

MORE Executive Committee

Friday, March 2, 2018

Present: Chair Krissa Coleman (RO); Tina Norris (HU); Katelyn Noack (CA); John Thompson (IFLS)

Absent: Rebecca Puhl (PH).

Also Present: Lori Roholt (MORE); Kathy Setter (MORE); Joanne Gardner (Recorder).

Coleman (RO) called the meeting to order at 10:00 am. A quorum was established. Compliance with open meeting law was established.

Norris (HU) moved to approve the agenda. Noack (CA) seconded. Motion carried.

Norris (HU) moved to approve the minutes of December 15, 2017. Noack (CA) seconded. Motion carried.

New Business

Fines in the Age of Lending Library Rules

Roholt reported that there is still no firm date to switch to lending library rules. We are hoping for late March. After the switch to lending library rules, fines will accrue according to the lending library's rules, not the owning library's. Will it still make sense to allow libraries to waive fines on items they own only? Or should all libraries be free to follow local policy in waiving fines accrued on any libraries' items?

Roholt noted that after the switch, the owning library is not necessarily the library that assessed the fine. Does it still make sense to waive fines if accrued on owning library's materials? Or, can everyone agree to apply local policy regarding fine waiving to anyone who presents themselves at a library?

Roholt noted that another consideration is when patrons pay through Ecommerce online. Currently, online fine and replacement payments are disbursed to the library that owns the item on which the paid fine or replacement charge accrued. After the switch, fines will accrue according to the lending library's rules, not the owning library's. After the switch it will be technically possible, but not straightforward, to disburse fines to the library that assessed the fine, and continue to disburse replacement fees to owning libraries. Does it still make sense to disburse all funds to owning libraries, or should payments be disbursed differently? One caveat to consider is whether libraries that do not charge fines, either do want the fine collected or ones that do fine may take issue with no reciprocation.

Roholt suggested that this group should have a recommendation for the Directors Council about fine ownership and handling of waiving and Ecommerce payments.

Thompson noted that from a service perspective, how much time is being spent making calls and waiving fines.

Norris (HU) stated that Hudson hopes to go fine free In March. Several libraries in St. Croix County are going fines free. It was questioned how libraries can afford going fines free. Thompson noted that some libraries are just choosing to spend revenue in different ways rather than time spent pursuing fines. Eau Claire is relocating their municipal allocation. By not spending staff time collecting fines, staff can pursue more direct patron support and take the opportunity to promote the library instead. Norris (HU) noted the proposal to cut fines in Hudson is for better productivity and bad PR. Thompson noted that individual service philosophies vary. In some cases, the fines collected are vital to the budget and others it is marginal. Each library should evaluate their situation.

Setter noted that a suggestion was that fines from fine-free libraries could be applied to the multiple holds project.

Noack (CA) motioned that the MORE Executive Committee recommends that fines on Ecommerce collected for fines-free libraries be utilized for the High Demands Hold project. Norris (HU) seconded. Motion carried.

Norris (HU) recommended that the libraries be free to follow local policy in waiving fines on any library's items. Noack (CA) seconded. Motion carried.

Library App Options Summary

Roholt reported that at the January Directors Council meeting, she was asked to bring a summary of library apps to the March meeting and some options for the group to consider.

In the summer of 2016, the Directors Council put money into the MORE budget for a library app called Boopsie. Development of the app started in 2016/2017 and was available in the app stores by July 2017. Roholt tested the app, but it never worked well. Roholt was worked with the developer during the summer and then the data breach was discovered. Access to the database was cut off to the developer. Boopsie was taken over by Demco Software. We were notified later that it was not the app developer's fault. MORE has not restored database access and Roholt has had no meaningful contact with the app developer in moving forward with the app development.

Roholt's concern is that even if the database connection is restored, it was a poorly performing app. MORE has paid the startup costs and one-year cost. MORE has been billed for the second year of service, but has not made payment.

WiLS was asked for input; but Roholt has not heard their progress on the discussions. There have been several weeks of waiting on other people on what Demco Software will do for us.

Roholt noted that it is not clear how amenable Demco Software is to get our money back. Demco Software has developed a new app product called DiscoverMobile. It appears to have a more modern interface. Although it is not optimized for consortia now, the company seems open to development.

Innovative also has a library app called MyLibrary! Which during the data breach discussions in late 2017, they offered it to MORE at no cost. It has a bare-bones interface that links to Encore Mobile. Setter is trying to find out if that offer is still open.

Other app options include Capira Technologies, Maybe BiblioApps, or take a wait and see approach.

Roholt inquired if this information gathered so far is worth presenting to the MORE Directors Council in a couple weeks or if she should explore something further. It is hoped Roholt will find out more from Demco Software prior to the Directors Council.

Adjourn

Noack (CA) moved to adjourn at 11:00 am. Norris (HU) seconded. Motion carried.

Joanne Gardner, Recorder