

**MINUTES**  
**MORE Directors Council**  
*Friday, July 17, 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), Leslie Peterson (CE), Carol Burnham (CH), Joe Niese (CF), Cricket LaFond (CL), Rob Ankarlo (CU), Barbara Krueger (DP), Leann French (DR), Pamela Westby (EC), Tiffany Meyer (EL), Jenna Beyer (EW), Charlene Conradi (FC), Katie Schneider (GC), Michelle Johnson (HA), M. Page/S. Tougas (HU), John Thompson (IFLS), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Bonnie Carol (MI), Jennifer Rickard (NR), Mary Hebda (OG), Christy Rundquist (PE), Rebecca Puhl (PH), Kayla Campbell (PC), Carissa Langer (PR), Katherine Elchert (RL), Tanya Misselt (RF), Shelly Rae (SA), Kristina Kelley-Johnson (SO), Rebecca Dodge (SV), Su Leslie (SC), Elizabeth Miniatt (ST), Allison Lutz (TL), Karen Furo-Bonnstetter (WO).

**Proxy:** Amy Stormberg for Shelby Friendshuh (OS), Rob Ankarlo for Krissa Coleman (RO).

**Also Present:** Lori Roholt, Kathy Setter, Bridge Krejci, Joanne Gardner, Deb Faulhaber, Maureen Welch.

**Absent:** Lisa Kuebli (BN), Lisa Bragg-Hurlburt (CO), Kris Surbaugh (FR), Deb Hyde (PF)

**CALL TO ORDER:**

Thompson (IFLS) welcomed everyone to the Zoom meeting of the MORE Directors Council.

Thompson (IFLS) called the meeting to order at 10:03 am.

**ESTABLISH A QUORUM:**

A quorum was established by roll call vote.

**CERTIFICATION OF COMPLIANCE WITH  
OPEN MEETING LAW:**

Compliance with open meeting law was confirmed.

**AGENDA:**

*Burnham (CH) moved to approve the agenda. Meyer (EL) seconded. Motion carried.*

**MINUTES:**

*Leslie (SC) move to approve the minutes dated May 15, 2020. Jones (AL) seconded. Motion carried.*

### **ELECTION OF VICE-CHAIR:**

Shelly Rae of Sand Creek is interested in serving as vice chair. Thompson asked for nominations and/or additional volunteers. None were forthcoming.

*Helmecki (LA) move to accept Shelly Rae (SA) as Vice Chair of the MORE Directors Council for the remainder for 2020. Krueger seconded. Motion carried.*

### **MORE ADMINISTRATOR'S REPORT:**

Roholt has been keeping up and supporting MORE in the proposed new service ventures and budget for this meeting.

### **IFLS DIRECTOR'S REPORT:**

Thompson asked that if libraries were experiencing potential budget cuts from their municipality, to let him know.

The IFLS Personnel Committee and Board will meet on Wednesday. Items include the Director Evaluation and an Audit presentation.

Thompson noted that Kris Surbaugh's husband died unexpectedly. She is the director at the Frederic Public Library.

### **ISSUES/REPORTS OF MORE COMMITTEES:**

Elchert (RL) noted that the Resource Sharing/Collection Development (RSCD) Committee met and made recommendations for the MORE budget. They also heard from Maureen Welch regarding the digital collection. Helmecki (LA) also shared ideas regarding collections.

### **ACTION ON ACCEPTANCE OF FAIRCHILD INTO MORE:**

Fairchild is the first new library to join MORE since Ogema and Amery joined. Currently there are four libraries that are not part of MORE: Cornell, Durand, Fairchild, and Hawkins.

The MORE Bylaws require the formal acceptance to join. The timeline is fluid given the current COVID situation.

Fairchild is located on the far eastern edge of Eau Claire County. Their circulation is just over 4,700. They have 13,000 items in their collection. Their wish is to join and go live by January 1, 2021. MORE will work to accommodate that. Fairchild does not have an automated system.

Startup costs for Fairchild would be \$10,500. We would look to help with possible LSTA funds. Fairchild is prepared to pay with two installments. Roholt may look for help from other libraries in adding items.

*Helmecki (LA) moved to accept Fairchild Public Library into MORE. Seconded by Furo-Bonnstetter (WO). Motion carried.*

Westby (EC) inquired if there was an implementation process/contract where standards of the collection are vetted before being added. Are there weeding requirements and any standards that items are in good condition and relevant to the collection? Westby (EC) noted the importance when libraries join MORE that we do not add things that will not be positive to the collection. Roholt replied that there are no provisions for joining libraries regarding their collections.

Westby (EC) asked about training and education for libraries who join MORE. Roholt noted that the library board agrees to the participation agreement and implementation plan, including training.

Westby (EC) wondered how the current delivery would be impacted. Roholt replied that IFLS pays for 3 days of delivery for all MORE-member libraries. Once Fairchild joins, they would have 3 days of delivery. Roholt does not anticipate it will impact other libraries delivery schedules. Three days a week of delivery is typically enough for smaller libraries. Welch added that Fairchild is currently receiving delivery 1 day a week and on the same route as Fall Creek and Augusta.

In response to a question posed if the 2021 would need to be adjusted for Fairchild, Roholt noted that Fairchild would not be integrated into the budget until 2022.

Thompson added that weeding and collections are part of the conversations Kathy Setter and Bridget Krejci have with staff when training is conducted. This has been the pattern used for all libraries joining MORE.

### **CENTRALIZED BIBLIOGRAPHIC SERVICES PROPOSAL:**

A Centralized Bibliographic Services proposal was discussed at the June MORE Budget Hearing. At the end, the MORE Executive Committee recommended revisiting the proposal and particularly look at other funding options for the proposal.

The 2021 recommended budget includes the \$112,000 for centralized bibliographic services. Costs are split per the standard MORE share formula.

Roholt introduced the recommended 2021 budget with a few possible adjustments to help with the impact of proposed costs. This would include increasing the IFLS subsidy slightly and the use of \$30,000 in carryover. Other adjustments to funding would include a subsidy to the cataloging partners (Eau Claire, River Falls, Chippewa Falls) for their identified dedicated technical services and cataloging staff. It is proposed \$20,000 be split proportionately among the three libraries. The \$20,000 would be provided by IFLS and would have no impact on the other libraries. This is spelled out in the Centralized Cataloging Proposal.

Roholt shared an additional slide presentation which lays out the centralized cataloging proposal and cost calculations. This was shared ahead of the meeting and hoped members were able to review.

Five MORE libraries and 1 branch now participate in IFLS's Shared Services program. This is provided as an opt-in service. Those participants continue to pay some of the program costs because they use additional services from IFLS. Those participants have been charged outside of the MORE budget.

Included is a proposal to subsidize cataloging partners is a \$20,000 subsidy from system aid funding to the three libraries that already have professional dedicated cataloging and technical services department. It is important that they generally continue with what they are doing. This subsidy is not reflected in any version of the 2021 MORE budget.

A history of cataloging in MORE was included. In 2013, IFLS developed Shared Services: a program providing full receiving, processing, cataloging, and routing services for participating libraries. Those not participating were responsible for their own records. In 2017, to better manage overall database control, libraries chose among four cataloging options. These changes took effect beginning of 2018. Those options included: employing professional/dedicated cataloging staff, participation in the IFLS Shared Services program, employ staff with MORE cataloging certification, or help fund a staff member focused on database maintenance – known as CABS. Since 2018, Shared Services and CABS have become increasingly popular options.

The certification program has produced uneven results. There are 21 MORE libraries that participate. Participants receive extensive training and follow-up. MORE Project Managers spend a good amount of their time doing training, checking, correction, and retraining. There has been a high error rate among records being added as reflected in the survey of certification program results.

The Centralized Bibliographic Services Proposal recognizes that cataloging is a highly specialized skill. Fewer and more-well-trained catalogers improve MORE's overall database quality. Collaboration among catalogers creates efficiencies and improves the accuracy and completeness of records.

Currently, multiple people are working with each title record. This adds to staff time on the front-end and to cleaning up records.

In addition to providing high-quality bibliographic records as libraries build their collections, it will allow IFLS staff more time for projects such as acquisitions support and training, catalog enhancements, maximizing features of MORE catalog, and standardizing records for electronic content.

The anticipated impact on workflow and budgets was provided in the presentation.

Questions, concerns, and discussion of the proposal include:

- With proposed subsidy for libraries and professional catalogers, at what point will IFLS stop providing the subsidy (Furo-Bonnstetter, WO)
- Did Eau Claire feel they could pick up more of the workload (Furo-Bonnstetter, WO). Roholt noted there was some mention of having them help with training and mentoring

catalogers at the libraries. Roholt does not view this as a good solution as it does not create efficiencies and instead adds more people and coordination of work.

- Instead of the proposal to hire another full-time cataloger, could it be hired as a half-time position or increase the hours of current part-time staff (Furo-Bonnstetter, WO). Roholt noted the full-time estimate is based on the notion of extending the current CABS service from 19 libraries to 40 libraries. The workload would be doubled. Roholt also believes cataloging is a highly specialized skill and difficult to master as a part-time employee.
- New Richmond has been using shared services since the beginning. They previously had a cataloger in the library. They evaluated how staff would be used in the library. It frees up local library staff time to service communities in a different manner. (Rickard, NR).
- River Falls addressed staffing at their library. The library is consistently defending the need for professional librarians. River Falls is not able to take on any more work (Misselt, RF).
- Can one part-time position be upped to full-time and not add an additional full-time cataloger (LaFond, CL). Roholt responded that could be done; but there is concern of launching into the service and not able to provide service as promised.
- Pepin raised concerns that this is a want, not a need. It is an expensive “want” and concerns about cost. Use of carryover funds is a short-term solution (Rundquist, PE).
- With concerns of the added costs for libraries, is there a possible pot of money, friends group money, or ability to apply for funds (Leslie, SC). Roholt noted there is not a system-level mechanism for that, yet she is open to creative ideas.
- Spring Valley noted that IFLS is currently creating bib records for older items. Could there be savings by only creating records for new items (Dodge, SV). Roholt noted the proposed service would cover all records, including new materials.
- Elchert (RL) respectfully disagreed that this proposal is a want versus a need. An accessible collection is a mission. Records are currently being double touched 86% of the time. A cleaned-up catalog is better for patrons. Additionally, it is not equitable to the three large libraries by pushing more work onto them. Frustrations may come from some because the responsibility is being shared more among MORE libraries.
- Johnson (CA) noted that in the grand scheme of things; MORE libraries save money with the proposed centralized cataloging. Roholt noted that she has not analyzed each library. The increase in MORE costs likely would be close to being offset by the cost of CABS. Some libraries are paying a minimal amount for CABS, may see a bit more increase wrapped into the budget.
- Leslie (SC) offered a suggestion to possibly put half of the subsidy towards the smaller libraries that cannot absorb the costs.
- Ankarlo (CU) stated that having accessible records is paramount. 86% error rate in records makes this a need versus a want.
- Furo-Bonnstetter (WO) inquired if there may be a mid-step, where the 3 dedicated libraries with catalogers could take on some of the work.
- Westby (EC) agreed that some of the work could be picked up to mitigate the increases. Eau Claire knows next year is uncertain. Westby has been hearing around the state to expect decreases; and that is out of the libraries control. The library already has 6 vacancies that are not being filled in anticipation of decreases next year. Collection Development has been cut by 15%. Friends of Library would be decreasing

contributions by half as they are not able to hold book sales. They are also seeing decreases in replacement fines and copies. Eau Claire has been going through their budget line-by-line and trimming in the last two years. They have been looking hard how to move people around to be able to keep staff. There are two options at this point – staff or materials. They need to weigh their future, both immediate and long term. Westby felt something else was going on; but she cannot place her finger on it. It does not feel transparent. The proposal was not heard about until May and it was not discussed at a Bib Committee meeting.

- Niese (CF) adhered with Westby that there are budgetary concerns.
- Helmecki (LA) agreed with Westby. Although Eau Claire is large and IFLS has a lot of smaller libraries; the impact is proportional. There is no place left to cut except collection or staffing.
- Puhl (PH) agreed strongly with Elchert that one-third of the records are so messed up, they cannot find what patrons want. One-third of their budget is for books. If they are spending \$10,000 on buying books that patrons cannot find, they are essentially throwing out money.
- Jones (AL) recognized the importance of the IFLS cataloging; yet had budget concerns. Jones is hesitant to a sustained cost when fear the MORE budget may increase 22-27% over last year, especially given the fact they do not know their funding for next year.
- French (DR) agreed that accessible records are essential. As a current CABS subscriber, the new costs would be a wash.
- Burnham (CH) inquired what happens next year if the proposal is not accepted. Roholt replied that they will do some rethinking moving forward. They would more or less carry on the current system and working to train and check records. CABS would continue as an opt-in program. But there would be some changes to the certification program to reduce errors.
- Ankarlo (CU) inquired how other systems handle records. Roholt noted centralized cataloging like what is being proposed is the norm among peer consortia in the state.
- Julson (BO) stated it is good to know when their cataloger retires, it will be a relief to not require those skills of a new hire.
- Cadott started CABS this year and absolutely loves it. She recognizes Cadott is a smaller library and costs are proportionate. Cadott's budget was cut and limits the materials they can purchase. Johnson (CA) would lean towards buying fewer materials if patrons cannot find them. She believes this is a need rather than a want.
- Stark (ME) noted that Menomonie is one of the Shared Services libraries. Menomonie no longer has a technical services department. Stark realizes the budget concerns, but it will not change for Menomonie.
- Ankarlo (CU) totally supports a centralized catalog. He can focus his time on working on grants, working with patrons, funding, and increasing circulation.
- Westby (EC) noted that Eau Claire will continue to contribute certified catalogers; yet paying more is a difficult pill to swallow.
- Stempf (BR) is in support of centralized cataloging. Bruce is using CABS. It frees up a lot more things to be done at the library.
- Elchert (RL) is pleased that cataloging saves time for her.
- Ankarlo as proxy for Coleman (RO) noted that Roberts supports the centralized cataloging program. It is a need, to be viewed as a professional institution.

## **DISCUSSION AND ACTION ON MORE 2021 BUDGET:**

There was a public hearing on June 26, 2020 prior to the MORE Executive Committee meeting on the 2021 budget. The Resource Sharing/Collection Development Committee offered up a different proposal and rearranged some of the money allocation.

Thompson asked for questions outside of the collection and Centralized Bibliographic Services proposal.

Westby (EC) inquired if line 21 funds for conferences would be kept in the budget for 2020. Roholt replied \$10,000 would remain in the 2020 budget and is recommended for 2021. This line will largely go unspent in 2020 and go into carryover funds. Changes are not being made for 2020; but a decision can be made for 2021. Helmecki (LA) noted that depending on how much is spent on travel and rooms, dropping to \$5,000 for 2021 and moving the funds to another line that is more stressed. Roholt noted these funds are primarily used to send IFLS and MORE staff to the IUG Conference. The conference moves its location and travel and lodging costs can vary wildly. In 2021, the conference will be held in Detroit. Ankarlo (CU) inquired about attending the conference online and saving on travel and lodging expenses. Setter noted that decision is up to the conference organizers.

Line 27 reflects our bill for the Wisconsin Public Library Consortium E-Content Buying Pool. Recommendations from the Resource Sharing/Collection Development (RSCD) Committee are reflected in content/materials purchases (lines 28 and 31).

Line 29 for electronic magazines remains the same as 2020 at \$18,000.

Freeding usage has increased in 2020. So, there is an increase added for 2021. Freeding is an always-available option for e-materials. We pay per use.

The Collection Development Project funding was decreased for 2021. This project is to purchase high-demand materials in any format. For the past two years, the funds were more than what was needed. So, the proposed decrease of \$5,000 in funds will go towards digital resources. Paula Stanton (EC) handles this project. The hold ratio Stanton uses is 1/5. Email Stanton if there is an item you would like purchased. Roholt noted that a few years ago, the Directors Council made the decision that all fines collected online from fine-free libraries would go into the high-demand project. This works out to roughly \$500 a month.

Burnham (CH) voiced thanks for all the work done to put the budget together. Being on committees, especially now, is a real stretch. Leslie (SC) passed along additional appreciation to the Resource Sharing/Collection Development Committee and Paula Stanton as selector of the high-demand project.

There was mixed usage on Flipster at libraries. Some reported little to no usage, while others noted an increase because it was promoted and due to COVID.

The Centralized Bibliographic Services proposal's impact on the budget includes adding \$112,000 to Line 12 (Database Quality Control), as well as \$30,000 from Line 27 (Operating Expenses from Carryover/Reserves) and an IFLS Subsidy of \$41,000 in efforts to reduce the cost to libraries.

Rundquist (PE) was considering a motion to reduce the Database Quality Control; but not sure of the amount to reduce it by. Roholt noted that to operate the proposal as is, all the funds are needed. The decision would have to be returning to status quo (back to 2020 levels) or approve the proposal (including funding).

Furo-Bonnstetter (WO) asked if adding another part-time position was possible if other libraries wanted to go to CABS. Roholt stated there are limitations on IFLS staff space and training. In addition, a part-time cataloging position is not as useful.

*Rundquist (PE) moved to amend the budget and remove \$112,000 from Line 12 of Database Quality Control and bring that back down to \$30,000. LaFond (CL) seconded. Amendment failed by roll call vote.*

Helmeci (LA) asked about the possibility of doing a step approach to centralized bibliographic services. It could start out half this year; then depending on the budget, it could be budgeted full-time for the next year.

LaFond (CL) wondered instead of taking a leap, this could be achieved through smaller steps. Libraries could weed their collections and do things inhouse to clean up the catalog. LaFond noted that her board is really struggling with this big jump in the budget.

*Helmeci (LA) moves to amend to reduce Line 12 for Database Quality Control down to \$86,000 and to reduce the proposed new position to half-time. Furo-Bonnstetter (WO) seconds. Motion failed.*

Roholt added that the proposed budget does use some carryover funds to reduce the burden on individual libraries. If not included in the MORE budget, Roholt was not sure CABS costs would hold for subsequent years. Prior year CABS quotes should not be relied on for decision-making.

MORE does not have a mechanism for requiring libraries to join CABS. If CABS is an opt-in program, MORE cannot require libraries to join.

Jones (AL) would like to attempt to find a middle ground and would be confident if a more thorough analysis were done.

Some viewed the Centralized Bibliographic Services proposal as a sound way to approach the current problems and to solve them. Costs involved have been included. Changing the proposal significantly will not get us closer to the goals.

*Motion by Elchert (RL) to approve the MORE 2021 budget as presented. Stormberg (AM) seconds. Motion passes by number of libraries/fails by weight vote. Motion fails.*



(The Council took a 10-minute break.)

*French (DR) made a motion to amend the 2021 MORE Budget to increase the carryover used from \$30,000 to \$65,000. Helmecki (LA) seconded. Motion passed on voice vote.*

The Council discussed the impact of using carryover funds and the concern of unknown budget cuts in 2021.

**LIBRARY SHARING OF NEWS AND INFORMATION:**

Welch noted WISCAT Interloan will begin August 3, 2020. Welch is hoping to request from MORE libraries on behalf of the non-MORE libraries.

Misselt (RF) announced that River Falls Library Board has approved an automated material handling system.

**ADJOURN:**

*The meeting adjourned at 1:09 pm.*

Joanne Gardner, Recorder