MORE Executive Committee meeting information

September 2, 2022

6. Discussion and recommendation on MORE collection development and statistical analysis tool

Consider whether to continue using Innovative Interfaces' Decision Center product as a collection development and statistical analysis tool available to all MORE-member library directors and staff, or switch to LibraryIQ.

At their July meeting, MORE Directors Council opted to include sufficient funds for either product (but not both) in the 2023 MORE budget.

Good coverage in LibraryIQ for these current Decision Center uses:

- Weeding: low-circulation, publication date, "supply and demand"
- Top-circulating titles
- Items received from other libraries, to item-level
- Report exports: LibraryIQ's CSV output is "cleaner" than Decision Center's

Gaps: Decision Center does this but LibraryIQ currently does not:

- Missing/too long "in transit" or "on holdshelf" lists
- Items sent to other libraries
- Top titles based on holds
- Hourly circulation reports
- Circulation by place of residence

LibraryIQ has indicated a willingness to develop reports not currently present when possible. All of the above seem feasible from a technological standpoint.

- Scheduling reports to be sent via email

New capabilities in LibraryIQ:

- Selection lists: list descriptions and sources are documented, and updated date may be forthcoming. Currently uses ISBN matching but working on "works" mapping
- Foot traffic reports based on cell phone location data
- Patron demographic data, including users vs. non-users. MORE's implementation of section may need further consideration to ensure compliance with Wisconsin statutes regarding the confidentiality of library patron records.
- Incorporating non-ILS data for selection and demographic reports
- A customizable dashboard for "KPIs": key performance indicators

Library IQ demos:

- Initial May 26 demo for MORE (57 minutes): https://libraryiq.zoom.us/rec/share/qC5CYHXDjmkhvGyGRn9QOC4PdWZ7slP-34bQko_KdJ5k6e4hKu1Q9JQuwfi3VPgs.Bwb7M0cBEOsW16kc; Passcode: $=g?2iAx (If you can't access the recording with this passcode, try using a browser you don't use for other Zoom meetings)
- August 4 LibraryIQ demo: https://vimeo.com/739082803/d7153df2a9
- August 11 LibraryIQ demo (content is similar to 8-4 demo): https://vimeo.com/740819387/821af0fd06

MORE Executive Committee should consider additional questions, and whether to recommend one of these product for approval by MORE Directors Council.

7. Discussion and recommendation on MORE damaged item billing guidelines

Earlier this year, an ad hoc MORE committee convened to discuss developing some common ground among member libraries and billing for damage to library materials.

The ad hoc committee developed and recommended the implementation of MORE guidelines for damaged item billing: https://www.ifls.lib.wi.us/knowledge-base/more-guidelines-for-damaged-item-billing-draft-for-more-directors-council-september-2022/

The MORE Operations Committee also recommended the adoption of these guidelines and modified the MORE damaged items procedure to align with the guidelines, should they be approved by MORE Directors Council: https://www.ifls.lib.wi.us/knowledge-base/damaged-items-draft-for-more-operations-committee-august-2022/

MORE Executive Committee should consider whether or not to recommend the MORE guidelines for damaged item billing for approval by MORE Directors Council.

8. Discussion and recommendation on courtesy notice schedule

In November 2016, MORE Directors Council opted to implement courtesy notices to be delivered to patrons ahead of their items' due date: https://www.ifls.lib.wi.us/knowledge-base/notices/#courtesy

Some recent email delivery problems indicate that it may be beneficial to reduce the quantity of email notices generated by Sierra. To this end, and now that most MORE-member libraries are fine-free, it may be useful to shorten the time ahead of the due date that courtesy notices are sent.

Courtesy notices are delivered at or shortly after 9p daily.

At their August meeting, the MORE Operations Committee recommended adjusting the courtesy notice schedule so notices are sent:
- 2 days ahead of the due date for 7-day loans (1 full day ahead)
- 3 days ahead of the due date for longer loans (2 full days ahead)

Current schedule is:

- 3 days ahead of the due date for 7-day loans (2 full days ahead)
- 4 days ahead of the due date for longer loans (3 full days ahead)

MORE Executive Committee should consider whether or not to recommend adjusting the courtesy notice schedule for approval by MORE Directors Council.

9. Future Directors Council meetings
- Consider the timing and framing for September and November Directors Council topics
- September will have online or in-person meeting options; November will be online only
- Account for Vice Chair vacancy