedule would be late November or early December.

Roholt sensed the group may be interested in the onsite training. Roholt will get more information on the training sessions and find out whether the online training would be available in addition to onsite training.

Motion to proceed with Onsite Training for BiblioCore contingent on the verification that online content would be available as well by LaFond (CL); seconded by Dixen (BA). Motion carried.

It was asked if Roholt could negotiate a webinar in addition to the onsite training and that the sessions accommodate one representative from each MORE library.

INCLUSIVE SERVICE ASSESSMENTS:

Johnson (CA) and Leah Langby were present to share information on Inclusive Service Assessments in libraries. A handout on staffing as it relates to inclusive service was handed out. It is a tool for the library to use and think about. Johnson (CA) suggested that libraries take a break from reviewing Trustee Essentials and review the governance of libraries section with the board.

Langby noted that Inclusive Service Assessments was made to dovetail with the most recent state standards. There was a question raised if there would be interest in a user's group.

Coleman (RO) noted there are four Trustee Essential trainings coming up. Langby noted that Inclusive Services is woven into everything we do. Leslie (SC) noted that Langby recently sent links on customer service and asked that those might be shared with everyone.

The full Inclusive Services in Wisconsin Public Libraries is available on the Department of Public Instruction website. Johnson (CA) is also available to answer questions or speak to library trustees.

Several libraries discussed changing restroom signs. Hennings (EC) noted that they are including gender neutral language in their policies. Thompson noted that libraries need to be mindful of building code as it relates to signage when building.

MORE'S FINE WAIVING POLICY:

A change to MORE's fine waiving policy is being introduced; but not expecting to vote on it today. Currently the MORE practice allows libraries in accordance with local library policy to waive fines on materials they own. Extraordinary circumstances were also added to the policy in 2018.

Roholt noted this all made more sense when the owning library determined the fine rates. A couple years ago, MORE switched how fine rates were determined. Now the check-out library determines how fines accrue. The fine waiving policy doesn't make so much sense anymore. A draft of the MORE Fine-Waiving Policy was presented and would replace the policy currently in place. It gives the directors and staff leeway to deal with any fines on a patron record who calls or comes to the library in-person.

The proposed policy will be added to the November MORE Directors Council agenda for a vote on the possible change. Comments can be emailed to Roholt.

ADJOURN:

Motion to adjourn at 12:10 pm by Thompson (IFLS); seconded by Misselt (RF). Motion carried.

Joanne Gardner, Recorder