

MINUTES
MORE Directors Council
Friday, September 16, 2022

Present/Attending: Rachel Thomas (AM), Leslie LaRose (AU), Rita Magno (BA), Linda Heimstead (BL), Amanda Feldt-Smith (BN), Florence LeBeau and Meagan Bennett (BB), Finny Julson (BO), Kathryn Stempf (BR), Samma Johnson (CA), Anna Griffin (CE), Emily Resendiz (CH), Joe Niese (CF), Lisa Bragg-Hurlburt (CO), Rob Ankarlo (CU), Barbara Krueger (DP), Leann French (DR), Lori Gilles (DU), Nancy Kerr (EC), Tiffany Meyer (EL), Rozanne Traczek (FA), Charlene Conradi (FC), Shelley Tougas (HU), John Thompson (IF), Christinna Swearingen (LA), Jill Glover (LU), Joleen Sterk (ME), Bonnie Carl (MI), Monica LaVold (NR), Mary Hebda (OG), Shelby Friendshuh (OS), Rebecca Puhl (PH), Jenna Beyer (PC), Carissa Langer (PR), Claire Parrish (RL), Tanya Misselt (RF), Shelly Rae (SA), Kristina Kelley-Johnson (SO), Su Leslie (SC), Elizabeth Miniatt (ST), Allison Lutz (TL), Karen Furo-Bonnstetter (WO).

Proxy: Ginny Julson for Dawn Ayers (CM), Su Leslie for Cricket LaFond (CL), Leann French for Amanda Blackmon (FR), Barbara Krueger for Rochel Karlson (GC), Becky Puhl for Deb Hyde (PF), Karen Furo-Bonnstetter for Christy Rundquist (PE), Rebecca Dixen for Tori Schoess (RO), Ginny Julson for Katie Schneider (SV).

Also Present: Lori Roholt, Bridget Krejci, Kathy Setter, Katelyn Noack, Cecelia Cole, Joanne Gardner.

Absent: Arin Wilkin (AL), Vince Mussehl (CV), Kallie Anderson (EW), Michelle Johnson (HA).

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 vote.

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

Certification and compliance and open meeting law was confirmed.

AGENDA:

Roholt noted a request to move discussion and action on MORE collection development and statistical analysis tool up on the agenda to follow approval of minutes.

Thompson (IF) moved to modify the agenda and move Item 11 (MORE collection Development and statistical analysis tool after Item 5 (Minutes). Johnson (CA) seconded. Motion carried.

MINUTES:

Meyer (EL) noted that minutes of July 15, 2022, should be corrected to note that she attended the meeting, and a proxy wasn't needed.

LaVold (NR) moved to approve the minutes dated July 15, 2022, as modified. Niese (CF) seconded. Motion: Carried.

MORE COLLECTION DEVELOPMENT AND STATISTICAL ANALYSIS TOOL:

Information was provided in the meeting materials related to the discussion and action on a MORE Collection Development and Statistical Analysis Tool. At the July meeting, the MORE Directors Council opted to include sufficient funds for either Decision Center or LibraryIQ in the 2023 MORE budget. Since July, additional information has been gathered including several recorded demos and product comparisons were provided.

Roholt noted that some things that are present in Decision Center, are not currently possible with LibraryIQ. There have been some assurances from LibraryIQ that they could be added. LibraryIQ cannot currently schedule reports to be automatically delivered via email.

LibraryIQ provided a roadmap for items they plan to develop for 2022 and into 2023. Roholt does sense a continual development and LibraryIQ being responsive to customers by keep building a better product. They are continually adding features and responsive to library needs.

Krueger (DP) noted that if the library dashboard goes down, there is nothing in Decision Center to replace that.

Julson (BO) stated that LibraryIQ initially started their pricing high at \$120,000 a year and have come down substantially. Roholt noted that LibraryIQ is offering two years at \$40,000 a year. They are not committed beyond the 2 years. Johnson (CA) noted it is worth keeping an eye on LibraryIQ, but not worth the switch right now. Kerr (EC) agreed with Johnson about concerns that LibraryIQ is not there yet.

There was some consideration that needs to be given to some features of LibraryIQ around tracking patrons and non-patrons and if allowable under the state statute.

Magno (BA) noted that everyone likes the dashboard. She inquired if we should consider paying someone to make a new dashboard product for us. It was noted that there is a group of folks statewide who have been discussing how to provide some kind of dashboard service throughout the state as a collaborative product.

The suggestion was raised to use a test group for LibraryIQ. Roholt didn't believe there is the possibility to use MORE data in a test group without paying for it. There is the possibility that libraries could subscribe to LibraryIQ on their own even if the group remains with Decision Center while testing.

Johnson (CA) moved to approve staying with Decision Center for 2023. Hebda (OG) seconded. Roholt noted that this is a majority rule vote. Both 50% of the libraries present and 75% of the

votes present to pass. Since both do not meet the threshold, the motion fails. Motion failed by roll call vote.

Sterk (ME) moved to approve going with LibraryIQ for 2023. Krueger (DP) seconded. Motion failed by roll call vote.

There were questions raised how both votes failed. Roholt noted that there may have been a couple libraries that voted yes or no to both votes. Tanya-how vote happened.

Swearingen (LA) moved to accept Decision Center for 2023 and allocate \$5,000 from a source to be determined to offset one or more libraries to use LibraryIQ. Sterk (ME) seconded. Motion carried by voice vote.

LIBRARY NEWS:

Cadott received a \$650 grant to provide a care closet in the patron bathroom. It will provide personal care, dish soap, etc. The grant was from Chippewa County.

Ladysmith will be receiving solar panels at the end of September.

Eau Claire held their soft opening after the remodel. The library was flooded with people, and it was gratifying.

Ellsworth staff received mental health and first-aid training through a grant provided by Western Wisconsin Health.

Heather Wiarda will be the new director in Amery beginning on September 21st. Former director Rachel Thomas will begin as director in Rice Lake on September 26th.

Stacey Brown was hired as the new director in Bloomer and will begin next week.

Turtle Lake was subjected to a first amendment audit. People came in with cell phones and videotapes, start an interaction to get staff to blowup and leave. Lutz reached out to Langby and Thompson as IFLS who shared an auditor webinar. Lutz highly recommends getting staff trained and prepared. Turtle Lake schools are also going through book banning and the library has reviewed their policies and are protected if that happens.

Bruce has been going to the school to do storytime with the pre-k and kindergarteners about once a month. Bruce is also starting up a Lego club this year.

Chetek offered Carol Burnham a farewell yesterday. Emily Resendiz is the director.

Johnson (CA) noted that Nano-wri-no will begin soon with October events will be offered virtually. Johnson is also available to help.

Dresser has new sidewalks and a ramp from the street to the library. This was a collaborative project with the municipality.

Furo-Bonnstetter (WO) noted that St. Croix County started a travelling book club in a River Falls restaurant with 27 followers. If others are interested in starting one, she would be happy to share their experience.

Roholt noted from chat that Shelby Friendshuh of Osceola had a baby, and she is doing good.

Hebda (OG) noted international movement on hosting a silent book club. They meet and more a social function than discussion. Each attendee reads what they want to read. It is focused on gathering, coffee, and discussions.

MORE COMMITTEE REPORTS:

Setter noted that the Operations Committee has met and two items later on the agenda of today's meeting.

MORE ADMINISTRATOR'S REPORT:

Roholt thanked the directors for attending the hybrid meeting and hope it works okay. There are some known volume concerns which are being addressed. A second Meeting Owl device will be purchased and should capture the audio better.

The November Directors Council meeting will be virtual only. The meeting space at the CVTC Energy Education Center is not available.

Staff have been training on and developing ideas for the shared Niche Academy subscription which was approved to start in 2022 to lock in a lower ongoing cost.

Cornell was awarded LSTA funding to join MORE. Cornell is in Chippewa County. Hawkins is the last IFLS library not a MORE member.

MORE staff has been working with Chippewa Valley Technical College (CVTC) to integrate patrons. A video has been prepared that explains what to do when a CVTC student or employee visits a MORE public library. Questions can be submitted via a helpdesk ticket.

The trifold MORE brochures will be reprinted soon. The updated version will remove mention of Freading as a shared electronic resource and will include Cornell as a new MORE library.

The standard MORE registration form will be available for purchase soon.

IFLS DIRECTOR'S REPORT:

Thompson (IF) welcomed the new directors including Kallie Anderson at Elmwood, Emily Resendiz at Chetek, and Stacey Brown at Bloomer. Rachel Thomas moved from Amery to Rice Lake and Jenna Beyer from Elmwood to Plum City.

IFLS will be hosting a workshop titled Beyond the Desk. This is geared for nondirectors and nonmanagement. A session will be held in Rice Lake and Eau Claire. IFLS is providing mileage reimbursement and help with carpooling. It is hoped that library directors will encourage their staff to attend.

MARKETING COMMITTEE REPORT ON EXPLORE MORE PASSPORT PROGRAM AND VISION FOR NEXT YEAR:

Reb Kilde was present to provide highlights of the first year of the Explore MORE Passport Program. Over 1500 passports were handed out at libraries. The goal was to hand out 780.

Kilde provided a report with the statistics that were provided. Not everyone turned in tally sheets. The report provided a summary of the highlights and goals. It also included what worked, what needs improvement, and planning for next year. A suggestion is to develop itineraries that may or may not include additional prizes. As libraries are working on their budgets now, they may want to think about passport swag bags from their library.

The report also included comments from participants of the program on their favorite place or adventure. The consensus of the libraries and participants that this was a good program. Northern Waters and Wisconsin Valley have shown interest in a similar program.

DAMAGED ITEM BILLING GUIDELINES:

Roholt noted that damaged item billing guidelines is listed as a discussion item on today's agenda. Earlier this year, a MORE ad hoc committee convened to discuss developing some common ground among member libraries and billing for damage to library materials. The committee developed guidelines and a chart that describes items, type of damage, and establishes some categories of damage that no MORE library may bill for. A link to the guidelines and chart were provided in the meeting materials.

If approved, it would change from the current practice of damages are up to the owning library. All decision making is in the hands of the owning library, yet the guidelines provide a list of items that are not chargeable. If approved, there will be training for library contacts for damaged items.

Leslie (SC) thought the guidelines make sense. When patrons aren't being charged, libraries get so much more back.

Leslie (SC) moved to vote on proceeding to vote on the MORE Damaged Item Billing Guidelines. Misselt (RF) seconded. Motion carried.

Leslie (SC) moved to approve the MORE Damaged Item Billing Guidelines. LaVold (NR) seconded. Puhl as Proxy for Hyde (PF) abstained. Motion carried.

COURTESY NOTICE SCHEDULE:

Courtesy Notice Schedule is listed as a discussion item on today's agenda.

The MORE Directors Council originally opted to implement courtesy notices to be delivered to patrons ahead of their items' due date. Some recent email delivery problems indicate that it may be beneficial to reduce the quantity of email notices generated by Sierra. Now that most of the libraries are fine-free, it may be useful to shorten the time ahead of the due date that courtesy notices are sent. As of right now, email notices are sent 3 days ahead of due date for 7-day loan and 4 days ahead of due date for longer loans. To reduce the overall volume and odds

courtesy notices are delivered, it is suggested that notices are sent 2 days ahead of the due date for 7-day loans and 3 days ahead of the due date for longer loans.

Discussion confirmed that to continue sending courtesy notices is useful. Sterk inquired if all courtesy notices could be sent 2 days ahead of the due date, regardless of the loan period.

LaVold (NR) moved to vote on proceeding to vote on the Courtesy Notice Schedule. Sterk (ME) seconded. Motion carried.

Sterk (ME) moved to shorten the Courtesy Notice Schedule to two days ahead of the due date regardless of the loan period. Misselt (RF) seconded. Motion carried.

Hebda (OG) inquired about changing the delivery of notices after 9 pm daily. Roholt noted that the notices are set to run automatically and when no libraries are doing checkouts or check-ins. When it was discussed, 9 pm was favored over the early morning.

ADJOURN:

LaVold (NR) moved to adjourn at 12:38 pm. Johnson (CA) seconded. Motion carried.

Joanne Gardner, Recorder