

MORE Administrator's Report

March 2019 – MORE Directors Council

Innovative Users Group (IUG) Conference

Congratulations to Sue Christianson, Barron Public Library Director; Joleen Sterk, Menomonie Public Library Acquisitions & Circulation Services Manager; and Krissa Coleman, Hazel Mackin Community Library Director and MORE Directors Council Chair, who will attend the 2019 Innovative Users Group Conference at MORE's expense. Bridget Krejci, Kathy Setter, and I will also attend. Watch for a recap from attendees following the conference in May.

The 2020 Innovative Users Group Conference will be held in Minneapolis, likely making it possible for MORE to sponsor more attendees and require less of a time commitment. Keep it on your radar!

Chippewa Valley Technical College (CVTC) and MORE membership

I've had preliminary discussions with the director and staff of the Chippewa Valley Technical College library regarding (re-)joining MORE. CVTC was an original MORE member library but left the consortium in 2006 to join a consortium of technical colleges. They're looking to expand and streamline services for their students, and we are working out start-up and annual cost estimates.

Annual supply Order

Again this year, Kathy Setter coordinated a group supply order, with the first shipments to IFLS expected this week. Then materials will be sorted and distributed to the 40 libraries that placed orders. This year, Kathy will include a packing slip to help you verify you've received everything you ordered.

Help Desk Support

Between annual report season and spring conferences, we keep busy with day-to-day support, commonly via the IFLS Help Desk. In addition to the MORE-related computer, network, OverDrive, ILL, and delivery support provided by our IFLS colleagues, Kathy, Bridget, and I have provided 276 replies via the help desk and closed 195 tickets since the beginning of the year. We don't have a quick way to tally our phone and direct email support!