

Upper Peninsula Region of Library Cooperation, Inc.
Automated Library Services 2018 (Symphony Users)
Minutes of the Meeting of November 9, 2017

CALL TO ORDER: A meeting of the ALS 2018 (Symphony Users) group was held at the Superiorland Library Cooperative in Marquette and via video conference at the Bayliss Public Library in Sault Ste. Marie and the Dickinson County Library in Iron Mountain. Other participants dialed into the meeting via ReadyTalk audio conferencing service. The Chair, Bruce MacDonald called the meeting to order at 10:33 a.m.

Attending:

At Superiorland Library Cooperative: Bruce MacDonald, Peter White Public Library; Shawn Andary, Jeremy Morelock, and Pamela Malmsten (Recorder), Superiorland Library Cooperative

At Bayliss Public Library: Pam Flood, Bayliss Public Library

At Dickinson County Library: Megan Buck, Dickinson County Library

Calling in via ReadyTalk or VOIP: Tina St. John, Alpena County Library; Amanda Winnicki, Menominee County Library; Denise Engel, Wakefield Public Library; Lisa Cromell, Munising School Public Library; Dillon Geshel, Portage Lake District Library; Cheryl Hoffman and Sandy Vial, Spies Public Library; Lynne Wiercinski, Ironwood Carnegie Public Library; Dion Mindykowski, Tahquamenon Area Public Library; and Monique Ciofu, Escanaba Public Library

APPROVAL OF THE AGENDA: The agenda was approved on a motion by Monique Ciofu, seconded by Pam Flood.

APPROVAL OF THE MINUTES OF AUGUST 3, 2017: The minutes of August 3, 2017 were unanimously approved as presented on a motion by Megan Buck, seconded by Lisa Cromell.

FINANCIAL REPORT: Pam Malmsten presented the Financial Report.

FY 2017 Year End Report and Annual Meeting 2017 Financial Report: The UPRLC ALS (Automated System Users) Class ended FY 2017 with net income of \$15,657.89; this was reduced by \$1,659, which was the NMLN net loss. Final ALS net income on 9/30/2017 was \$13,998.89. On 10/1/2016, the ALS fund balance was \$266,124.36. With the addition of the FY 2017 net income, the ALS fund balance on 10/1/2017 was \$280,123.25.

The UPRLC General Fund began FY 2017 with a 0 fund balance. This year, ALS paid for the audit and half of the property and liability insurance, since the General Fund was depleted. On 9/30/2017, the General Fund showed net income of \$2,236.50, resulting from revenues (membership dues) of \$2,680 and expenses (1/2 of the insurance payment) of \$443.50.

Approval of the August and September Bills: Cash disbursements for August and September, 2017 were reviewed. August: An August payment of \$1,446.06 (account 4-930) to OpenDNS was for web filtering; UPRLC subsidizes this cost; the

remainder (\$1,445.84) was rebilled to libraries. There were no unusual expenditures in September.

Megan Buck moved that cash disbursements of \$15,426.73 for August 2017 and \$17,743.37 for September 2017 be approved. The motion was seconded by Amanda Winnicki, unanimously approved, and carried.

Year to Date Expenses/Revenues Report as of 09/30/2017: The year-to-date expense and revenue reports as of 09/30/2017 were reviewed. As of September 30, 2017, total ALS plus NMLN operating (not including rebills) revenues were \$308,548 and total operating expenses were 294,585. ALS/NMLN net income as of 9/30/2017 was \$13,998.89.

Amanda Winnicki moved that the YTD reports as of 09/30/2017 [with total ALS/NMLN expenses of \$10,912 and total ALS/NMLN revenues of \$111,294] be approved as presented. The motion was seconded by Pam Flood, unanimously approved, and carried.

Approval of October 2017 Bills: Cash disbursements for October 2017 were reviewed. Pam noted that the first SirsiDynix semi-annual maintenance invoice is usually paid in October, however the invoice received was for the entire year (\$143,339.61); a corrected six-month invoice should be received soon.

Monique Ciofu moved that cash disbursements of \$11,303.60 for October, 2017 be approved. The motion was seconded by Amanda Winnicki, unanimously approved, and carried.

Year to Date Expenses/Revenues Report as of 10/31/2017: The year-to-date expense and revenue reports as of 10/31/2017 were reviewed. Total ALS operating revenues as of 10/31/2017 were \$111,222; revenues consisted of first quarter ALS operating fees. Total operating expenses were \$10,601, which was mostly the payment to Superiorland for reimbursement of salaries and overhead expenses.

Dion Mindykowski asked questions about how SLC bills UPRLC for salary expenses, office overhead, and other costs. Pam M. explained that UPRLC is billed a percentage of employee salary costs (37.5% to 100% currently) for the SLC staff members who perform tasks for both UPRLC and SLC. In addition, UPRLC is billed a percentage of the SLC Director's salary costs (12.5%) and a percentage (42.5%) of overhead costs (utilities, trash removal, cleaning, snowplowing, etc.). Dion asked how the percentage amounts were calculated; Pam M. replied that they are an estimation of the time staff spends on UPRLC tasks. Pam M. also noted that with some tasks, such as technical support, it is difficult to determine whether the activity is for UPRLC or SLC. After discussion it was agreed that Pam. M. would look into using time tracking as a way to more accurately allocate SLC/UPRLC expenses. [On 11/14/2017, Pam M. also e-mailed more information to everyone in attendance at the ALS meeting.]

Megan Buck moved that the YTD reports as of 10/31/2017 [with total ALS/NMLN expenses of \$10,912 and total ALS/NMLN revenues of \$111,294] be approved as presented. The motion was seconded by Tina St. John, unanimously approved, and carried.

COMMITTEE AND OTHER REPORTS:

MLA Conference: Several ALS members attended this year's Michigan Library Conference (MLA) Annual Conference, which was held on October 18 -20, 2017.

Dion Mindykowski reported that he attended a TV Whitespace panel discussion; the panel included Jean Montgomery, Superiorland Library Cooperative's Network Administrator. SLC received a \$13,000 grant from Gigabit Libraries Network's (GLN) "Beyond the Walls" Initiative. The project, which is funded by Microsoft Corporation and Library of Michigan (LM) LSTA funds, involves using television analog broadcasting range to increase and extend libraries' Internet Wi-Fi capability. SLC is partnering with the Ironwood Carnegie Public Library, the City of Ironwood, Merit Network, the Library of Michigan, and Gigabit Libraries Network to implement the project. The \$13,000 GLN grant, along with a \$2,000 LSTA grant, has been used to purchase equipment that will enable TV whitespace to be used to extend the library's online services and resources to the community. Lynn Wiercinski, Director of the Ironwood Carnegie Public Library, reported that the equipment has been ordered and should be arriving soon. She said the internet Wi-Fi will be used in downtown Ironwood to facilitate heritage tourism activities; she added that her Board is looking at other locations too. Lynn noted that the extended Wi-Fi locations would not draw on the library's bandwidth, compromise security, or create conflicts with the e-rate reimbursement program since the Internet provider, Merit Network, has provisioned a second separate circuit for the project. Lynn added that staff time and additional costs to the library would be minimal. Shawn Andary reported that it appears that TV Whitespace projects will be eligible for e-rate funding. Shawn also congratulated Dion Mindykowski and the Tahquamenon Area Public Library for receiving an MLA Excellence in Service award.

Bruce MacDonald said he learned about outreach opportunities and databases; he also talked to vendors about digitization. Megan Buck attended a session on library policies presented by attorney Anne Seurnyck. The session was a refresher on necessary policies and what should and should not be included in policies; for example, phrases like "director discretion" and "judgment" can open a library to lawsuits. Megan added that it is a challenge to develop policies that protect the library without compromising the needs and expectations of the community. Dillon Geshel attended a session on non-traditional collections, which are collections of "things" other than books or similar materials, that libraries can make available for lending.

UPRLC Annual Conference Committee Update: Everyone agreed that the 2017 Annual Meeting was very successful. Shawn Andary reported that the 2018 UPRLC Annual Meeting Committee will be meeting on November 28 at 10:30 a.m.; committee volunteers are still needed. Shawn added that, due to a major construction project, the Peter White Public Library will not be available for the meeting and an alternate venue has to be chosen.

RIDES Task Force Meeting: The Midwest Collaborative for Library Services (MCLS) contracts with the Library of Michigan (LM) to administer and implement the RIDES delivery system. LM provided LSTA (Library Services and Technology Act) funding to MCLS to conduct a study of RIDES and make suggestions for improvements. To conduct the study, MCLS established A RIDES Delivery Task Force. The Task Force decided to hire a consultant to conduct an assessment of the current RIDES delivery system and pricing structure. The consultant visited Marquette and met with staff from SLC and other RIDES participating libraries. Shawn Andary reported that those attending were impressed with the consultant and are looking forward to her report, which should be completed soon. The group discussed the fact that, although Upper

Peninsula delivery service is more expensive than service downstate, library directors and staff were quite satisfied with the quality of the service provided by Waltco, the U.P. vendor. The consultant will make recommendations on improving the delivery service and making it more cost effective-- including equalizing the pricing structure between the Upper Peninsula and Lower Peninsula. .

OLD BUSINESS:

BLUEcloud Analytics: ALS staff has been testing BLUEcloud Analytics, a new SirsiDynix reporting tool. Shawn reported that the new product can be used to compile statistical reports on a single spreadsheet that could be e-mailed to member libraries. SirsiDynix offered UPRLC a 6 month free trial period along with a 50% discount on the BLUEcloud Analytics Plus tier; after the 6 month trial, UPRLC can opt out if the product is not working well for the group. Consulting services were also included in the deal. Shawn said that ALS staff decided to accept the offer. BLUEcloud Analytics includes a dashboard that displays visual representations of the data; Shawn said that SirsiDynix has provided access to a self-paced overview of the dashboard and she said that anyone interested is invited to watch the training session. Shawn added that she would send out a message after the meeting about scheduling a time for the session. [Note: the training was held on Tuesday, November 21, 2017 and the recorded session is archived.]

New Apps for Zinio and Overdrive: SLC staff member Jeremy Morelock reported that the Zinio magazine vendor, Recorded Books Digital, will be replacing the Zinio application with a new app. The new app allows users to do everything from within the app, however Jeremy noted that it now takes a long time to download magazines to a device. Overdrive has also introduced a new app: LIBBY. The original Overdrive application is still available and will have to be used for streaming videos or to download digital books to an MP-3 player or Nook device.

NEW BUSINESS:

Event Tracking in MobileCirc: Shawn Andary reported that MobileCirc has an event tracking feature that will track event statistics. A self-service mode is available; there is also a guest user option since some people who attend events may not have a library card.

eResource Cards: A couple of ALS libraries have been partnering with local schools by issuing eResource cards to students. The Peter White Public Library issued virtual cards to local middle school students that allowed the students to access Overdrive, Mango, and some other databases. The Forsyth Township Library has partnered with the Gwinn Schools on a similar project that would allow Gwinn High School and Middle School students to access the library's digital resources. Shawn said that access can be set up so that parents can log in and filter out any objectionable material. Shawn said she would be happy to work with any libraries interested in implementing this program.

BLUEcloud Cataloging: Shawn reported that ALS staff is making progress with BLUEcloud cataloging. Right now the most useful features seem to be related to the modification and creation of bibliographic records. Higher level cataloging staff will be given some training and will be given the credentials to log in and try out the feature,

and as more enhancements are added to the product, UPRLC staff will begin to provide training and access to all catalogers and copy catalogers.

LIBBY Video: Jeremy Morelock has been working on a LIBBY overview YouTube video. The training is directed to patrons. [The video was completed and made available on November 21 at <https://www.youtube.com/watch?v=dER6DPIY09Q>]

OTHER BUSINESS:

Flat Billing System for UPRLC: Pam Malmsten reported that the SLC/UPRLC auditor recommended that SLC/UPRLC consider simplifying the UPRLC invoices for salary expenses and overhead by switching to a flat billing system. The auditor felt that a flat billing would save time since the monthly invoices are extremely detailed and include a considerable amount of documentation. After discussion, it was agreed that before a flat billing system is implemented, SLC staff should come up with a better way to track expenses that are charged to UPRLC.

NEXT MEETING: The next ALS meeting was scheduled for February 8, 2018 at 10:30 a.m. eastern.

ADJOURNMENT: There being no further business, the meeting was adjourned at 12:28 p.m. eastern on a motion by Megan Buck, seconded by Amanda Winnicki.

Respectfully submitted,

Pamela Malmsten