

MINUTES
MORE Directors Council
Friday, January 15, 2021

Present/Attending: Alyson Jones (AL), Amy Stormberg (AM), Leslie LaRose (AU), Rebecca Dixen (BA), Linda Heimstead (BL), Lisa Kuebli (BN), 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), Barbara Krueger (DP), Leann French (DR), Pamela Westby (EC), Tiffany Meyer (EL), Jenna Beyer (EW), Rozanne Traczek (FA), Charlene Conradi (FC), Kris Surbaugh (FR), Michelle Johnson (HA), M. Page/S. Tougas (HU), John Thompson (IF), Hollis Helmecci (LA), Jill Glover (LU), Ted Stark (ME), Bonnie Carl (MI), Mary Hebda (OG), Shelby Friendshuh (OS), Deb Hyde (PF), Christy Rundquist (PE), Kayla Campbell (PC), Carissa Langer (PR), Katherine Elchert (RL), Tanya Misselt (RF), Tori Schoess (RO), Shelly Rae (SA), Rebecca Dodge (PH), Su Leslie (SC), Elizabeth Miniatt (ST), Allison Lutz (TL), Karen Furo-Bonnstetter (WO).

Proxy: Su Leslie for Leslie Peterson (CE), Allison Lutz for Rob Ankarlo (CU), Katherine Elchert for Rebecca Puhl (PH).

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

Absent: Glenwood City, Jennifer Rickard (NR), Kristina Kelley-Johnson (SO).

CALL TO ORDER:

Rae (SA) called the meeting to order at 10:03 am.

ESTABLISH A QUORUM:

Johnson (CA) established a quorum by roll call.

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

Compliance with open meeting law was confirmed.

AGENDA:

LaFond (CL) moved to approve the agenda. Elchert (RL) seconded. Motion carried.

MINUTES:

Rundquist (PE) moved to approve the minutes dated November 20, 2020. Meyer (EL) seconded. Motion carried.

MORE ADMINISTRATOR'S REPORT:

Roholt noted that she had an ice-skating accident on January 3rd which resulted in breaking her kneecap and required surgery.

Tori Schoess is the new director hired at Roberts. She was welcomed to the group.

This week, Roholt submitted a LSTA Grant Application for libraries to join an ILS consortium on behalf of Fairchild and Durand. Fairchild plans to join regardless. Durand joining will be contingent on receiving grant funds. Kathy Setter has been working with Traczek (FA) and staff getting items added.

The ad hoc Library App group has met once between product demos. The first demo was from BiblioCommons. Next week will be the app from Innovative. The group may have a recommendation to bring to the March directors council. This group is subject to open meeting laws, and members of MORE are welcome to attend. Furo-Bonnstetter noted that the demos are recorded for those who wish to watch.

In preparation for votes and meetings, Roholt recalculated the vote distribution. MORE's voting system is based on two factors. There are a number of votes per library, and a weighted voting scheme. The weighted votes use the same formula for the percentage of the MORE budget the library is responsible for. The most notable change is that Eau Claire is down a few percentage points, while most library's percentage increased. This is something to keep in mind with budget planning.

IFLS DIRECTOR REPORT:

Thompson noted that the library division is working with the Department of Human Services (DHS) to get COVID tests out to a broader area. They are looking for pilot libraries before it goes mainstream. The tests could be dropped off at the library and UPS will use library as a pickup place. Thompson will follow-up with directors via email on this.

Dixen (BA) and Stempf (BR) jointed the meeting.

ISSUES/REPORTS FROM MORE COMMITTEES:

Elchert (RL) noted that the Resource Sharing/Collection Development (RSCD) Committee met at the end of 2020. It was a productive meeting with discussion of changes for Wisconsin Public Library Consortium (WPLC) moving forward. There will be discussions in the future about Flipster versus OverDrive. The committee discussed selection titles and collection maintenance. Other items discussed included mentoring teams to help those libraries wishing for help and formalizing the collection maintenance policy. A collection maintenance policy would ensure the best collections are available for the public.

LIBRARY SHARING OF NEWS AND INFORMATION:

- Furo-Bonnstetter (WO) – This is the fourth year that the library will host a snowshoe by moonlight. The trail will be lit by tiki torches, and you can hike through the woods. At the end there will be a fire to toast marshmallows.

- Elchert (RL) – Check out Rice Lake’s Facebook page for two ideas. One includes the ability to check out snowshoes.
- Meyer (EL) – The library board agreed to purchase the BMO bank building. They are working into the launch of fundraising and hope to move forward soon.
- Kuebli (BN) – Barron is expanding their Somali collection with dictionaries and books. They added also adult graphic novel and young adult graphic novel collections. They are also offering take and make kits for adults, teen, and youth. Barron will be opening their doors for limited borrowing on January 18th.
- Johnson (CA) – Cadott officially has gone fine free. They also agreed to wipe all existing fines for patrons. Johnson is very pleased with her board for making this decision.
- Leslie (SC) – The lockers are up and running in St. Croix Falls. They released a little video about them, and it is the most watched video on their page.
- Dixen (BA) – Baldwin has some of the lockers on order now.
- Page (HU) – Hudson experienced a problem patron incident last week. The individual claimed to be with the witness protection program and wanted to obtain a new library card. There were a lot of fines on this patron’s account. In addition, the patron was really aggressive, was not wearing a mask, and made inappropriate comments. The library staff got the police involved. Page wanted others aware as this patron has been to other libraries.
- Dixen (BA) has received reimbursement from the Federal Government for COVID expenses; and covered the cost of the lockers.
- Burnham (CH) holds a reading challenge. Last year there were 47 participants; that number is up to 33 already for 2021.
- Rae (SA) talked about the Ryan Dowd Training. Discussed was forgiveness and moving on.
- Westby (EC) noted that big news is coming next week for the L.E. Phillips Memorial Public Library in Eau Claire.

INCREASING THE NUMBER OF ENTRIES IN CIRCULATION HISTORY:

LaFond (CL) and Roholt started a conversation in November that since doors have been closed, many phone calls have been received from browsers looking for materials to read. There is limited reading history activated and it has been difficult to determine if the patron had read a book. LaFond (CL) was hopeful the circulation history could be increased to help serve library patrons better. Roholt noted that five is the maximum allowed. Back in 2010, the Directors Council decided the circulation history should display only three.

The main purpose at the start was to help libraries track down lost or damaged items. It was determined that libraries should not go back further than 3 for damaged items. Since then, libraries have found other creative uses of circulation history, including seeing what a patron has read when making selections and for weeding. Westby (EC) added that when this change was made, libraries would train and have conversations with the patrons to turn on their history record. This empowers our customers to do on their own. Westby felt it was important to not make the decision like this for the purpose of readers advisories. LaFond (CL) noted that a majority of her browsing patrons do not have computers.

Taylor (BB) noted this issue was discussed by the Resource Sharing/Collection Development Committee in 2019 for weeding purposes. At that time, it was decided not to increase. It was important to not attach patron names to titles unnecessarily. Glover (LU) noted it is much easier when selecting book bundles, to pull up a patron's history versus a book history. Elchert (RL) stated that increasing the book history only adds two more patrons. There would be concern that libraries would use data to potentially charge patrons. Patrons did not opt into this option. Elchert (RL) was very uncomfortable with making this change and it was not worth sacrificing patron privacy. Rundquist (PE) noted that for small towns, patrons often rely on librarians for assisting them in book selections and selection of unread titles. May be small portion of people, but they are upset when they have already read a title selected for them. Adding circulation history entries seems beneficial.

Westby (EC) offers home delivery service, and they track what the customer reads. This is done outside of Sierra tracking and with the permission from the customer. They service 200 patrons through home delivery.

Thompson noted that any information stored on an ILS such as 3 patrons could be discoverable by a search warrant. So, there is the patron privacy issue. Roholt added that the records must be handled as confidential per state statute, and there is no violation of patron privacy as circulation history is currently implemented.

Roholt noted that the last patron field is zeroed out twice a year. Patron history information is only stored with the item record and cannot be searched for from Sierra.

Following the practice of the Directors Council, items are discussed at one meeting and the vote can occur at a subsequent meeting. This could come back up in March if the group still wants to consider increasing circulation history entries.

ANNUAL REPORT UPDATE:

MORE staff are working on compiling information for the library annual reports. The information should be done next week. The electronic forms from the state are hoped to be open on January 25th. Rather than providing paper copies of the information, a PDF of the information will be sent via email. If there are questions about the numbers, feel free to open a help desk ticket. There are also some workshop opportunities listed on the IFLS website calendar. Rather than sending IFLS two copies of the signed report, libraries will be asked to send a scan of the report via email.

COVID UPDATES:

- Jones (AL) – Altoona is scheduling appointments for holds pickup only. They are waiting to see where the mask mandates falls.
- Rae (SA) – Sand Creek is not open to the public. The courier is coming, and they are offering contactless pickups. The library board is cautious about opening again.
- Misselt (RF) – heard from the Pierce County Health Department that the COVID mutation has arrived in Wisconsin.

- Surbaugh (FR) – Frederic is explaining curbside to 40 hours a week. There is computer access for taxes and job searching.
- Jones (AL) – questioned where library works fall in the vaccine hierarchy. Libraries were encouraged to reach out to their health departments.
- Stark (ME) – Menomonie is offering curbside only with no expectation to change as the COVID numbers remain in the red.
- Stempf (BR) – Bruce is not experiencing problems. Visits are limited to 15 minutes and they are continuing to mask and distance.
- Westby (EC) – L.E. Phillips Memorial Public Library in Eau Claire is using a script with the public to communicate plans.
- Traczek (FA) – Fairchild is offering curbside pickup, and some home deliveries.
- Meyer (EL) – Meyer inquired if WLA, DPI or IFLS has released a statement on position where public library staff should be on the vaccination list. It would be helpful when library staff position for those vaccinations. Thompson noted that the division staff meet weekly and have discussed. The Division talked to DHS and there is no definitive statement regarding library workers as essential workers. Thompson will see if any updates have been made in that regard.
- Krueger (DP) – Deer Park is continuing just curbside service. Computers are available by appointment for taxes and job searching. St. Croix County is bouncing between the red and orange range.
- Rundquist (PE) – Pepin is still open for one person or family unit at a time. They also are continuing curbside and to a vehicle. One computer user is allowed at a time.
- Hebda (OG) – Ogema is maintaining the same practices as last fall.
- Westby (EC) – The local job center is able to help people by phone for individuals who cannot access a computer.
- Friendshuh (OS) – Library staff have been vaccinated. Friendshuh will check into how that got planned out.
- Westby (EC) – Westby suggested that the practice of letting some people in the library and then locking the door, could pose a fire hazard, and they should check on that.

ADJOURN:

Krueger (DP) moved to adjourn at 11:32 am. Westby (EC) seconded. Motion carried.

Joanne Gardner, Recorder