

**MINUTES**  
**MORE Budget Hearing and Executive Committee Meeting**  
*Friday, June 11, 2021*

**Present/Attending:** Shelly Rae (SA), Katherine Elchert (RL), Samma Johnson (CA), Pamela Westby (EC), John Thompson (IFLS).

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

Rebecca Puhl (PH), Monica LaVold (NR), Joleen Sterk (ME), Leann French (DR), Joe Niese (CF), Bonnie Carl (MI), Christy Rundquist (PE), Cricket LaFond (CL), Tori Schoess (RO), Amy Stormberg (AM), Katie Schneider (SV), Barbara Krueger (DP), Tiffany Meyer (EL), Hollis Helmecci (LA), Kayla Campbell (PL), Rozanne Traczek (FA).

**CALL TO ORDER:**

Rae (SA) called the meeting to order at 10:01 am.

**ESTABLISH A QUORUM:**

Johnson (CA) established a quorum by roll call vote.

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

Certification of compliance with open meeting law was confirmed.

**AGENDA:**

*Johnson (CA) moved to approve the agenda. Elchert (RL) seconded. Motion carried.*

**MINUTES:**

*Johnson (CA) moved to approve the minutes dated May 7, 2021. Thompson (IFLS) seconded. Motion carried.*

**BUDGET HEARING ON 2022 MORE BUDGET:**

This hearing is open to everyone and provides the opportunity to weigh in on the 2022 MORE budget. Following the hearing, the Executive Committee will continue to meet and recommend the 2022 MORE budget which incorporates feedback from the hearing.

Roholt will get the MORE budget recommendation out to all members as soon as possible. The budget approval is on the July 16, 2021, Directors Council agenda.

Roholt displayed the draft budget on the screen. Roholt went through the budget line by line.

#### Annual Maintenance - Innovative

Line 1 is the annual maintenance costs and peripheral services with Sierra. This is automation software from Innovative Interfaces. The past few years, MORE has held a year-to-year contract. Innovative offered a few different multiyear pricing options. The year-to-year increase runs 5%. A five-year maintenance agreement would lower the annual increase to 3% per year. A four-year agreement would be an increase of 3.5% per year. A three-year agreement would be an increase of 4% per year. The longer we agree, the larger the cost break.

Line 2 is for software insurance to preserve the system software code. This is a nominal cost.

#### Innovative/Other Products

Line 4 – MARCIVE is for the ongoing authority processing service. This is an automated catalog cleanup service. This has been a solid service and we pay per record.

Line 5 – Library Elf Subscription has been a long-standing subscription where customized notifications on due dates and holds can be emailed and texted to patrons.

Line 6 – NoveList Select Subscription provides online catalog enhanced content and integrates well with our online catalog.

Line 7 – Discovery/Online Catalog is BiblioCore from BiblioCommons which we started in 2020. 2022 cost reflects year 3 pricing without the fine payment product which was not implemented by MORE. The cost came down a little bit because of this.

Line 8 – Decision Center is a statistical and collection development tool from our Sierra vendor Innovative. This item is eligible for a price break if we go to a multiyear contract.

Line 9 – Content Cafe is a product from Baker & Taylor for cover images for the online catalog. There are other products out there, but we have generally been happy with it for the minimal cost. Innovative is a reseller and this line is eligible for a multiyear price break.

Line 10 iTIVA from Illion is a telephone notification and renewal service. This would also qualify for a multiyear price break. Roholt cautions against that. We currently pay for two outgoing and two incoming lines. There is not the flexibility to drop a line if we go multiyear.

Line 11 BiblioApps is a library app from BiblioCommons which was approved by MORE Directors Council May 2021. Implementation will start June 28<sup>th</sup> with six weeks before anticipated start. It is hoped by Fall, the app will be usable by the public.

Line 12 Database Quality Control covers the centralized cataloging service or expanded CABS. The costs from 2021 to 2022 remain flat. The MORE Bibliographics Committee is recommending no changes to this service as it is too new to recommend big changes.

Line 13 – Possible New Products is empty. There was a suggestion for an online book club but was determined that falls a bit outside of MORE's scope. Maureen Welch is willing to help coordinate a group purchase if libraries would like.

Line 14 – Includes \$9,000 from Carryover for the server upgrade. This was approved by the MORE Directors Council May 2021.

Line 15 – Includes \$3,500 from Carryover for the BiblioApps implementation fee. This was approved by the MORE Directors Council May 2021.

#### Host Site Expenses

Line 17 – IFLS Management Charges is based on IFLS's state aid; includes some IFLS personnel, committee meeting, training travel/meeting, and telephone expenses. Increased in 2020 to cover offsite Directors Council meeting costs.

Line 18 – CVTC Data Center Charges is for CVTC hosting Sierra and Encore servers. Kris Schwartz maintains those servers. The other option is for Innovative to host with cloud service. Innovative's cost is substantially higher. There is a great benefit of this site and personnel to maintain it.

#### Meetings & Training Expenses

Line 20 – Management Team Training is for seminars, webinars, etc. For IFLS staff to participate in CE opportunities.

Line 21 – Conferences is primarily for the annual Innovative Users Group Conference. The conference has been held virtually the last two years. The 2022 conference may be held in-person.

#### Miscellaneous Expenses

Line 23 – Publicity – Promo Items & Training Materials has primarily been used for the MORE tri-fold brochure.

Line 24 – Bibliographic Utility is for OCLC, Web Dewey, and RDA Toolkit. These are items used by the catalogers at IFLS.

Line 25 – Operating Contingency is helpful to cover small expenses that come up. These funds were used in 2021 for work on the TNS.

Roholt paused before covering the content section of the budget to take questions on the lines covered so far.

Westby (EC) asked if Elf will work the BiblioApp. It was noted that Elf and the App will continue to be separate services as there is no real integration.

Westby (EC) asked for the differences in NoveList and Content Cafe for images. Roholt noted that Content Cafe images are on the main page where NoveList Select is for images if additional content is included.

Roholt provided clarification that the products eligible for multiyear discounts are Innovative Maintenance, Decision Center, Content Cafe and iTIVA.

To prevent cybersecurity issues, there are more secure protocols to relay information from the public facing tools to Sierra. The way Innovative products work now and the particular vulnerability from the past ransomware attack was addressed. It helped Innovative be aware of the need to make sure their tools are kept up to date.

Westby (EC) inquired if there is a document showing where MORE is at with today's 2021 budget with actual expenditures. Roholt can provide that information prior to the Directors Council meeting in July where there are significant deviations reflected.

Helmeci (LA) noted that MORE should consider a three-year contract with Innovative to save some money. Many small libraries are really struggling. Rundquist (PE) agreed that every little bit helps. It was noted that the CABS program should be revisited before it gets set in stone and never looked at.

Roholt shared comments from Furo-Bonnstetter (WO) on centralized cataloging services. There was concern on fairness and MORE forcing libraries to subsidize other libraries. Costs will continue to escalate and there has already been the need expressed for additional staff. Local budgets face uncertainty in the year years.

Roholt shared further comments from Furo-Bonnstetter (WO) that if the library app is just a slicker version of the catalog, do we really need to spend the money on an app. Roholt noted that we are not locked into a multiyear contract for the app.

Roholt asked if there were things the Executive Committee should look at that pertain to the budget.

Helmeci (LA) wasn't sure that the expenditures for CABS have been fully justified. A lot of money is being spent to do work that many libraries could do and have successfully done for years.

LaFond (CL) noted that when CABS was first offered, each library was offered the cost to join CABS. It was not forced. LaFond struggles with paying for CABS when she is a trained cataloger. She would like to see individual library costs based on data prior to 2021. Roholt noted that the trickiest part is the costs breakdown. Roholt noted that CABS is a well-received service among many libraries that do not have staff time or expertise to do high quality cataloging on their own. Roholt doesn't see a huge cost savings if some libraries don't participate. If libraries opted out of CABS, there would be the need for additional staff time from IFLS to monitor records, do training, and ongoing quality checking. Roholt sees additional expenses and coordination. Kathy Setter and Bridget Krejci just don't have that time. Puhl (PH) noted that is why the decision was made to move to centralized cataloging in the first place. It is important that records are up to certain standards. Sterk (ME) agreed with Puhl. Records need to be good quality and consistency. That is achieved when centrally administered. Sterk appreciates the staff that have that skill.

### Content/Materials Purchases

Line 27 - WPLC E-Content Buying Pool is a statewide OverDrive collection buying pool of which some funds are returned for system Advantage account. A portion of the costs is based on usage and population. This is what the system needs to pay for patrons to have access of content that is shared among statewide users. The cost jumped quite a bit based on increased usage and an OverDrive magazine product for 2022. Welch noted that the WPLC Board met yesterday and okayed the buying pool budget and renewal of magazines through OverDrive. The overall buying pool budget increased by 5%, the same as last year. 25% of the cost is based on usage.

LaFond (CL) asked what is in Flipster that isn't available in OverDrive. The MORE Resource Sharing/Collection Development (RSCD) thought it made sense to keep Flipster, but only for subscriptions not available in OverDrive. About half of Flipster usage in 2020 was on titles not included in OverDrive.

We will want to keep an eye on the changing availability of magazines on OverDrive. The cost for Flipster was \$18,000 in 2021. In 2022, the cost is reduced to \$9,000. The use does vary wildly across libraries.

Line 28 – OverDrive Content is the IFLS OverDrive Advantage program. It contains pooled funds to purchase high demand copies of titles to reduce the wait time on popular titles. Welch is the selector and purchaser of high demand copies of titles.

Line 30 – Freading eBook Service provides additional ebook service separate from WPLC and OverDrive. The vendor is Library Ideas. These eBooks are always available with simultaneous users. We don't select the titles; they are what is available from the publisher. We pay per use. \$12,000 should cover for 2022 as it did for 2021.

Line 31 – Collection Development Project is to purchase high-demand materials in any format. Paula Stanton is the volunteer selector for MORE. For 2020 and 2021, not enough titles meet selection criteria, and some monies were diverted to electronic content where there was a higher demand.

Roholt shared Furo-Bonnstetter (WO) comments on content. Flipster and Freading have been in the budget for several years, and we should consider dropping them if circulation doesn't support it. Roholt added that Freading statistics are available on the dashboard to check each library's usage.

#### Reserves/Carryover

Line 37 – Operating Expense from Carryover/Reserves is used to help offset the budget. In 2021, MORE used \$65,000 for midyear adjustments. An additional \$12,500 was added for a total of \$77,500. For the 2022 budget it is budgeted to use \$50,000. This group can decide to use more or fewer dollars of carryover funds.

MORE is in a good place with carryover funds. It is due primarily to unspent funds from 2020. Additionally, two new libraries joined MORE. Startup funds go into the MORE carryover funds. If the group uses \$50,000 from carryover funds, there is still \$130,148.55 in uncommitted carryover at the end of 2022. This is a healthy amount and room for the group to apply additional funds for 2022.

Roholt reviewed the MORE 2022 cost allocations using 3-year average for items and circulation. IFLS provides an off-the-top subsidy of \$25,216. The amount billed to libraries is \$892,574. The 3-year average column shows the amount each library is responsible for after the off-the-top subsidy. Another IFLS subsidy is provided to libraries in the amount of \$1,500 per library. The third IFLS subsidy is to the catalog partners of Chippewa Falls, Eau Claire, and River Falls. The yellow highlighted column Cost to Library is the one to look at.

Niese asked Roholt to explain how the total cost is quantified. The total cost is based on a percentage. At the May 2021 Directors Council meeting a new formula was approved for the 2022 budget. The new formula helps to even out the weird, drastic changes in the past year. The new formula takes the average of three years: 2018, 2019, and 2020. This new formula was approved for 2022. It could be made permanent at some point with Directors Council approval. Johnson (CA) was curious what the percentage adjustments would be using only 2020 instead of the 3-year average. Roholt doesn't have those put together today but did state everyone's circulation was down. Services also experienced disruptions at the larger libraries. This really changes the circulation among libraries that drove some big swings. Circulation and temporary closures tend to produce big differences.

Westby (EC) was interested in seeing circulation statistics of Flipster. Roholt noted that the Resource Sharing/Collection Development (RSCD) Committee looked at usage quite a bit. Roholt brought up usage by month for Flipster and OverDrive magazines. 2020 through current

statistics are available. The committee also looked at usage by title and what titles are only available through Flipster and not OverDrive. There is a big variation of usage by libraries.

Westby (EC) noted that the budget includes offering two platforms for electronic magazines. Westby suggested the notion of not offering Flipster, and just focus on OverDrive. There is a cost savings with the statewide buying pool, and it is a good way to offer electronic magazines.

Johnson (CA) agreed with Westby. She recalled the Flipster app was a bit clunky to use. A lot of patrons use OverDrive and are familiar with it and the app makes it easier to read on devices. Roholt noted that the Flipster app works well. The collection is robust and manageable with 40 some titles and an easy app to use. Thanks to the RSCD Committee for the highly curated offering.

The budget hearing portion of the meeting concluded. There will be a short break and the MORE Executive Committee will resume discussion of the 2022 budget at 11:45 am.

*(Break 1140 to 1145 am.)*

#### **2022 MORE BUDGET RECOMMENDATION:**

Roholt asked the Executive Committee to make a recommendation on continuing year to year or switching to a multiyear contract with the Innovative products, starting with Sierra.

Roholt noted that the draft budget includes staying with a year-to-year contract with a 5% increase. If the committee agrees to a five-year contract, it will save \$2,920. Innovative is pretty consistent with updates 2-4 times per year. Johnson (CA) would agree to a multiyear contract between 3-5 years. Was there anything on the radar where we might be thinking in the near future that would make us want to move away from Innovative. Roholt noted that not a lot of new ils being developed. Innovative will continue to be a solid provider for public libraries for several years to come. They are very actively improving and making enhancements to their products. Every upgrade includes enhancements made by the users. Innovative and Sierra are the leading products in the market for libraries.

The committee agreed to put a 3-year contract in the budget for Sierra. The option to go longer could be offered to the Directors Council.

Roholt inquired if any other products from Innovative should be moved to multiyear contracts. The consensus was to keep flexibility and options open and remain with year-to-year contracts with iTIVA, Content Café, and Decision Center.

Roholt inquired if the assumption was to keep BiblioApp for 2022. Helmecci (LA) stated the RSCD Committee discussed the app, and a lot of patrons use the app. Johnson (CA) thought the app was a benefit as a whole.

Database quality control would not have a cost increase in 2022. Johnson (CA) noted that directors will never all agree about CABS. We need to remember as a whole, not all libraries have catalog staffing and future library staff may not have that skill set. We need to think long term. We need to weigh the costs on patrons being able to find things much easier. Johnson (CA) noted that last year this program was supplemented with carryover funds. Could that be considered for 2022? Roholt replied that would be reasonable to use more than \$50,000 of carryover to supplement the program. Setter clarified that there was money in the program to hire an additional halftime cataloger. That has not happened yet. There is not the request for additional staff from original budget.

Westby (EC) noted the foundational service for public libraries is to make collections accessible and consistent. We recognize some libraries have trained catalogers and they are not being reimbursed. Is there something else they can be doing to move their library forward since they don't have to do cataloging. Can they shift and adapt to what our communities are wanting? Can they focus on outreach and instructional opportunities? What programs are these libraries wanting to do and can the time be reallocated to do that. Roholt added that it is one service IFLS can take on for libraries and is a good fit as an IFLS service. Rae (SA) noted it frees up staff time and gets items in the public's hand quicker.

Roholt noted that the conferences line has a little bit of room for discussion. For many years library staff were sent to IUG Conferences. For the past several years, there has not been a lot of applicants for the in-person conferences. This might reflect the conference is geared towards the backend work that Setter, Krejci, and Roholt do. Setter noted that the conference will be held in either Minneapolis or Detroit if offered in person in 2022. Roholt shared a comment from Campbell (PC) about the value in attending the conference. It was recommended that the conference line be reduced to \$7,000 for 2022.

Under the content section of the budget, the biggest question is on magazines in light of the availability in OverDrive. Roholt supports the RSCD Committee recommendations for the 2022 budget.

The committee discussed carryover for the 2022 budget. \$50,000 is a placeholder amount. Roholt noted that at the end of 2022, if we use \$50,000 of carryover, there would be \$130,148.55 of uncommitted carryover. Libraries may be supportive in using more carryover to bring down the cost to libraries. There was a significant bump with adding two new libraries (Fairchild and Durand). The budget doesn't always get that bump.

Thompson suggested bumping up carryover from \$50,000 to \$60,000 for 2022. Roholt noted this reduces the total costs and then the subsidy is applied per library.

Roholt recapped the Executive Committee recommendations for the 2022 budget draft. MORE will enter into a 3-year maintenance contract for Sierra; reduce conferences to \$7,000; and use \$60,000 from carryover.

*Thompson moved to recommend the 2022 budget as amended with the recommendations of entering into a 3-year maintenance contract with Sierra; reduce conferences to \$7,000; and use \$60,000 from carryover. Johnson (CA) seconded. Motion carried.*

Roholt will get the recommended 2022 budget out Monday and post it on the website. Roholt will also prepare a chart showing the different maintenance options on other Innovative products.

### **MEETING FORMATS:**

Roholt noted that Chippewa Valley Technical College (CVTC) is now open and accepting meeting room reservations. The Directors Council agreed to meet at the CVTC Energy Education Center which provides better, larger meeting facilities. The question is whether to resume in-person meetings and whether to explore hybrid options. There has been high attendance at virtual meetings. Rae (SA) and Johnson (CA) were interested in hybrid meetings. It was suggested a Google survey could be sent to see where everyone sits on it.

Roholt stated that larger meeting space at CVTC would not be needed if meetings continued to be held virtually. Westby (EC) appreciates that virtual meetings allow all members to have a seat at the table. Crowded in person meetings where everyone is not always 100% healthy at meetings is concerning.

Westby (EC) noted that if the Directors Council met virtually or hybrid, until the time Eau Claire moves back into their renovated building, they will have a large meeting room and the group can meet at the library at no expense and could validate all parking tickets.

Roholt agreed that a survey would be appropriate.

### **ADJOURN:**

*Motion to adjourn at 1:20 pm.*

Joanne Gardner, Recorder