

MINUTES
MORE DIRECTORS COUNCIL
Friday, May 15, 2020

Present/Attending: Alyson Jones (AL), Amy Stormberg (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Megan Taylor (BB), Ginny Julson (BO), Kathryn Stempf (BR), Samma Johnson (CA), Dawn Ayers (CM), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Leann French (DR), Pamela Westby (EC), Tiffany Meyer (EL), Jenna Beyer (EW), Charlene Conradi (FC), Kris Surbaugh (FR), Katie Schneider (GC), Michelle Johnson (HA), Tina Norris (HU), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Bonnie Carl (MI), Jennifer Rickard (NR), Mary Hebda (OG), Shelby Friendshuh (OS), Christy Rundquist (PE), Rebecca Puhl (PH), Kayla Campbell (PC), Carissa Langer (PR), Katherine Elchert (RL), Tanya Misselt (RF), Krissa Coleman (RO), Shelly Rae (SA), Shaleen Culbert-Kivlin (SO), Rebecca Dodge (SV), Su Leslie (SC), Elizabeth Miniatt (ST), Karen Furo-Bonnstetter (WO).

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

Absent: Lisa Kuebli (BN), Leslie Peterson (CE), Deb Hyde (PF), Allison Lutz (TL).

CALL TO ORDER:

Coleman (RO) welcomed everyone to the Zoom meeting of the MORE Directors Council.

Coleman (RO) called the meeting to order at 10:05 am.

ESTABLISH A QUORUM:

A quorum was established by roll call vote.

COMPLIANCE WITH OPEN MEETING LAW:

Compliance with open meeting law was confirmed.

Setter reviewed conduct of meeting via Zoom. Those wishing to speak should “raise their hand” and they will be called on. When called on, you can unmute and state your name and library. Those speaking were asked to mute when done speaking.

Those without a microphone can use chat to relay their comments. Roholt will be monitoring the chat box and Setter will be watching for raised hands.

AGENDA:

Niese (CF) moved to approve the agenda. Rickard (NR) seconded. Motion carried.

MINUTES:

Meyer (EL) moved to approve the minutes dated November 15, 2019. Rundquist (PE) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

Fairchild Public Library has expressed interest in joining MORE. The process to approve Fairchild's membership will be at the next Directors Council meeting. Fairchild does not have an automated system. They hope to start by 2021. LaRose (AU) noted that both Fairchild and the municipality agree to join and have had positive interactions with Roholt.

There have been over 550 ecard registrations since the middle of March.

MORE software has had some changes. Innovative has been acquired by ProQuest. BiblioCommons and OverDrive have also been acquired by other companies. There are no major changes to services at this time; but that may happen down the road.

Westby (EC) noted that there have been requests for improvement on accessibility with text-to-audio conversion. If Roholt hears of any changes; let Westby know.

Westby (EC) inquired if there was a way to see real-time statistics since March on digital media. Roholt responded that the dashboard site is updated monthly. Roholt can also run statistics off schedule, if needed.

LaFond (CL) asked if Chippewa Valley Technical College is planning to join MORE. Roholt noted that CVTC did ask about joining and the IFLS Board approved a modified cost. We are waiting on CVTC to decide.

IFLS DIRECTOR'S REPORT:

Thompson noted that at a recent system directors meeting with division staff; there was talk of significant deduction in revenues in 2020 because of the decrease in funds to municipalities. Concerns were raised of what 2021 will look like. Thompson will keep an eye on funding.

There was discussion of compliance because of the state statute requirements. Thompson noted the state is not concerned for 2020 and libraries should not worry.

IFLS staff are working at home with the safer at home practice. Guidelines are being followed. Staff are available for emergency situations such as tech. IFLS staff are available for both in-person or virtual meetings.

ISSUES/REPORTS FROM MORE COMMITTEES:

Roholt noted that all MORE Committee minutes are available on the MORE Resource Page on the IFLS website.

LIBRARY SHARING OF NEWS/INFORMATION:

Setter noted that the bulk supply order is completed. All items have been delivered to libraries. Let Setter know if there are any discrepancies. Today is the last day for the spine label order. Setter is working with the barcode representative for that order. The receipt paper order is pushed to June.

Coleman (RO) appreciated the efforts for participating in today's meeting.

2021 MORE PRELIMINARY BUDGET:

Roholt shared a draft of the 2021 preliminary budget. This represents an "as is" budget as the costs for 2021 are included if we were to keep the same services as now and includes predictable cost increases.

This preliminary budget is the starting point. The next step would be for the MORE budget hearing to be held on June 26th; likely via Zoom. The budget will be reviewed. All staff and directors can weigh in on any changes they would like to see. Following the budget hearing; the MORE Executive Committee will prepare a budget based on feedback. The recommended budget will be presented at the July MORE Directors Council meeting for approval.

Roholt included the 2021 MORE costs to library participants. The cost allocations spreadsheet includes the cost to libraries with a percentage of the MORE budget each library is responsible for. It also includes the overall amount.

For comparisons, both the approved 2020 and the preliminary 2021 budget figures are included.

Roholt reviewed each line item of the budget and notes are included in the print version. Roholt noted additional comments to line items:

- MORE has not yet committed to purchase of BiblioApps
- Database quality control is subsidized and Roholt will talk about a possible addition to the MORE budget
- New products are typically purchased with carryover funds. Libraries can think about products to use carryover for one-time costs.

Lines 1 through 25 reflect the operating costs of MORE. Lines 26-32 include Content/Material purchases. Roholt reviewed how costs are calculated for content/material purchases.

Between now and the June 26th budget hearing, directors should think about changes to the budget.

Roholt presented a proposal for Centralized Bibliographic Services. Costs are not currently included in the proposed 2021 budget. Efficiencies can be gained by IFLS staff taking more direct charge of database quality control by supplying accurate and complete bibliographic records with an eye toward the database as a whole. The estimated cost to the MORE budget is \$112,000.

Roholt noted that this is a “big picture” consideration. The proposal includes a section on how this proposal would affect the libraries. MORE libraries would continue to order materials, receive and unpack materials, prepare materials for circulation, add item records to bibliographic/title records in the database, and maintain item records. MORE libraries would no longer need to find bibliographic records outside the database nor edit and maintain bibliographic records. Current CABS participants would no longer pay for that service separately; shared service participants would continue to pay for receiving and processing services only.

Roholt noted that in most cases, materials would not need to be sent in. Staff can flesh out a record without the actual material.

Questions on the proposal can be emailed to Roholt or by completing a HelpDesk ticket. Roholt wants to create a FAQ by the budget hearing.

Welch noted that the Wisconsin Public Library Consortium (WPLC) committee is considering a 5% increase. Welch welcomes feedback and questions.

Westby (EC) inquired how vendors are to work with given the ongoing situation with COVID-19. What will this look like moving forward on pricing and trends. Welch noted that Ancestry is allowing remote access. OverDrive is working with WILS to spend LSTA money. There have been a lot of offers for free trials. Welch noted that MORE may want to reconsider Lynda. Contact Welch if interested in Lynda or for questions.

SAFER AT HOME AND THE NEXT PHASES:

Coleman (RO) appreciated Eau Claire’s response with taking the time to see what transitioning to curbside and reopening might look like.

Thompson noted that Division staff and library system directors are working on the next phases for curbside service. The Wisconsin Economic Development Council (WEDC) guidelines to open public facilities seem relatively accepted and they will draw from this

document. The document will provide guidelines on the limits to the number of people for programs and a formula for library capacities. It is hoped the Division will have something shared out within the next week or two. Thompson added that libraries still need to follow the local county health department directives. Library boards have the authority to keep the library closed.

Those with questions on reopening can touch base with Thompson.

Questions were raised about opening public restrooms in library facilities. Thompson noted at a webinar he participated in last week; it was noted that it is not reasonable to keep restrooms clean. Hand-sanitizer is encouraged as individuals go in and out of restrooms in addition to hand washing. Elchert (RL) noted that the Parks Department informed them restrooms should be cleaned 3 times a day. They've received a lot of pressure to open restrooms.

Coleman (RO) noted that for library board meetings held between now and when the guidelines are released; what is suggested in speaking to library boards about reopening. Thompson suggested using the WEDC Reopening Guide for Public Facilities which includes use of personal protection equipment (PPE) and traffic flows.

Helmecki (LA) stated that Ladysmith is opening on May 26th. Staff will be standing at doors and limiting patrons to 10 at a time. Computers will be limited to 30 minutes a day. They hope to train patrons to place holds and pickups; so, they are not just lingering in the library. The library board is working on a policy to assist in the social distancing. All meeting rooms will be closed. They need to figure out best practices for sanitizing computers.

Bragg-Hurlburt (CO) noted that the Colfax library board will be meeting Tuesday. She will ask that they continue to do curbside pickups. In July, they are planning to let a small number of patrons in library, masks at the public computers, and no face-to-face programs.

River Falls will continue curbside service. They are considering removing all seating to discourage lingering. Misselt (RF) is pleased that there will be a formula to use to calculate the number of patrons that can be in the library. There has been a lot of pressure to access the computers. They are weighing the notion of spreading them out or not opening them to use at all.

The council discussed keeping computers sanitized and products that are safe for use on the equipment. It was noted that plastic keyboard covers, and solutions don't work well. The recommendation is using hand sanitizer before use.

There was discussion about contact tracing and the implications against patron privacy. Thompson will discuss the privacy issue from public health standpoints with the Division staff.

Furo-Bonnstetter (WO) will recommend masks. They will also continue curbside pickup even after the library opens back up. The difficulty is each county is implementing a local plan and some plans may be stricter than others. What is the impact across the system with some counties open and some closed.

Jones (AL) noted that the City Manager has alerted them of reduced funding for 2020. They anticipate a reduction in 2021 also. Jones asked if there are any steps being taken at state and system level. Thompson stated that there have been some discussions. Funding may be impacted from 2020 to 2022.

Rae (SA) noted that Sand Creek has not opened curbside pickup yet. They hope to by June 1st. There are no plans yet to reopen library.

There was a question raised about the requirement for facemasks. Thompson noted that facemasks can be recommended; but checking on if they can be required. Other comments included providing facemasks and having accommodations for those who cannot or won't.

There was discussion of the best route to get PPE (personal protection equipment and sanitization supplies. Setter noted she could see about a bulk order of masks and gloves. Other items may be too specific to a library for a bulk order. It was suggested libraries reach out to their municipality first and some have coordinated efforts for PPE and cleaning supplies.

Westby (EC) inquired if libraries were thinking longer term then the next month on what services will look like. There are considerations to think about as libraries begin to open back up or are scaling back on how services are offered.

Helmeci (LA) noted that Ladysmith is expecting reduced hours at least through the end of 2020. There will be no programming until next year as well. They don't expect "normal" usage until at least 18 months.

Stormberg (AM) asked what libraries can do if there is conflict with the board and those staff who would be opening if they are high-risk. Coleman (RO) noted that they expect some staff will continue working from home online and provide curbside service; which they hope to extend through the summer. Other staff are comfortable with reopening with guidelines in place. Helmeci (LA) stated Ladysmith staff are not happy and she will do all she can within her power to provide protection and keep practices as contact free as possible. If staff are not comfortable; they should stay home. Thompson added that higher risk staff and those with more contact could be provided with face shields, goggles, etc.

Stormberg (AM) noted that summer traffic includes people from other states. This does have an impact on the decision making.

Jones (AL) noted that any libraries that are interested in drafting or being kept in the loop about drive-thru service during the summer should let her know.

Elchert (RL) noted that curbside pickup in Rice Lake will be expanded to six days a week. Staffing is being shifted to accommodate distancing guidelines.

Stark (ME) noted that Menomonie is planning to open June 1st with 40 hours per week. That is a reduction in open hours of 25 hours. They have a management team heading the reopening. They will remove some furnishings, chairs, and tables. Masks, gloves, and shields will be provided. The public will be limited. Some public computers will be removed. They will also continue curbside pickup. Some restrooms will be locked and there will be nightly cleaning as well as multiple times during open hours.

Glover (LU) may open for limited patrons effective June 1st. They will allow nine patrons in the library at a time and gloves and masks will be provided. Luck's reopening is similar to Menomonie.

Roholt noted that a survey was sent to all library directors which all libraries responded. Another round of the survey will expand with reopening questions.

Stormberg (AM) would like to see some talking points and recommendations from the reopening document to share with local library boards on reopening libraries. Thompson recommends that local boards evaluate the reopening guide from the Wisconsin Economic Development Council (WEDC), the division document as it relates to libraries reopening, before making the decision to reopen. Thompson's recommendation is to continue curbside pickup and online services until the proper equipment and processes are in place to reopen facilities.

ADJOURNMENT:

The meeting adjourned at 12:38 pm.

Coleman (RO) hoped all are well and there is much to consider and think about. The budget meeting will be held on June 26th.

Joanne Gardner, Recorder