**LiLI Steering Committee**

**March 17, 2017**

**Purpose:** To share information regarding the implementation, planning, and sustainability of Libraries Linking Idaho programs and services.

**Desired Outcomes**

* Agreement of next steps for resource sharing implementation
* Contributions to the ICfL LSTA plan
* Understanding of upcoming timeline for LiLI Databases

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| **Topic** | **Desired Results** |  | **Time** |
| Welcome and Meeting Setup |  | Jeannie Standal | 9:00 am |
| Round Robin Introductions |  | All | 9:05 am |
| LiLI Unlimited: Proposed Changes   * Review proposed OCLC services * Cost sharing proposal * Implementation planning | Each step:   * Review plan * Feedback/Questions * Next steps | Gina Persichini, All | 9:30 am |
| Break |  | All | 10:30 am |
| State Librarian Report | Information | Ann Joslin | 10:50 am |
| Internet Safety Toolbox | * Discussion * Next steps | Gretchen Caserotti | 11:15 am |
| Regional Networking Updates – Part 1 | Information Sharing | All | 11:45 am |
| Networking Lunch |  |  | 12:00pm |
| LSTA Planning |  | Stephanie Bailey-White | 1:00 pm |
| Regional Networking Updates – Part 2 | Information Sharing | All | 2:00 pm |
| Break |  | All | 2:30 pm |
| Regional Networking Updates – Part 3 if necessary | Information Sharing | All | 2:50 pm |
| LiLI Databases   * FY 2016 Annual Report * Usage survey results * Contracts timelines | Information Sharing | Gina Persichini | 3:15 pm |
| Meeting Wrap Up   * Summary of Next Steps * Plus/Delta |  | Jeannie Standal | 3:45 pm |
| Meeting End |  |  | 4:00 pm |

**Attendees:**

Eric Suess (Marshal Public)

Gretchen Caserotti (Meridian Library District)

Janna Streibel (Lizard Butte Library District)

Kim Reed (College of Western Idaho)

Lynn Baird (University of Idaho)

Lynn Hauer (Community Library Network-Post Falls)

Lynn Johnson (Mountain View School District)

Lynne Bidwell (Lewis-Clark State College)

Sandi Shrophire (Idaho State University)

Tracy Bicknell-Holmes (Boise State University)

Ann Joslin (ICfL)

Donna Eggers (ICfL) – recorder

Dylan Baker (ICfL)

Gina Persichini (ICfL) – meeting leader

Jan Wall (ICfL)

Jeannie Standal (ICfL) – facilitator

Kevin Tomlinson (ICfL) joined in the afternoon

Patrick Bodily (ICfL)

Stephanie Bailey-White (ICfL)

Welcome to Kim Leeder Reed (College of Western Idaho) and Jana Streibel (Lizard Butte Library District). Janet Gates (Eagle High School) is also new, but could not attend.

**LiLI Unlimited**

Summary of where we’ve been:

Piloted it in 2003-04. In 2004, signed an agreement with OCLC for statewide access to the cataloging and interlibrary loan tools. First library went live in January 2005. At about its 10 year mark, saw a trend that raised concerns regarding fiscal sustainability. Prices kept going up. Saw drop-offs in participation for such reasons as: money not there; or they stop using one part of it; local catalogs improved; maybe doing just a few inter-library loans a year, so not worth it (cheaper to just buy those few books).

A needs assessment was done in 2015, which included an evaluation of the program and talking to the library community about what was really needed. It showed that this was really needed.

Recently, researched the library landscape to see what tools are out there to improve resource sharing. Received two responses to the request for information. Both had great options, but one option required we also use the other option to handle the out of state transactions, which is more than 50 percent of the items borrowed in Idaho. So, began negotiating with OCLC.

Proposed service:

* Would be largely the same services/tools for most of the libraries
* Would add a managed ILL service, which will initially be based out of ICfL.
  + Will watch usage and time carefully to gather data about resource impact of the management center

Participant levels:

* More flexibility for participation. Can do cataloging or ILL or both.
* 5 options
  + Cataloging & Metadata service
  + WorldShare ILL
  + Cataloging & Metadata service, plus WorldShare ILL
  + Cataloging & Metadata service, plus Managed ILL services
  + Managed ILL services only

Managed ILL Service:

For a library that does only a few ILL a year. This would be helpful so that their staff doesn’t have to learn (or remember) how to use the system. The library staff completes an online request form that is routed to the Management Center. Then, staff of the Management Center locate an item, request it, and have it delivered direct to the borrowing library. The borrowing library is responsible for returning it to the lending library. ICfL would charge $4 per request. Assuming a shipping charge of as much as $6, it creates a cutoff at $10. Per conversations with library directors who don’t do much ILL now, if they can buy a book and receive it for less than $10, they purchase versus borrow through ILL.

OCLC Usage Statistics:

Would like to put some emphasis on how to use the OCLC usage statistics tools. Could be a benefit for libraries for collection development.

Fees:

Similar to what is in place now. There is a cost schedule for publicly funded public libraries, school libraries, and academic libraries. For academic libraries, looked at history – share 30% of cost based on use. Costs for most libraries went down. Gina worked on these costs planning three years out to provide some consistency in the costs over those years and to plan for future sustainability versus just the present. For the public and school libraries, the cost-sharing schedule rolled back to the early LiLI Unlimited fees with the smallest library paying just $300 a year. Now, they’ll be able to use just cataloging (For the smallest, it is $200) or just ILL ($150) or bundle them for the $300 fee. The good news is that the costs are lower for most libraries. A few libraries will see a small increase as either their FTE has changed since the last price schedule was adopted or as a result of some levelling off of the fee schedule to create more equity in the pricing. Libraries using the Management center will find that when they borrow 40 or more items a year, it may be less expensive to just take on the service locally. Still, they may find value in saving that staff time, so they won’t be cut off from the Management Center if they exceed a perceived threshold.

There is the opportunity to introduce the service in libraries not doing much resource sharing to help them determine if they’d eventually want to move into being independent ILLers.

Q. What would the hit on ICfL be?

A. The establishment of the Management Center.

Projected Costs:

For 2018, the contract would be $651k overall, a decrease from what we’re paying now.

When figuring out this cost-sharing model, ICfL will pay for 40% of the contract. Academic libraries would pay 30%. Others pay 30% on a sliding scale based on size and type of library.

Proposing that ICfL bring in one contract employee for two years, not sure if it would be a full-time position. It could be paid out of operating. By trying that for two years, we can measure activity and time investment, and use the data to determine how best to sustain it for the future.

The plan is to start with the libraries that participate that participate now. Then invite back libraries who have previously participated, but withdrew. Finally, to draw in those that have never participated in the resource sharing program.

Other comments/discussion:

* The second year might be the better indicator of use.
* Have seen a trend of sharing in a consortia. If that trend continues, could have an impact, as well.
* The Management Center would be able to level the load in fulfilling requests. Smaller libraries that don’t do it a lot are probably borrowing to their known suppliers. One library that used another library quite a bit might see some of that taper off. Delivery systems play a big part in decisions about which lenders a library chooses.
* How many patrons really understand ILL? Might be misunderstanding about it and what a great service it is. There is no information in the Lewiston Library for patrons regarding ILL. The library may not even count the times they say no.
* At the Public Library Director’s Summit, Miguel Figuroa from the Center for the Future of Libraries, suggested describing ILL in a user-friendly manner; such as, on a book borrowed from another library, include a stamp/sticker with “this book brought to you by…”
* Part of the vision includes strong marketing and strong training, with a goal of support from their communities.
* There is always a gap between the amount of funds paid through the cost sharing and the total OCLC bill. We use LSTA money for the gap. It has always been an issue. Based on what we know, and have projected, the plan as proposed is reasonable per our history.
* Start with who is participating right now. Send a letter out.
* Need a balance between providing enough information and not so much that they don’t read it.
* If already enrolled, have to re-enroll for 2018? A: Yes.
* Have you considered presenting the info to consortiums? To get buy-in. A: That could be done.
* The perception of what is happening with resource sharing varies by library.

Participant Enrollment Form:

* When first started, wanted Director’s signature and the signature of a board chair or someone who can make decisions for the library. Don’t really want different forms for different libraries.
* Still seems important for school and public libraries to have both signatures.
* Suggestion: Just have it be one signature of the “person authorized to obligate library funds.”
* It is good that it is an “enrollment form” – not an MOU/MOA – universities cannot participate if it is called an MOU/MOA (memo of understanding/agreement).
* Question for the fiscal team: can it be scanned/emailed rather than faxed?

What do you anticipate that your peers will need to know to make a decision?

* + the Idaho Management Center
  + billed through the fee management system (it is a checked box on ILL form)
  + Will paper bill come to them? If so, they will not do it, one more step.
  + will be set up automatically for those that go thru Management Center
  + OCLC bills once a month
  + Could it get to annual billing? A: We can ask. Or quarterly? Better for budgeting. Shows trends.
  + Be specific in letter that will get bill from OCLC. Attach example of what bill will look like. (Have one on website.)
  + Use OCLC logo more prominently. Many librarians don’t know who they are.
  + Suggestion to use bullets more/words less.
  + Fee management--If that box is checked, that library isn’t going to know that is something they will be charged for.
  + Fee management libraries- set up for $4. If more, other than Idaho fee, have to ask.
  + Comment: Concerned about the LSTA funds. A. Don’t think anything in the estimates is higher than what we are currently doing.
  + This cost estimate is a projection based on FY 2016 (if had 40 or fewer, guessed they would use the Management Center).
  + The Management Center should have a reporting structure to the LiLI Board.
  + You will see the usage.

Agreement that LiLI Unlimited needs a new name.

**State Librarian’s Report:**

Staff changes: Shirley Biladeau is moving to the role of Program Supervisor, which will be redefined. The main reason is that we were missing opportunities for working with other state agencies, and some funding opportunities. Now with state plan for WIOA, we were specifically invited to the table in developing state plan. That will be Shirley’s main project. In addition, INEEL- STEM; extension service; statewide commerce; Idaho community foundation; the BSU School of Public Service; and ALA / PLA meeting with Senator Risch, small business development centers, some are working with public libraries- so we will see how we can scale that out. All of these things good ways to increase the visibility of libraries and ICfL. Show that libraries can help them reach their target audiences and meet needs of their communities. Shirley will focus on this.

Now Stephanie can recruit for the new CE Consultant position. Also, will recruit for the north Idaho field consultant role.

We did convene the 2nd annual public library director’s summit, with 60 directors participating. It was asked how many had been in their job six months or less – it was almost half. Great to have that many new people. Get a sense of priorities and challenges/ statewide. There was a lot of mixing – geographically and well as size of libraries. We are talking about the possibility of doing a future’s conference next year. Doing that one day, with the following day being the PL director’s summit. Tentative plan.

Legislative Session: The Joint Finance Appropriations Committee (JFAC) followed the Governor’s recommendation. ICfL received its requests for: inflation, for Lili databases, all capital replacements, plus, statewide, every agency got a 3% increase in their personnel appropriation. The state is moving the pay line up 3% so Idaho won’t fall too much farther behind its neighboring states.

ICfL’s two enhancement requests (which were not approved):

Move TBS to state funds- 4 positions this year/2 positions, plus operating expenses next year

State money for Make It at the Library

A Senator has renewed interest in the filtering requirements. The intent language he attached to the appropriation requiring all public libraries that receive reimbursement have to filter Wi-Fi. Some chose not to do that. Intent language lasts for one year. Next fiscal year, starting in July, unless something else is put in place, the filtering requirement to qualify for EOR will go away. (It is late in the session to introduce a Bill.)

Mary DeWalt and John Watts met with Senator Mortimer several weeks ago to dispel some of his concerns re: pornography. Gretchen and LeAnn also met with Senator Mortimer. Important to have good library spokespersons to speak with Senator Mortimer. Have real life examples.

(John Watts thinks Mortimer is satisfied for the time being.)

Education Committees: Stephanie did presentation to both Senate and House Education Communities. It was well-received and the college/career ready video that was included was very popular. Following Stephanie’s presentation, was one by an E-rate consultant (vendor) who commented how well the video shows communicates what he has been trying to communicate for a long time.

LSTA: ALA preparing and focusing on federal fiscal year 2018. ICfL has received 73% for FY17. That continuing resolution expires in mid-April. What happens with rest of FY17 will be dealt with separately from the budget discussion for FY18. State agencies have two years to spend LSTA, and ICfL spends most of it in the second year. In the LSTA five-year evaluation report, they have some glowing things to say regarding what the LSTA funding is accomplishing- making an impact in training- translating into better services at local level. LSTA is virtually in every program/service ICfL provides, to some degree.

EOR Reimbursements: Finishing up 2nd quarter payments. It has taken longer than anticipated – 61 out of 69 that participate. This quarter, required actual invoices (first quarter was an estimate). It is much more time consuming that anticipated. Added E-rate coordinator as part of Dylan’s role. One thing on the table for enhancement request is a staff person to help with this. The State Board of Education has funding for five positions, in addition to the reimbursement. ICfL got the funding for reimbursement but no positions.

Stephanie is working on enhancement requests for FY19 to take to the board. The TBS taking so much of LSTA is an issue; early literacy—governor/first lady’s last year; (biggest hurdle last couple of years, governor has not included any recommendations).

Library needs—State needs – what are some opportunity for intersection of those.

BSU School of Public Service—they offered to include library questions in the survey- found out later it was $1,000 per question. Included two questions:

Agree/Disagree:

The public library in my community creates educational opportunities for people of all ages.

The public library in my community is a good resource for access to information and other technological resources.

They surveyed 1,000 people. Same percentage of respondents came from each county. Idaho has largest percentage of people with cell phones-- 52% of respondents reached by cell phone. Interesting to see responses by age – 30-35 age group had highest “agree”; 45-54 lowest of “agree.”

The Little Branch Library in Driggs worked to be selected as only one of three libraries, nationally, to work with NASA to develop materials/activities related to the eclipse which will be made available to libraries throughout the country. NASA already brought a trailer-load of “goodies.” Teton County is planning on 50,000 visitors that week. The town had an offer from a Japanese city to rent the entire town for the week. Exciting things going on in small libraries, plus things at big libraries, like UnBound in Meridian. Glenns Ferry is another example. Their director has been there only a year and a half. Went from discussions of not funding the library to her being named “citizen of the year.”

**Internet Safety Toolbox**

In some recent meetings between ILA and legislators, two library directors presented information in response to a question about whether or how pornography is an issue in public libraries. They reported that pornography via the Internet is not a problem. Even if it were, the cost to address it is prohibitive. With regard to wireless broadband access, filters only manage the wireless. They recommend a shift away from a management process to behavioral process. Behavior is what we can control in the library. Every library should have a code of conduct that addresses acceptable vs. unacceptable behavior. Acting in a lewd manner is just as problematic, and that is not covered by an Internet safety policy. One library reported over 77 incident reports in a year, and only one of those was for viewing questionable content online. The meeting resulted in an agreement to look at some type of action or tool that would alleviate citizens’ concerns about access to content deemed illicit in public libraries.

Suggestion: We could we build a tool kit that has sample policies or best practices around behavior policies. The toolkit could be used by libraries statewide.

Discussion:

* We could put together an ad-hoc group representing ICfL, ILA, and other representatives from the library community to develop a tool kit.
* Include reminders of reviewing policies every three years and date reviewed policies indicated it was done – it is required by law for the Internet Safety Policy.
* ICfL has been advised not to create template policies.
* We could encourage libraries to make their policies available in a public space to share with others.
* Toolkit would really be more of a checklist versus fill-in-the-blank documents.
* Could also address issues where Wi-Fi extends beyond the library’s property
* Would like to respond to concerns with some concrete the library community is doing to alleviate concerns about inappropriate content.

Next steps: Gina will call on ILA and work together to form a committee to decide how to make the tool kit happen.

**LSTA Planning**

ICfL is working on the LSTA State Plan 2018-2022. Working with LiLAC, SPLAT, Talking Book advisory group, and now, the LiLI advisory group to ask for input into the planning process. Stephanie asked for ideas regarding things to do or not do with LSTA funding in regard to LiLI.

Q: Is there a political advantage to focusing on one more than another to encourage the state, i.e. economic development. A: Yes, college/career ready, and workforce development. Civic engagement is one we don’t focus on because we focus on others.

Suggestions:

* Complete College Idaho – 60% by 2020
* Lifelong Learning-improve formal education
* Determine if “improve” is the right language. (Comment: when use the language of “improve” at city level, won’t look at – but will support language that includes “maintain”)
* Institutional Capacity – can do more than could do on their own
* Civic Engagement
* Wider branding of libraries.
* Invest in more systemic / infrastructure tools
* Skill Stack Project – way to dovetail with economic and employment development (it is a badging system- different competencies/testing to get a badge from a credentialed entity to make them more employable)
* Examine the language we use to make it acceptable to the audience (maintain vs. improve)
* Help public libraries with civic engagement to find alternate methods to serve early education and other community needs and support k-12.
* If we invest in systemic/infrastructure, would that make library service better/cheaper/more widespread?

**Regional Updates**

Lynn Hauer, Community Library Network, Post Falls: Last May, had a failed Levy to improve facilities-- will try again in November. Now have their administrative team all in one location.

Staff went through self-defense training -- having more issues with teens and other issues. In process of setting up Ebsco delivery service – have multi-districts, multi-state.

Lynne Bidwell, Lewis-Clark State College Library:  Pleased to announce that Johanna Bjork will be the new Library Director, as of April 24, 2017.  Johanna is currently employed at Bismark State College, Bismark, ND, Reference, Instruction & Archivist.

Eric Suess, Marshal Public Library: They are out of space – don’t have a useful meeting room, would like to offer computer training, quiet study places, etc.. In strategic plan, four years ago, recommended but timing not good for recommending it. Council to library board might be a good time to ask for it. Concept is to build a building that reflects the old Carnegie style (original style of the library) in a modern way. Will use an old parking lot. Friends of Library paid for a planning document- their estimate came $4.8m. In process of creating final version of planning document. Will transfer their bookmobile to the Freemont County Library – they don’t use it and Freemont needs it.

Tracy Bicknell-Holmes, Boise State University: The College of Innovation and Design has a little space in the library. They asked to increase that space. Would have to move about 10% of their collection to accommodate it. Settled on four options of shelving -- 80,000 volumes- have to physically move the collection. Working on right-sizing the collection. Don’t know how deep with have to go to make the collection fit. Might be able to open up enough space to do other things. For example, their Maker space is bursting at the seams. Will make application to be a patent and resource center. A lot of interest in this area. Confident can make a case for funding for it in the future.

Sandi Shropshire, Idaho State University: In process of buying a new system to implement over the summer. University has a decrease in enrollment, expect cuts for the year that starts in July. Not able to fill a position, and probably a bit of a collection cut. Decrease in foreign students. (Sadia Arabia, for example, has directed students away from ISU.)

Lynn Johnson, Mountain View School District: The area is growing in population. Passed a levy this week. She and the public library director are going to Make It training in Lewiston. Informally doing things -- opening the library early each day and 60 kids come in to do things. School board just agreed to arm the staff- may be first school district in the state to carry concealed weapons.

Jan Wall, ICfL: Clarkia, the smallest district, joined CIN. How/who will do it, unclear. Joined the video circuit with the other small libraries in the area. (Only library in Idaho that has satellite for broadband connection.)

Kim Reed, CWI: Received full accreditation. Was under College of Southern Idaho. Six years ago, one of the recommendations was to get a library. This year, the library was listed under the things they do well.

Also had a bond that failed last fall. Board has not decided if/when/how it will go forward again. All but one of CWI’s buildings are leased. The badging project is another thing that has really taken off. The badge is how to do basic research, contact the library to ask a question, there are 4 badges. The reach has been tremendous. (Gina: may be a good on-line meeting topic for the group, and possibly a good presentation at ILA.) Students have to complete the badging process, which is at a basic level.

Question from Lynn, Mt. View SD, Is anyone using the Prepare Training?

Project grant- preparing staff to deal with issues.

Lynn, from Community Library Network, Post Falls, didn’t find it useful. Took a lot of time. Felt the stories from local police officer more powerful and beneficial.

Janna Streibel, Lizard Butte Library District: E-books—started over-drive consortium for smaller libraries. Given access to a lot of small libraries. Got a pretty good subscription deal. Biggest problem, the smallest library is not comfortable promoting their service (Stanley). Discovery Center passes that people can check out to go to the Discovery Center for free. There is a waiting list. Can have for a week, can only check out once a quarter. Pretty high fees- $10 a day if late, $50 if lost. In their second year. Cost is $1,500 per pass. Averaging 10 people a week going into the Discovery Center. It is a family pass.

Lynn Baird, University of Idaho: Annie Gaines, recognized as a mover and shaker. Received two new positions: a social sciences position (starting in the fall) and a position to staff Maker space (24-hour Maker/Circulation).

The University asked for $1.9m -- this is phase one-funding 8.5 positions. Decided the library is a key component to the University being a research facility.

Gretchen Caserotti, Meridian Library District (MLD): Their bond didn’t pass last fall. Have engaged firm to do strategic planning – scientific polling. Starting to see results. The poll tells says lose 10% when there is an educational issue on the ballot with the library. So, the bond is off the table for expansion. Issues: the facility on Cherry is old, lease on UnBound is up in 2019, want more branches in the community. Hired an E-rate consultant- $2,500 a year- handles the paperwork- weren’t capitalizing on infrastructure. Also, for the first time, sending someone to an Ed-Tech conference. Brought in someone from the Arc of Idaho- adults with developmental disabilities- first library to ask them to conduct staff training.

Q: Regarding staff training with Arc, is that part of a broader plan?

A: Did an A.D.A. accessibility audit for Cherry Lane branch. Asked someone in a wheelchair to try to use the library. She gave a lot of guidance. Many things can be done in the short-term. And some in the longer term.

MLD Staff development committee chose “empathy” to focus on. They are designing a series of programs for that audience in the community.

Lewiston High school bond was passed -- $20 million for a new high school.

**LiLI Databases**

The FY2016 Annual Report is now online on the ICfL LiLI Databases webpage. Interesting things/progress, such as: investment in Gale Virtual Library paid off with large increase in usage after updating the content. NovelList usage did go up by all types of library, but public libraries remain the overwhelming user of that tool.

Usage survey results are also on the website. In looking at the public library responses and the school library responses, there are some differences, but a lot of consistency overall. We had some clear needs identified for supporting the library community through online, self-paced training and printable job aids that can be shared with users. Gina is working on a five-track series, multiple modules each track she’s calling LiLI Learning Paths. It starts with basic skills, navigating the databases, identifying key uses of a databases, how to make a selection, and then the second level, advanced searching, Boolean searching, and the difference between database and interface. A lot of this content is available already, but needs to be linking from one location with an outline or checklist of the training path to help guide staff through their learning. One lesson that is being created from scratch is on Advanced searching skills to introduce faceted searching and Boolean operators. This will be done by the end of April.

Contract Timeline: All database contracts will renew for FY18 that starts July 1, 2017. FY18 is the last year of renewal for everything in the LiLI databases at this time. All contracts set to expire June 30, 2018. Sixteen months from now will have to have new contracts in place. The plan includes a target of having request for proposal posted in November 2017. Contracts begin at the start of ICfL’s fiscal year. Schools not in session, but have been able to do training to accommodate that.

Fiscal year 2018 will be the 20th anniversary of the LiLI databases, and Gina hopes to have a marketing campaign around the anniversary to boost public recognition.

**Meeting Review:**

|  |  |
| --- | --- |
| Plus | Delta |
| * Time management/following the agenda * Sharing/updates * Willingness to speak up/people were engaged * Conversation about the tool kit * Heavier topics * Comment from a new member -- felt welcome | * Hard to sit all day * Possibility of changing the pacing/changing the location (in a library, with natural light) * Would have appreciated time before the meeting for ICfL orientation, initiation |

**Next Meeting:**

Tend to meet as needed. Hoping to get together after July 1, to have an update regarding resource sharing. Gina will send a Doodle request to schedule a meeting.

Want feedback regarding meeting in another location.

-No feedback about holding in another city.

-Suggestion to hold the meeting in library in the Boise area, like the new Bown Crossing (opens in June).