LiLI Steering Committee Meeting Minutes | November 20, 2015 | 9:00a– 4:00p

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

Meeting Leader: Gina Persichini  
Facilitator: Shirley Biladeau  
Recorder: Baxter Q. Andrews

**Participants**  

**LiLI Unlimited – Gina**

**Updates since last meeting**
- Open enrollment on LiLIU (LiLI Unlimited) this spring happened
- Pricing changes are up and down for various reasons:
  - For instance, one is because one library counted 9 part-time positions as 9 FTE
  - All public libraries are now on the same sliding scale
  - Special libraries on sliding scale too i.e., law library, academic library
- Renewals: Notus Public Library started to participate, they set-up an account and then there were staff changes including two board members.

**FirstSearch-to-Discovery changes**
- The most challenging thing to this is the account set-up, it is not done by ICfL so it limits ability to show others how to do it.
- It took 4 log-ins to access; because of this process, Gina is looking at a tier method for smaller libraries who cannot or do not want it.
- ICfL will set up the agency account for LiLI so smaller libraries can just use that link instead of setting up their own if they choose.
- Loading into WorldCat and Contentdb there are some issues in linking to images.
- **Timeline**
  - Not turning off FirstSearch until the end of 2016, however, transition not going as smooth as anticipated so end of 2016 date might be moved.

OCLC contract goes through June 2017, there is about two years left on the contract and pricing for participants are set there. What happens in the close of the contract? That will be influences with the following discussions.

**Resource Sharing Needs Assessment – All**

Final Report, Discussion and Potential Next Steps (explore)

Discussion
Lynn Baird: Lynn Baird wonders if ILL is a concept that has limited application in Idaho. Delivery times are poor. Amazon does a better job of getting materials to patrons; should we be exploring book acquisition instead of loans? And should we be exploring ways to jointly purchase ebooks? We need to rethink models of delivering books to patrons; the $300,000 we are spending is just the OCLC bill and doesn’t reflect all of the local costs that libraries are contributing (staffing, postage, etc.)

Re-think what is being loaned. Is it rare and/or out of print or a bestseller/popular type of book. Not feasible for staff time and vendor for ILL if it is just an out of print or rare book.

If ILL is used for out of print and hard to find, then what happens if you can centralize it for libraries that cannot do their own or that have just 1-2 loans a year. Maybe a small fee like a cost-per-use of the service?

Marj Hooper acknowledged that folks are not promoting resource sharing. Basic information needs to be provided to these folks in Southern Idaho so this information can be passed on to the patrons.

Eric Suess added that Pocatello is in a difficult situation with post office closures. Materials now go to Salt Lake City (SLC) to be distributed. SLC postal services report 90% of Pocatello folks get their mailed delivered with three days; the actual numbers are closer to 45-50%. By the time the Pocatello libraries received the loan, they have to send them back. Marshall Public Library spends half of its time on nothing but library loans. Portneuf and Pocatello rarely trade materials within their libraries, however, their patrons frequent both libraries. Eric adds geographic issue drives what does or does not get done.

Of the 37 libraries that are not part of the consortium some of the reasons are:

- Some libraries cannot split Eric/Marshall Library and Jez/Portneuf Library.
- Lewiston interlibrary loan in Northern Idaho system changed.
- Breakdown of information requirements for the federal government is different than information we get from state resource sharing between the consortia.
- Library Directors with no support around them they lack basic library education.
- Carla Sherman has the same loan issue when loan arrives takes so long that they have to return to loaning library before the patron never gets to see it. Same issue with the SLC post office mailings, it takes 10 days for mail from Driggs to Victor. When loaning, Carla looks to see how many books are listed, if there are only 20 out there, she will get it on loan for the patron. However, if there are 2,000 she will purchase it.
- Susan Tabor-Boesch – Hailey Library loans very little but patrons borrow from other libraries. WorldCat is the vehicle to see what Hailey has for Discovery not the interlibrary loan. That part is valuable they are uploaded to OCLC.
- Educate customer service attitude “how am I going to satisfy you?”

Potential Next Steps (explore)
What if LiLIU didn’t exist?
Lynn Baird - Consortias share with one another; ILL requests will not be filled; smaller libraries who don’t have LiLi-U would have less reason for existing and might, therefore, lose their funding.

Eric Suess said we would do it ourselves if LiLiU didn’t exist.

Gretchen Caserotti besides the cost where would the gaps be? Media would be the first to go because they would end up purchasing more than borrowing. Space is limited, collection would be lost.

Susan Tabor-Boesch it would take longer to get book one would have to search more catalogs. Gina if we went back to individual catalogs or small libraries reply on the bigger libraries to catalog.

Jan for consortium level, those who pay for their own; patrons from smaller libraries will go to bigger libraries that offer what they need. That would shift the burden to larger libraries. With best sellers, for example, a small library would have it, but a larger one would have a large waiting list for it.

Resource Sharing Actions steps – until June 2017 $304,000 contract expiration:

- Goal of resource sharing is access to information. Are the monies being spent efficiently in terms of what is actually being borrowed versus timely access to information across the state?
- Eric Suess: Examine finances best use of monies available to us with goal of stronger resource sharing as a library director “what am I paying for and is it the best for what I am paying for?” Also make sure everyone has access to resources and look at others folks who have a good system what are they doing and how are they doing it. Include investigation of those that don’t work; research materials i.e. genealogy; not necessary out of print but esoteric of what public libraries are likely not to carry.
  - Staff concept of getting past the books in the collection, training opportunity for c:\users\baxter.andrews\desktop\scmtgmin20151120gper..(20151127).docx staff to learn mentality of “can’t find what you need? Ask us!”
  - Each location varies but because we have so many 1-3 person libraries it is hard to participate in outside education opportunities other than the events at their own libraries – we must go to them.
- Lynn Baird agrees that libraries need to understand resource sharing and that at libraries there are various levels of professional understanding and that resource sharing starts with reference service. Working with the patron is good because sometime the book they are seeking is not the book they want. There might be some opportunity for incentive to learn.
- Sue Niewenhous thinks it would be a good idea to hire or have someone investigate the services to see what we have and what it will cost.
- One idea from Eric is to send patrons to Idaho State University and they are successful in locating what they need;
- Gretchen Caserotti agrees there is value in the access and resource sharing piece the investigation central service (systems delivery). She reminds of discussions about systems disruption when Uber was taking over taxi car industrial – what other partnerships are available to participate in systems delivery outside of what we are used to using and what we know. Another idea is to look at other state agencies that are traveling to-from statewide technology to facilitate; being the middle man.
- Explore partnerships that at the time were not good, like courier companies, and revisit.

What does the next 18 months (June 2017) look like?
Lynn Baird states that more information is needed before discussing options. What do we know about the 37 libraries that do not currently belong to a consortium? Why do they not join a consortium? Should we incentivize consortial agreements to promote local library sharing? What do the non-participating libraries currently do for ILL and resource sharing? What does that look like for them and to them?

Eric Suess is curious to know why a couple libraries in the American Falls and Blackfoot area do not participate.

Sandi Shropshire thinks maybe a different report needs to be done with specific areas to explore the participation rate and type of participates of interlibrary loans; to include what are they doing and what are they not doing (contract).

Jan Wall is wondering what the consortium thinks about taking libraries in because she is aware of a small library that does not want others in their consortium.

Gina questions what is being borrowed, can we get it somewhere else more efficiently? Perhaps generate some specific forecasting it would be unbiased if a third party do the scenario forecasting. She has had experience with both those consortium who are willing to take additional libraries and those who do not because they do not want to create burden on the consortium more than they would contribute.

Susan Tabor-Boesch asked if there are there consortium scholarship opportunities for the 37 libraries whose issue is the cost.

Gina added that there are LSTA specific grants for joining a consortium, however, there hasn’t been competitive grants funds in the past 5 years.

Lynn Hauer wonders how we know what people (community) and patrons value for instance online content vs resource sharing “what do the people of Idaho want from their library?”

Future of Libraries & Ebooks – Webinar Summary

ICfL staff attended a webinar with Micah May entitled “The Future of Libraries & eBooks” at which Micah introduced the idea of Library Simplified, which seems to be a result of work done by Readers First. The archive of the webinar can be viewed at http://cosla.adobeconnect.com/pSfqa2rh6i/?OWASP_CSRFTOKEN=8cd881222562b92470ccdda13972855be88074b43a014fb611c949f4455f863b. Patrick provided a brief overview of the webinar.

Discussion:

- One of the many pieces to think about is putting together the public domain piece. Some questions: Are they looking for others who are creating open source content? Are they looking for it to be placeholder? ReadersFirst has all the titles in OCLC and all library eBooks, place holds vs LEAP.

- In Marj Hooper’s experience it takes about six (6) boxes to navigate until one gets to the Reader circulation management section where the reader contacts the information, before that folks used Discovery that part is what the App is about. Now LEAP want to get into the hosting, marketplace and integration. We need to keep in mind that the vendors are in control of eBook costs; determining the ratios by how much an eBook is being used, however, libraries are not getting return on investment. It is costing them way more. Why? In addition, libraries pay a higher fee unless it has a platform (device) to put it on. Europe doing this working with vendors on delivery, the vendors don’t want to do it but statewide delivery is doable.
Currently at Susan Tabor-Boesch’s library it takes folks to OverDrive and then into the catalog Discovery that takes them to the site – one App of aggregate searches. The investment in OverDrive is paid for license to share it, adds Gina. As a user which what App will I use to access my favorite books. Did they talk about non-popular eBooks? Eric Suess reminded folks that ALA has a Digital Content working group and that they have done amazing things with digital content vendors. Here is a place to start with ideas and explorations. Gina added that the ALA task force has been working for two years to re-evaluate what needs to be addressed, how things have evolved, met with vendors to get pricing. The Task Force last report was in June, 2015 and Gina is hoping ALA will update folks at the mid-winter meeting in Boston possibly by Ken Wiggins, Connecticut Library. Gina explains that ReadersFirst collects all the stuff and in three clicks Library Simplified is accessed. This is where the Library has to choose where to link their Library to this App. http://www.librarysimplified.org/

LiLi Databases – Gina

Gina shared with Steering Committee the LiLi Databases Annual Report for 2015.

**If there is data or content you want to see in next year’s report, let Gina know.**

LiLi-D Annual Report Highlights:

- While EBSCO is sole source, we still need to know what databases are being and how each database is it being used, leading up to creating a plan for a better selection process.
- Usage Data
  - One observation Gina learned is that the vendor stats are not reliable. After review of the checklist July 1-June 30, 2014 vs July 1-June 30, 2015 there was different data.
  - While there is a full text in Auto Repair Reference Center and NoveList Plus (that is the only kind of results to searches), those databases don’t calculate “full text” so it isn’t included in the overall usage data.
  - Another issue is the inability to show the usage of what of the eight World Book Web (World Book) databases are being used.
  - Chilton Library database (Gale Cengage Learning) usage is provided by Gale staff to Gina each month; we can’t access it directly.
  - FY2015 usage for World Book Web content dropped 70% of over FY2014. Since FY2014 had doubled from FY2013, perhaps the usage data not functioning consistently.
- NoveList Plus added in FY2015 and the separate K-8 interface is just 1% of total NoveList usage. Does there need to be more outreach to the schools? Ask the school libraries are you actually using it? If not, what’s holding you back?
- Usage for LiLi.org revealed 181,612 visits (sessions) not users and an estimated 63.8% new visitors. Ninety percent (90%) of those accessing LiLi.org are desktops users and 8.3% are mobile/tablet device users. The top three devices were Apple iPad, iPhone, and the Samsung SM-T217S Galaxy Tab.
- Noteworthy: Susan Tabor-Boesch mentioned on page 12 the ChromeBook displays as mobile device.
- Promotion: Last year yard signs were very population, however, there was no actual survey to measure the success. At some point there will be some type of survey generated to capture that
data. At this time, there is no year-to-year comparison of the usage of GED and SAT in LearningExpress. Maybe create some seasonal signs during the time college entrance exams.

**Ahead to FY2016 – Things to consider and keep in mind as we move forward:**

- The usage of LSTA monies for tools and promotions varies from year to year depending upon supplies. We’ve also done limited promotional/outreach as a result of staff availability.
- **Contract Renewals:** Replacement of expiration of contract renewals for Auto Repair Reference Center (Chiltons) and NoveList.
- **Database Selection Procedure:** Important to the process will be reliable and meaningful data and evaluation and assessment of current contracts.
- **Usage Data & Assessment:** We need to address inconsistencies in reporting functions available to vendors, and determine what data is meaningful to our decision-making.
- **Promotion Activities:** Continue with promotion activities reflected in LiL I Databases Annual Report – FY2015.
- **Branding:** Funded by LiL I, libraries to use specially-created logos with recognition of the database creator and LiL I as the funding source.
- **Training:** Discussion to decide on course relates to ebooks and collection development plan.

**Comments – Discussions (All):**

- Do we want to continue to focus on Gale Virtual Reference Library (“Gale”) for primary source content? Or branch out to other areas like DIY, more STEM, or other content?
- Should we try Sage cooperative purchase with other states even though we’d then have two different systems?
- Look at focusing content on the tool for ebook database cross searching.
- Since the GVRL content is already being used heavily by schools we should focus on schools to see what the schools need for content. Also schools cannot afford to do STEM collecting should we be looking at STEM?
- Even though Gale started to serve K-12, the content has had very little updating. We need pricing for updates and priority lists. In addition, we need to update a long term needs assessment.
- On Page 9, from a teacher librarian use of Gale is not used for any of the stuff on the list. It is used for cultures and geography social science teachers because they find that students in the LiL I database get lost.
- We need to consider who the audience is for instance in NoveList use versus staff using it.
- On branding how about using “electronic collections” instead of “database” since the survey to libraries utilizes that term. In turn, using LiL I electronic collection instead of LiL I databases.
  - One thing to consider is that research students recognize the term database
- Proposed a new change for data coordinators get rid of asking how many types of checkouts: 1-check out overdrive books; 1-physical book just have one count.
- Currently there is no way to track if someone finds a book on TumbleBook, libraries just have usage data.
  - One library was operating under the assumption that usage of LiL I is done via IP address through LiL I.org.
  - It would be nice to get stats to see who is using individual accounts or going through LiL I and what resource are they using the most.
  - Cost per use reasonable under ten cents per use.
- The LearningExpress Library numbers on Page 9 are good information for Legislators.
Since DYI fits in with Make-It maybe this should be a physical material they could take home.

ICfL Updates – Marj

→ There were ten (10) candidates who applied for the Board of Library Commissioners’ position. This position was vacated by the sudden death of long-time Board member Larry Weeks (he represented the Southwest area). Mark Aldridge was appointed by Gov. Otter for a five-year term. Aldridge has an accounting degree from the University of Idaho.
→ On September 1, 2015, the Idaho Education Network recently had a conference “Educate Idaho Network Summit” with a VIP reception after where Ann Joslin was able to meet Gordon Jones, Founding Dean, College of Innovation and Design at Boise State University (“BSU”).
→ Ann was also able to meet with Marilyn Whitney, Senior Special Assistant for Education & Government Services and updated her on our budget request for STEM support.
→ Ann met Sherawn Reberry, Director of Education Programs, Idaho Digital Learning Academy (IDLA) and Jeff Simmons, Associate Director of Education Program, IDLA to talk about using and building resources.
→ ICfL priority is increasing the visibility and use of LiLi resources by teachers and students Shirley, Gina and Jeannie were unable to attend the initial discussions about developing hiring guidelines for school librarians who are not practicing librarian. Shirley, Gina, and Jeannie will continue to follow-up with this.
→ At an October 30, 2015, meeting about improving career guides for students with resources, tools, and guidance. Discussions about these with Department of Labor and professional technical associations to analysis the current resources to identify gaps.
→ The Idaho State Department of Educations (SDE) signed a contract July 1, 2015, with Dell, Inc., to provide Microsoft IT Academy on-line products and services for public schools and libraries in Idaho. Thirty-Five libraries have signed up as this meeting date. The first part of it is information technology education through a variety of courses; the second part of it is the training and certification at the specialist, expert and master levels. Public libraries are not part of the second part that includes training and certification.
  o The two current target audience are Veterans and Work Force Development for adults in poverty.
  o ICfL is on the periphery, Rick Kennedy, Department of Education is contact for this opportunity.
  o Every Public Library that participants will for sure will get 30 vouchers for staff development then the library staff can actually teach the classes.
→ On November 9, 2015, Marj Hooper, Stephanie Bailey-White, and Staci Shaw went to an Albertson Foundation meeting with Roger Quarles to learn about LearnStorm - Khan Academy. Since this meeting, Albertson Foundation has funding request 100,000 backpacks. These backpacks will be distributed at Idaho schools from February-April, grades 3-12.

Networking Updates from Participants – All
All participants shared news and updates from their library, consortium, or region. Highlights include:
**Linda Baird – University of Idaho:**

We are currently remodeling the first floor of the library to create a student-centered space. We will be implementing a 24/5 calendar for the school year and hope to open the new space this spring. The new space will feature a 60 seat computer lab, new special collections reading room, new instruction classroom, and three collaborative work spaces. One new feature is the MILL (Making, Innovation, and Learning Laboratory) to address the needs of 3D printing and scanning, video production, and other emerging technology-infused learning practices.

After 24 years with the same carpet, we are pleased to announce that new carpet will be a feature of the space as well as improved lighting. The facility remodel will be completed prior to the arrival of furniture. One chair is being tested for the space, the Brody chair; it is proving to be a popular item.

New Provost: John Wiencek.

Other projects include a partnership with the College of Letters, Arts, and Social Sciences which will engage faculty and students in research in the digital humanities and social sciences. This collaboration, the Center for Digital Inquiry and Learning (CDIL), is tentatively scheduled to be housed in the library.

**Carla Sherman:** The new Driggs branch is doing well. This library was initially opened with a temporary levy, but last week 69% voted for permanent funding. In addition, the Friends of the Library donated $14,000 to open two maker spaces, one in each branch. Today, November 20th, will be the introduction to the public. Carla would like to get maybe a makerspace policy template, and liability on intellectual property

**Sue Niewenhous, Lewis-Clark State College:** WIN Consortium migrating to ALMA, the kick-off was in September and expects to go live the last week of June. Sue is checking with Lynn Baird about their library furniture ideas and how things are working. While her carpet too is 24 years old, they will not be getting new carpet yet.

This fall the students will be able to sign-up to make an appointment for a research consultation with a librarian. Using product from LibGuide for scheduling, students can choose librarian, time, and provide some detail of what their subject and paper is about and then they spend 30 minutes with the research consultant. This has changed their reference desk activity, they are not getting same questions and numbers from the reference service desk have dropped.

May consider reconfiguring service points.

Migrating 147 journals from print to electronic and will remove journal stacks on the first floor.

**Eric Suess – Marshall Public Library:** Five years ago, two supervisors applied for the same job; both were great so both were hired. One of the supervisors retired at the end of September and she was replaced with a Grade 9 position. This save the City of Pocatello $19,000. One month later the other supervisor retired. This time for the ongoing supervisor position, an outreach coordinator position was created saving the City $12,000. This Public Services Supervisor will be at the service desk instead of the Circulation and Reference areas. This lead librarian position will save the City $26,000 plus over five years. However, this has not been approved yet by the City Council of Pocatello. The revision in the positions should provide consistent leadership, in that staff will not have two supervisors and the quality of service will improve.
Tracy Bicknell-Holmes – BSU Albertson Library: Albertson Library is home to the new College of Innovation and Design at BSU. This College was initially going to consume up one-fourth of the second floor; but ended up with half of the second floor. Gordon Jones is founding Dean of the new College and he started June 2015.

Jones thinks the library should be open 24/7, however, challenges to this include custodial issues, security, sleeping overnight in study rooms.

It took seven (7) weeks to weed down the 850,000 volumes in that area to make space. Paper journals that are represented in electronic version were disposed, duplications cleaned up, etc. Another challenge is collaborating in a space like this with different goals.

At the end of March 2016, Peggy Cooper, Associate Dean of Albertson Library, BSU will retire so her position needs to be filled.

Sandi Shropshire – Oboler Library, Idaho State University: The library is at the top of public works list, which allowed it to get seismic bracing on all three floors and new carpeting on two floors. It is in the process of filling up space from basement to the remote storage. This space is university owned space that has been repurposed. The library began the year in July with new money for the first time in ten (10) years. The new money came within university administration. For the first five months it has been buying new resources, and the Dean added one new full-time interlibrary loan classified staff. They are conducting interviews next week (November 23-27).

There is a waiting list for Introduction to Information Research, Library/Information/Research (LLIB). This LLIB 1115 course satisfies the General Education Requirements, Objective 8.

Lynn Hauer - Community Library Network: Post Falls is celebrating its 100th birthday. Staff will bring out old pieces from the library.

The library hired space planners a year ago, it’s taken about one year to get to all the libraries, to catch up with times, get rid of front desk, and assess other areas within the floor. The planners should come back in February with all their recommendations. The process and how to use the space were both discussed. Some processes weren’t changed because “they’d always been done that way” type of reasoning.

The library is also looking at EBSCO Discovery product and the public library consortium in terms of having to set-up host server with whom and negotiating where to put it.

Susan Tabor-Boesch, Librarian, Wood River Middle School: At the last meeting, the school was going to administer standardized testing for numerous students at the same time, meeting participants expressed their concern – but Susan said it worked well two computers. The only snafu with ChromeBooks, but that was it. The student also responded well to the testing at the same time. There were about 730 students testing on all the tests plus social studies for 7th graders.

There is a new strategic plan for about 200 6th graders to inspire, engage, empower, and education outside the classrooms in “environmental schools” Mondays and Tuesdays.
Books in the Young Readers choice have holds lists (wait lists for the books).

Their recent book fair was a success!
The students are looking towards the Hour of Code in early December. The tech guy set up each computer to create a Minecraft community for gamers who come before school and lunch to game.

Blake Nelson, the American author of adult and children’s literature, is coming to their library in January and February 2016, to talk about gender roles and his 2006 book “Gender Bender.”

**Gretchen Caserotti, Meridian Library District:** Even though the levy didn’t pass, it is noteworthy to mention it did get 59% of the voters which is significant because there was no money or volunteers to generate voters. They will try again in 2016 working with EveryLibrary SuperPAC on the library initiative.

The Make-It and Take-It kits are quite popular at their library.

They have launched T-Mobile hot spots.

Last year the library concentrated on outreach and this year has been technology. In October, unBound opened as the new technology center in downtown Meridian. There are opportunities to forge your potential recording podcast every week as well as space for entrepreneurs start up incubator. This was a vacant 2,800 square foot building that housed a bank until 2009. unBound houses the technology library collection of hardware and software technology books. UnBound proposal was submitted in March, 2015 followed by a ribbon cutting October 15, 2015.

**Jan Wall, Northern Field Consultant, ICfL:** The 69th Annual Tax Conference, 2015 Associated Taxpayers of Idaho Conference will be held December 9, 2015, at Boise Centre downtown. The theme is “What’s Next For Idaho’s Tax Policy.”

**Jeannie Standal, School Librarian, ICfL:** The first deadline for Letters About Literature is December 4, 2015, for Level 3 (Grades 9-12).

**Meeting Review**

**Plus**
- ✓ Finished on time
- ✓ Advance preparation and distribution of documents to review prior to meeting
- ✓ Driving time allowed for time to review meeting documents
- ✓ Include favor quotes

**Deltas**
- ✓ Too much sitting
- ✓ Need hands on activities

**Next Meeting/Schedule**
The next meeting will be held later in 2015, with the date to be determined by a poll of the LiLi Steering Committee members.

**Future Agenda Items**