

**MORE Budget  
and  
Executive Committee Meeting**  
*Friday, June 28, 2019*

**Present:** Chair Krissa Coleman; Tina Norris (HU); Becky Puhl (PH); Rob Ankarlo (CU); John Thompson (IFLS).

**Also Present:** Lori Roholt (MORE); Kathy Setter (MORE); Bridget Krejci (MORE); Deb Faulhaber (IFLS); Maureen Welch (IFLS); Sue Christianson (BN); Joleen Sterk (ME); Shelly Collins-Fuerbringer (EC); Karen Furo-Bonnstetter (WO); Ginny Julson (BO); Joe Niese (CF); Jennifer Rickard (NR).

Coleman (RO) called the meeting to order at 10:03 am. A quorum was established. Compliance with open meeting law was confirmed.

*Thompson (IFLS) moved to approve the agenda. Norris (HU) seconded. Motion carried.*

*Norris (HU) moved to approve the minutes of May 3, 2019. Ankarlo (CU) seconded. Motion carried.*

**2020 Budget Hearing**

A draft of the 2020 MORE budget was projected. This budget is similar to the budget brought to the May Directors Council meeting. The budget is built as a cost-to-maintain budget in that it includes the costs to keep the same products. Some costs and recommendations have been firmed up.

Roholt suggested going through the budget section-by-section, then suggested discussing new products and services.

Annual Maintenance - Innovative

This is the cost to Innovative and cost to run Sierra and the Classic catalog. Every year, there is a 3-1/2 to 5% increase.

Innovative/Other Products

MARCIVE costs is an ongoing authority processing service. We pay per record and work within the budgeted amount.

Library Elf is an email and text reminder subscription.

Novelist Select subscription is for enhanced content to the online catalog.

The three-year subscription to Encore will end February 2020. Costs were added to run Encore for an additional year.

Decision Center is a statistical and collection development tool. This is paid on a year-to-year basis. This is a fairly-well used product.

Content Café provides cover images for the online catalog.

iTIVA from Talking Tech is a messaging telephone notification and renewal service which began in 2019. It is an automated calling system which makes several hundred calls per day.

#### Host Site Expenses

IFLS Management Charges are based on IFLS's state aid received. There is not an increase over 2019 costs.

CVTC Data Center charges for hosting the Sierra and Encore servers. Roholt doesn't anticipate any change in costs.

#### Meetings & Training Expenses

Money is built into the budget for trainings and webinars.

Funding is also included for the annual Innovative Users Group (IUG) conference. In 2020, the IUG Conference will be held in Minneapolis. When this conference is closer and more accessible, attendance increases. But more can attend because there is no air fare or lodging costs to reimburse.

#### Miscellaneous Expenses

Publicity is used mostly to print the tri-fold MORE brochure. This year it was also used for the promotion of Lynda. These funds could do other PR activities.

Bibliographic Utility is used by staff for OCLC, Web Dewey, and RDA Toolkit to contribute to the overall integrity of shared materials.

Operating Contingency doesn't get spent very often.

#### Content/Materials Purchases

The Resource Sharing/Collection Development (RSCD) committee weighed in with recommendations for content and material purchases.

The Wisconsin Public Library Consortium (WPLC) manages the statewide OverDrive collection buying pool with some funds being returned for the system Advantage account. The WPLC opted for a 5% increase for the 2020 buying pool. Welch noted that demand has been high, and the formula is based 75% on usage and 25% of population.

The OverDrive Content – Advantage program supplements the statewide collections and makes funds available for additional copies of high demand items and is available only to system members. RSCD recommends increasing this line by \$3,000; bringing it to \$33,000.

Flipster is the current electronic magazine subscription product. RSCD recommends increasing this line by \$3,000; bringing it to \$18,000. A handful of libraries have been purchasing subscriptions shared among the system. Should those libraries not have future monies to supplement; this funding would help make the subscriptions available. Currently there are about forty magazine titles.

Freanding is an ebook service which is based on pay-per-use. RSCD suggests a \$1,000 increase to bring this line to \$10,000.

The Collection Development Project is used to purchase physical, high-demand materials in any format. Paula Stanton from L.E. Phillips Memorial Public Library has served as the purchaser. With the 5-1 ratio for 2018, this line was underspent in 2019. RSCD recommendations reducing this line by \$3,000 bringing it down to \$17,000. Roholt noted that discussion at Directors Council was that perhaps the guidelines could be tweaked to try to reduce the wait times for folks where just 2-3 copies are out there.

#### Total Costs

The total costs to be billed to MORE libraries in the draft 2020 budget is \$765,185.00. No carryover was expended into that amount. When budgeting for the current year, \$23,000 carryover was used.

The amount of state aids IFLS receives affects the subsidy IFLS provides to MORE. There is a subsidy off the top and also a per library subsidy. Off the top benefits the larger libraries while the per library benefits the smaller libraries.

#### Possible New Products

Roholt noted that none of the possible new products and services were reflected in the budget presented today.

MORE's subscription to Encore will be up at the end of February 2020. There are two main options going forward; remain with Encore or switch to a new discovery interface.

MORE has been using Encore since 2014. The first couple years, the product was super slow and didn't work well. In 2016, MORE looked at the discovery options and opted to stay with Encore if performance improved. This is how we arrived at the current 3-year subscription which expires in February 2020.

Innovative will not be making significant development investments in Encore going forward; though they will continue to support it and fix bugs. The costs provided by the vendor are for 1-2-year subscriptions or a 3-year subscription. The 3-year subscription costs are a bit lower.

Switching to BiblioCore by BiblioCommons is a promising product for MORE as a new discovery interface. Several examples were provided along with a lengthy demo. The annual costs for BiblioCore are a fair bit higher than Encore and also would include a

one-time implementation fee of \$27,046. Typically, implementation fees are used from carryover funds since they are a one-time cost.

Another discovery product is Inspire by Innovative Interfaces. This would be Innovative's replacement for Encore. There is a demo of the product but there are no live sites yet. Some locations are beta sites. The cost scheme for Inspire was provided. The Directors Council would need to commit to a 3-year subscription to get the early adopter promotion rate. The first year would be comparable to Encore, but costs would increase in years 2 and 3. There would also be a one-time implementation fee of \$11,250. If a commitment is not made by July, the list price is over \$90,000 for Inspire. Roholt noted that MORE could stay on Encore until we are ready to go to Inspire. The down side with Inspire is that we are not able to try it out and it is still in product development. Furo-Bonnstetter (WO) stated hesitancy because the product is not ready and in-the-past, dealt with issues with new starts. Coleman (RO) witnessed what Inspire could look like and the ideas and concepts were amazing. Coleman (RO) thought the patrons would really like the access points and the view and search were improved.

Roholt shared comments received on the discovery products:

- Helmecci (LA) was concerned about the \$90,000 moving to Inspire.
- Johnson (HA) suggested staying with Encore or move to BiblioCore.
- A staff member at L.E. Phillips Memorial Public Library (EC) responded that given Innovative's lackluster support of Encore, BiblioCore appeared to be a better option.
- A staff member at Hudson (HU) said BiblioCore (Hennepin County Library) is easy and intuitive.
- St. Paul Public Library staff appreciated BiblioCore. They went from Classic to BiblioCore and seen significant improvements.
- A former Eau Claire staff member at Hennepin County Library liked BiblioCore. It was a good product to create your own lists.
- A staff from St. Paul Public Library found BiblioCore staff responsive and helpful in answering questions.

Coleman (RO) noted that there are comments on BiblioCommons because the product is available and being used. It is unclear how amazing Inspire could be because it is not being used or reviewed yet.

Furo-Bonnstetter (WO) inquired if MORE would still keep the Classic catalog if the council decides to switch to BiblioCommons. Roholt responded yes. St. Paul Public Library is doing that.

Roholt wanted MORE members to think about a Library App would fit into the landscape. BiblioCommons has an App; but it is not a standalone product. BiblioCore is needed to have the App. If the council decides to stick with Encore or Inspire, they would need to look at a separate App product. Innovative says it is developing an Inspire App which is projected to be available around the end of 2019. There is no pricing or any other information about that forthcoming product.

Capira Technologies has a stand-alone App product. The price quote is \$47,775 per year for the base cost. This may be negotiable; but not sure it would come down to the \$12,000 range of the BiblioCommons App.

Roholt noted that stand-alone App products are limited and come at a high cost.

Roholt noted that BiblioCommons talked about development of their product and wanted to optimize the product for mobile use. The discovery system is responsive and displays well on a mobile phone. The mobile browser features are the same as on a desktop. The App can do searching, requesting, and features unique to the mobile experience such as scanning a barcode on the phone. It also includes notification, location, and hold availability features.

Thompson noted that if Encore development is stopping and Innovative replaces Sierra, will Encore work with the new generation of software? Where would that leave us if it doesn't and how soon might this happen? Roholt noted that Innovative is working on the discovery product Inspire first. Then they would look to development of staff-facing software to replace Sierra and Polaris. They are looking to merge into the Inspire line. Roholt believes they would want Encore to work with a new platform. Roholt believes this is years into the future and not something MORE would be forced into. There are still sites using Millennium. Setter thinks it may be 5 years before they put the pressure on. They still support, but don't further develop products.

Shelly Collins-Fuerbringer and Paula Stanton (EC) did look at BiblioCore. They looked up a movie and can click and place the hold. Coleman's (RO) thought is that currently people are placing holds on multiple formats and trying to figure out which format will come first.

Sterk (ME) questioned how the catalog is used and how many patrons are using desktop versus mobile platforms. Sterk was shocked to learn how high mobile use is.

Setter is excited about what Inspire is going to do. Setter knows the past experience did not go well. Innovative is working very hard and hope to have some sites live in the next few months. There is a consortium person on the development team for Inspire. Setter likes staying with one vendor because of the seamlessness and the great deal on pricing. Setter noted that the promotional pricing for the MORE consortium is until the end of July.

Roholt stated that if MORE wants an App, there is not a cost-effective way to do that outside of subscribing to BiblioCore.

Collins-Fuerbringer inquired how supportive Innovative is to work with. Setter replied that subscribers can call. Roholt added that support can be hit or miss.

Setter noted that the Inspire product management team is working hard to make a product people want.

Roholt noted that neither product (Inspire or BiblioCore) can make changes just for MORE. It needs to be a need/improvement for all customers.

Christianson (BN) and Setter talked about an Idea Lab Innovative has had available for two years where users can put in enhancement ideas. Others can like or comment on it. A lot of user ideas come out of the Idea Lab.

Roholt raised some skepticism going into Inspire unseen. In addition, it would take some patron education to maximize what Inspire can do.

Ankarlo (CU) noted patrons are familiar with BiblioCore from St. Paul Public Library and Hennepin County Library. Norris (HU) added that compared to Encore, BiblioCore is more intuitive and user-friendly. Patrons would appreciate that, and the App would also be important to patrons.

Roholt received a request to look into Hoopla. This service offers electronic video, audiobooks, and ebooks. Several libraries currently subscribe to it including Eau Claire. There are no platform fees for Hoopla; only a cost per use. This product may not be a good candidate for consortium purchase and by libraries subscribing on their own, they could be more responsive to budget constraints and adjust patron limits.

Roholt noted due to IFLS parking and meeting room capacity being limited for MORE Directors Council; it was broadly favored to meet offsite. Based on costs to what we paid to meet at the Chippewa Valley Technical College Energy Education Center, it was arrived to cost approximately \$1,000. The Directors Council meetings six times per year. The cost would be shared in the MORE formula. Christianson (BN) suggested a mic system would be helpful.

Since implementing a suite of cataloging options in 2018, it has become clear that some libraries would benefit from using IFLS's CABS or Shared Services; but find that cost is a barrier. Roholt thought pooled funds to subsidize IFLS's cataloging services would allow for a reduction in costs to libraries using these services. This subsidy would benefit libraries choosing CABS; but also help those catalogers working in libraries. There would be less cleanup of other library's records and allow staff to more easily locate records and reduce duplication. Deb Faulhaber manages Shared Services and CABS. It was noted that everyone benefits from a better catalog. Roholt noted that cataloging is a specialized skill and it is hard to do cataloging well; especially when doing other library functions.

Coleman (RO) shared that last year, Roberts jumped on board with Shared Services and they see how important to have someone certified and knowledgeable. By investing in cataloging in a consortium, you can understand the time and money management is best spent having it done the proper way and makes the most economic sense. Better records done right the first time better utilizes library staff. Ankarlo (CU) agreed that cataloging is not a task that is conducive to multi-tasking. Christianson (BN) noted that libraries are lucky when they have staff with a cataloging skillset; but anytime that

person can be gone. Thompson noted that there has been no additional staffing since 2007 and yet 12 libraries were added to the MORE consortium. Capacity-wise, MORE is to the point of walking a fine line with burnout and doing all we need to do to be sure the catalog and MORE services continue at the level expected.

Nothing included in the possible new products and services document is reflected in the budget spreadsheet presented today.

Thompson noted that the IFLS budget will not be increasing. In 2019, IFLS subscribed to the Lynda database for online learning. There had been discussed of MORE paying a portion of that subscription. During the last several months, Lynda is transforming to LinkedIn and changing the access parameters. Individuals would need a LinkedIn account to log into Lynda. There would also be the requirement of a pin to access information. If MORE is opting not to subsidize, IFLS will need to decide if Lynda is still valuable or if privacy concerns will outweigh the benefits. Coleman (RO) voiced her thought that as a consortium; MORE has a stronger need for cataloging than Lynda.

### **Executive Committee Discussion and Recommendation on 2020 Budget:**

After discussing the discovery product, it was suggested that Roholt could go back to BiblioCore and see if they would reduce the cost and/or implementation fee. Thompson thought there may be better leverage if the BiblioCommons app is also included if negotiating. Thompson suggested adding \$50,000 to the Discovery/Online Catalog budget line so the funding is appropriated for whichever discovery layer is chosen.

After discussing Hoopla which offers electronic materials, it was suggested that individual libraries could subscribe on their own since there is no advantage as a consortium.

The committee agreed that funding to hold MORE Directors Council meetings offsite was reasonable to add into the budget. Roholt will get clarification on costs and basic coffee/snack costs.

There was generalized support for adding a CABS subsidy to the budget. Coleman (RO) reiterated the need for consistency in cataloging. Ankarlo (CU) suggested including the narrative on the cost benefits when presenting to the Directors Council with the IFLS's cataloging service options available to libraries. At an estimated annual cost of \$30,000 it will be designated as Database Quality Control.

Puhl (PH) would like to see the Collection Development Project line at \$20,000 to purchase high-demand materials in any format with the recommendation that purchasing be reviewed.

The committee agreed that the general notion is that MORE would not support Lynda in 2020 budget.

Thompson suggested leaving the Conferences line item at \$10,000 with the idea that up to \$5,000 could be moved from uncommitted carryover if needed for the IUG Conference being held in Minneapolis next year.

There was a lot of discussion on the advantages and disadvantages of the discovery layer both during the budget hearing and among the committee. Roholt did say it was safe to ignore the implementation costs as MORE has enough in carryover to cover that. Committee members should mainly focus on the annual costs. The consensus was leaning towards BiblioCore with the App from BiblioCommons. It was agreed that the App would be listed as a separate line item.

The committee agreed make the following changes to the budget to be presented to the MORE Directors Council for approval:

- Discovery/Online catalog increased to \$49,092.00 for BiblioCore
- Add BiblioCommons Library App as a new product at the cost of \$11,023
- Add Database Quality Control as a new product in the amount of \$30,000
- Bump IFLS Management Charges from \$288,400 to \$290,000
- The Collection Development Project would be funded at \$20,000
- Reserves/Carryover would be used to the BiblioCore implementation fee and up to \$5,000 for Conferences.

Roholt will include the recommendations in the proposed MORE budget and provide that to the MORE consortium.

### **Adjourn**

*Thompson (IFLS) moved to adjourn at 12:58 pm. Norris (HU) seconded. Motion carried.*  
Joanne Gardner, Recorder