<u>System and Resource Library Administrators Association of Wisconsin (SRLAAW</u>
Fourth Quarter, 2017 Meeting
Tuesday, October 17, 2017 10:00 a.m
Kalahari Resort & Convention Center
Wisconsin Dells

Attending: Mark Arend (Winnefox), Kristen Anderson (Winding Rivers), Roxane Bartelt (Southwest), Martha Berninger (DPI), Amy B. Birtell (Monarch), John DeBacher (DPI), Garrett Erickson (Mead Public Library), Bruce Gay (Milwaukee County), Jeff Gilderson-Duwe (Winnefox/Oshkosh Public Library), Ralph Illick (Marathon County), Jessie Lee-Jones (Plateville Public Library), Sherry Machones (Northern Waters), Connie Meyer (Bridges), Stef Morrill (WiLS), Steve Ohs (Lakeshores), Rebecca Peterson (Manitowoc-Calumet), Steve Platteter (Arrowhead), Marla Sepnafski (Wisconsin Valley), Vicki Teal Lovely (South Central), John Thompson (Indianhead), Pamela Westby (L.E. Phillips Memorial Public Library)

Online Callers: Susan Heskin (Superior Public Library), Jamie Matczak (Nicolet), Bradley Shipps (Outagamie/Waupaca), Lin Swartz-Truesdell (Kenosha Public Library)

Absent: Colleen Rortvedt,

Proxy: Vicki Teal Lovely (for Van Pelt), Rebecca Peterson (for Stoeger),

Also present: Plumer Lovelace (WLA)

1. Call to Order: 10:02 am
2. Quorum Determination: Quorum met
3) Minutes: Q3 2017 Approval Corrections include:
    a) #24, the Name should be Krista not Kristen
    b) Bradley Shipps was left out of attendance
    c) #21 Should read "Upgrading to new version of Memberclicks", not "moving away from Memberclicks."
    d) S. Ohs moved; S.Platteter seconded. Passed on a voice vote.
4) PLSR Update and Conversation (Thompson)
    J. Thompson reported that an update was mailed out yesterday afternoon. After the September regional meetings the Steering Committee had conversations with the project managers. They are looking at how best to come up with a governance model that can be supported. They had a conversation with John DeBacher and Kurt Kiefer of DPI about what can be supported and changes in the statutes. They are looking at how best to come up with the report to DPI. They are focusing on where the feedback and discussions come in to the process. They will meet with stakeholder groups. They are using the expertise from the work groups. They want something that everyone can buy into and that is supportable by the library community. They are planning on postponing the November and December regional meetings because they won't have enough for

people to react to as the models will not be completed. The work groups will be looking at feedback after the conference. They are looking at bringing in an outside facilitator to meet with library directors and also to create the governance structure and the stakeholder groups.

J. Thompson asked: What stakeholder groups should be engaged when they are talking about governance? Suggestions were: libraries; system boards; system directors; county board member on library system boards; executives and administrators would be key people to have on board; LD&L. The current model is built on the county structure—what is good and what is bad? Is there a plan on how to reach out? (K. Anderson). J. Thompson responded that they are hoping to do some target group communication but they don't know exactly how it will look. If library directors are going to be involved, can we see first how much they already understand about the current structure as some have found that they do not understand it? It was suggested that a document based on the current county structure be created and that it be big picture and high level. The consensus was that a one page information sheet with a graphic on one side and then info on the other be a good ready reference for libraries and other parties. There was further discussion about the county structure: systems in WI are creatures of the counties and each have their own character and interact with entities (including counties and libraries) in their own way. We need to be sensitive to how things work with the counties. What concerns do they have? Will they wonder what their relationship will be with the library or system going forward?

The Steering Committee will get the Work Group reports on April 2, 2018. They will use the Work Group report as the basis for building the model and the work on governance begins after that. There may be some conversations prior to that—particularly making sure that the stakeholders understand the current structures and discuss what works well and what doesn't. They will build the model that they think will be successful and will hand it off to DPI. Once DPI has the report, they don't have a lot of details after that.

5) Treasurer's Report (Anderson). Balance of $619.72 The trend has been that they are paying up to $1000 per year for people to attend Library Legislative Day, but only take in $800. This will only work for a few years. This should be an agenda item for Q1 2018 (R. Illick).
6) State funding increase: How are system and resource directors working together to make the best use of these funds and how are systems and resource directors planning to measure the impact of the additional funding? (Illick for Kiely & Rortvedt)

- B. Shipps: They spoke about this at their last director's meeting. They are launching a work force development task force of member libraries to see if there are things that the system can support. They are looking at implementing the Impact Survey to survey the public which is something Appleton has done. Go to impactsurvey.org. It is designed for public libraries to use to see how they use technology: gets at broadband and workforce development. They are looking at that as one way to measure what they can do to improve.
- A. Birtell: They have had one meeting of the Resource Group (not all directors) and have been looking at Gale courses and linda.com and hot spots for libraries to check out to patrons. They are considering a system-wide program on dementia screening and memory cafes. They will do something collectively under Lifelong Learning topic. They have been trying to work with Workforce Development to get them to pay for Gale courses and have talked to Bruce Palzkill, Deputy Administrator for DWD; they also received funds. He felt confident that they can match funding for the system and perhaps the state. A. Birtell proposed a third of the costs. She talked to Gale courses to get a breakdown of cost per system. Sarah Gold is also working on that with WiLS. How do we gather outcome? There was a general Thank you from the group for pursuing this. Folks from DPI are encouraged about this potential partnership.
- C. Meyer: Thursday at 1:30, there will be a program with people that will talk about ways to create partnerships with Workforce Development. The system had already put funding into workforce development not knowing whether the increase would come through. They also included money for surveying— purchasing an iPad for each library to put on a kiosk.
- C. Meyer and K. Adams Wendt reported that LD&L wants to ask for this much money and more for the next budget process— they need data and impact information. Please think about putting the dollars into ways that translate into impact and something that can be shared so that in two years they will have the same success. If funding goes toward sessions in libraries to further workforce development, they need to track attendance at the sessions. Make sure that you get the stories. It was asked if the current form of the annual report could be used for reporting back to DPI? J. DeBacher said they could add the question for the 2017 annual report and then collect more information in the 2018 plans. It may be that the timing is too late for the budget work. K. Adams Wendt said legislators need to be continually thanked by seeing the difference that this money is making.
- M. Sepnafski: Would like to see ongoing reporting. Would like to see what others are doing. There was a discussion about this. Who can develop a web site to share information? Perhaps PR people can be involved. S. Morrill said they use Basecamp. M. Sepnafski nominated C. Meyer to be chair. J. Gilderson-Duwe seconded. The group will include members of SRLAAW and PR staff. Let C. Meyer know if you or someone from your system will participate.
- S. Morrill reported that they have been talking to Gale and they are willing do an additional 5% discount. This may be a WPLC

project. WiLS is trying to get the best price possible. There has to be one invoice point, but WiLS can invoice systems and DWD.

7) LD&L Report
   a) C. Meyer thanked everyone for support of state aid increase. If anyone has any questions about the numbers, let her know. There is $500,000 in 2017 and $1,000,000 in 2018 for a total of $1.5 million.
   b) Cross-county payments/update/presentation (Meyer). LD&L has been working on cross county funding. The flyer is on the Bridges web site or you can email C. Meyer for a copy of it. They made a presentation to the Wisconsin Counties Association Steering Committee (County Organization and Personnel) last week. This was good practice for the upcoming Wisconsin Counties Association Board of Directors. They talked about system structure, PLSR, and made the point that systems are pro-active and not afraid of change. At the end there was a testimonial from Calumet County who said they love their libraries and want to make their libraries better. C. Meyer has slides that others can use. Slides show how communities that don't have a library are near a library in their county and how that is their library (Xonia and Oconomowoc). They show where there are no libraries. There was a discussion about counties where Act 420 has been questioned. Consensus: It is important to keep up the spirit that libraries should be compensated for their use. Communicate with local officials and stress what is best for the citizen. Don't assume they know the law. What do other systems do to educate new directors? Bridges has an information packet and they meet with each new director. C. Meyer will share it. A shared new director orientation packet is also a good candidate for the new web site.
   c) Was MS IT academy, now Imagine Academy: Libraries can become certified by going to a certifying agency—like a local technical college or high school. The education and learning can be obtained from anyone. There are resources for libraries doing coding that Tessa from DPI will put on her web site. C. Meyer said that 2650-1 is the new bill. It is geared for small and rural libraries for Teach funding. Systems can apply on behalf of the libraries. They can offer training and allow others to attend. Kurt learned from DOA that they are likely to ask that the training grants for libraries start in 2019 (schools are 2018). It still needs to pass. There was a meeting yesterday with the lobbyist and some senators to talk about this. There is no cost, they are just changing the language to make libraries eligible. It increases the impact of the existing dollars. Right now they are signing in to see who is co-sponsoring. They are going to testify next week at the hearing. Connie will ask Kathy Klager for a writeup on talking points.
   d) Legislative Day 2018 is set for February 20. We may be meeting with aids, not legislators.
   e) They are still working on Libraries Transform posters. A picture taking session has been organized for November. P. Lovelace will be the master photographer.
   f) S. Ohs had a listening session with various legislators. They billed it as a library listening and thank you session. They outlined public services, public library system services and how they interlock. They highlighted Share and Gale Courses. They had Wisconsin Talking Book and Braille library as the closer and it was a big hit.

8) Affiliated Organization Reports:
   a) PLSR (Thompson): reported above.
   b) DPI: J. DeBacher sent out the compiled notes from DPI. They are doing some recruiting for positions. Filling these positions will allow consultants to do more work in the field. M. Berninger added that they have two people and part of another working on ILL and they are working hard, but looking forward to filling the positions. J. DeBacher thanks everyone for getting the system plans submitted. They will be reviewing the reports and may request clarification. It may that with the additional system aid, that there will be revisions mid-year. Mid-year may be the opportunity to present how the additional system aid can be used. There is still no word on federal LSTA. There is encouraging news that both houses have LSTA funding in their 2018 budgets. There will be an LSTA meeting in late November, but he is not sure how much information there will be. There was a discussion about how to include the new funds in the state budget: the recommendation is to track it as if it were a grant. S. Ohs reported that they are tracking it in an Other category. J. DeBacher can run some reports of the annual report information if systems or libraries need them (for example salaries). The preliminary annual report information is on the web site.
   c) WiLS: S. Morrill sent a report. S. Platteter is the new Chair Elect. There are WiLS regional community meetings coming up—the theme is information literacy. They are bringing together schools, acedemics and libraries. There is a party tonight and all are welcome. They are undertaking two strategic initiatives next year. When they did the migration from UW, they did not change anything about their cooperative purchasing procedures. They are recruiting people who are interested in that process. The other is around their values. Last year they had an incredible speaker at WiLSWorld—they are looking for an equally outstanding speaker for 2018.
   d) WPLC: There is a meeting today. One of the things coming today is a proposal to fund a BiblioBoard community engagement project.
   e) WLA: P. Lovelace. Welcomed us to WLA. He submitted reports and if you have any questions or if you see any opportunities for collaboration, please let him know. They have survived the Member Clicks upgrade. All of the initial processes leading up to go live went very smoothly, however about two weeks out there were problems so when they went live some things were missing. However, they are on the other side and it is going to be better. They are looking at redesigning the web site next year. They are working on a new director letter which falls under the purview of the membership committee. He thanked the group and said that he thinks they have had a wonderful year, especially the LD&L Committee, and for making an effort to help when WLA needs something (equipment, working with libraries). His counterparts in other states do not have the system structure and he appreciates it. C. Meyer thanked P. Lovelace and offered assistance from this group on the new director letter. C. Meyer will make sure that her directors know how important it is to be a member of WLA.
   f) COLAND: No report.
9) Member Roundtable
   a) J. Thompson: Indiahead was notified on September 15 that their patron database was compromised. There was a discussion on data

breaches and privacy of information. C. Meyer created a revised confidentiality and privacy template which she will share. This is another type of thing that can be shared on the web site. M.Sepnafski said they have a policy and an insurance policy. J. DeBacher reported that name, address, even birthdate are not "triggering" issues. Driver's license is a trigger. There is a response checklist for these types of data breaches—it is geared more toward schools, but may be helpful to libraries. This should be an agenda item at a later date for continued discussion.

b) Nominations for officers takes place at first quarter 2018 meeting. February meeting takes place on day before Legislative Day, so it will be February 19 from 1 to 4 pm. WILS will coordinate the location. WPLC will be in the morning.

c) Adjournment and lunch: S. Ohs moved; S. Platteter seconded. Passed on a voice vote.