



## RiverShare Mission Statement:

The mission of the RiverShare Libraries is to provide optimum access to member libraries through resource sharing, including an ILS (integrated library system), delivery and governance.

### RiverShare Assembly of the Whole Committee

Davenport Public Library – Eastern Branch

August 21, 2014

2:00 p.m.

Lee Ann Fisher called the meeting to order at 2:10 p.m.

#### 1) Roll Call

Voting members in attendance at start of meeting:

Mary Heinzman (Ashford and St. Ambrose), Sue Mannix (Bettendorf), Beth Mosher (Clinton), Laura Long (East Moline), Jillian Aschliman (Leclaire), Lee Ann Fisher (Moline), Nancy Luikart (Muscatine CC), Robert Fiedler (Musser), Shelli Fehr (River Valley), Angela Campbell (Rock Island), Michelle Bailey (Scott CC), Tricia Kane (Scott County)

Attending via GoToMeeting: Sally Myers (Clinton CC), Jeff Stafford (Coal Valley), Dodie Wessel (Sherrard)

Late arrival: Kenneth Wayne Thompson (Davenport)

#### 2) Review of Minutes

Michelle Bailey moved to approve minutes as submitted.

Shelli Fehr seconded.

No discussion.

All approved.

#### 3) Executive Committee

A) Financials – Tricia Kane reporting.

No bills were paid; OverDrive payments are coming in. Some libraries had issue with receipt of OverDrive invoice; Tricia resent those.

Nancy Luikart approved financial report as submitted.

Angela Campbell seconded.

No discussion.

All in favor.

#### B) By-laws Committee

Lee Ann Fisher formed a new bylaws ad hoc committee to review bylaws, to meet August 26 at Moline at 9:00 a.m. Comments, questions and concerns can be emailed directly to Lee Ann Fisher, although attendance at planning meeting is also encouraged.

#### C) Ad Hoc Staff Member Committee

Jillian Aschliman reported on survey results. Point of the survey was to get a dialog going as to where we feel we are as a structure and to where we want to move. Ad hoc committee felt that before we could make a decision about a paid staff member we would need feedback from member libraries as to need.

It was difficult to pull results in a cohesive manner. 4 respondents felt structure was working successfully; one noted that bylaws and 28e needed to be followed. Remaining 13 felt it was not working.

The bigger question of whether we should hire a staff member indicated that clarification is needed in what the responsibilities of the staff member would be.

Jillian Aschliman noticed a theme that there is a lack of communication, lack of an idea of the structure, lack of help with the work load, especially ILS Admin. Concerns for budget were expressed in the case that a paid position is established.

Jillian Aschliman's general impression of survey results was that there is confusion among member libraries as to role of the consortium. Lee Ann Fisher agreed and posed question as to how to proceed.

Sue Mannix noted some survey results indicated that communication needs improving. She noted that that all RiverShare meetings (including Assembly of the Whole, Executive, and ILS) are open meetings, that the newsletter is sent out and email blasts are used, so some responsibility is incumbent upon members to attend meetings and solicit information if there are questions.

Nancy Luikart thanked Jillian Aschliman for the time that was put into it and indicated that it was a good communication tool, esp. with the anonymity that was afforded.

There was a discussion of the ILS Admin committee, with the question raised as to whether or not there could be more members. Maria Levetzow indicated that there could be, although maybe Polaris might limit how many people. Discussion ensued as to possible solutions. Nancy Luikart pointed out that every library had a person with extra permissions who could add

staff members, etc., but not everyone had been trained. Additional ILS Admin members would need to go through the Polaris admin training. Someone needs to be available to do training. Suggestion was made that training responsibilities be assigned on a rotating basis. Question was raised as to accountability; what will happen if someone assigned a job did not do it?

Sue Mannix noted that survey indicated that some libraries cannot participate due to time or staffing constraints. She has never felt that to be an impediment, regardless of the size of the library.

Discussion ensued as to how members are added to the ILS Admin committee; they are appointed by the Assembly of the Whole.

Shelli Fehr moved that Eric Arnold and Carina Mulcrone be appointed to the ILS Admin committee.

Nancy Luikart second.

No discussion.

All in favor.

Michelle Bailey expressed appreciation for everyone's patience. She noted this was a big charge for small committee. Eric Arnold observed that the committee does not have a clear definition of the committee's charge. One thing that could help is if there is a definition of what the work is and how much the work is. At Bettendorf, it is a minimum of 10 hours per week between two staff members.

It was observed that we need to gather information on duties and time spent on them. Maria pointed out that the request was made and no info has been forthcoming. She suggested directors are responsible for determining that info for their own library and report back by a certain date.

Mary Heinzman made a motion to require directors to gather data on time spent by their staff members on RiverShare tasks and what those tasks are.

Nancy Luikart seconded.

No discussion.

All in favor.

Lee Ann Fisher will collect info from directors; Maria will supply info about content of help desk tickets.

Mary Heinzman observed that a management service company could be in charge of administrative duties, web site management and other management services and they would be paid based on time spent working. You hire only for what you need help with. This was posited as a short-term option to give us the time needed to determine needs. Mary Heinzman will send RFP to Michelle Bailey.

Laura Long moved to have next Assembly of the Whole meeting on September 18, in Moline at 2:00 p.m.

Nancy Luikart seconded.

No discussion.

All in favor.

Question when ad hoc committee meets again. Scope has changed and grown so perhaps ad hoc committee might need to grow. Sue Mannix, Michelle Bailey and Eric Arnold indicated that they are willing to continue to serve. RFP, directors reports on hours will be sent to ad hoc committee. Laura Long will also serve. Charge was made to ad hoc committee to develop rfp for management service.

#### D) Strategic Plan Update

Strategic plan was reviewed by Shelli Fehr, Michelle Bailey and Jennifer Christiansen. Committee will meet and determine what is lacking. For those items that have responsibility assigned but not completed, report will be made to Executive Committee. Some things that were submitted were actually procedures.

#### E) Delivery Issues/Update

Lee Ann Fisher reports that we still haven't decided if Iowa libraries are going to go with RAILS proposal. Sue Mannix reported that MALA will not have new bids until December or January, although they do have a new courier.

At Executive it was discussed whether or not RAILS costs for Iowa libraries would be shared across all libraries in lieu of paying MALA. It was mentioned that Illinois State Library may not allow that.

Angela Campbell reported that RAILS intends to discontinue delivery to branches. Mary Heinzman says that, as presented to us, RAILS would deliver service on a cost recovery basis, and that we could still get delivery to Iowa branches.

Sue Mannix asked how long are we going to wait to make this decision. Comment was made that a date needs to be decided upon for a vote, and that needs to be publicized so the parties affected are available for a vote.

There was no deadline on the quote from RAILS.

Assembly of the Whole needs to vote as a whole, even though the larger financial consideration is on Iowa libraries.

Discussion is tabled until we receive a proposal from MALA. Mary Heinzman asked that we contact Mark Hatch at RAILS to let him know of the delay and to clarify question of whether or not delivery will be made to branches.

- 4) ILS Admin Committee
  - A) RiverShare Overdrive

The eBranch is set up; it's called Digital Branch. Polaris is loading initial records. Technical Services subcommittee is working on template for future records.

- 1) Collection Development Policies
  - (a) Public Library

Public Library policy presented; needs to be indicated that it is for public libraries. Page numbers would be appreciated.

Shelli moves to accept as amended.

Larua Long seconded.

No discussion.

All in favor.

- (b) Academic

Academic policy is not yet completed; all members have not voted.

- 5) 5. Tech Services

No report.

- 6) Circulation Committee

No report.

- 7) PAC Committee

No report.

- 8) IT Committee

No report.

- 9) Web Page Committee
  - A) Sign Up

Changes need to be made in where web site is hosted. For roughly \$100, we can have someone host the web site. Plan was go live on September 2; staff would receive email to set up their own account. Going forward, web site login would be included in requests to help desk

when Polaris logins, etc., are requested. We can move forward with the September 2 go live desk and then figure out the move. Or postpone go live and find permanent home.

Committee was instructed to continue with September 2 go live date. IT Committee will develop proposal and present it to be voted on at a future meeting.

Technology committee has not discussed the issue of having to move the telephony server. Question was posed as to whether the servers be held at another library or if City of Bettendorf would be willing to host the server if RiverShare compensates them. Sue Mannix could not speak to this on behalf of Bettendorf, but will check on it. The servers are not housed at the Bettendorf Public Library, but are at Bettendorf City Hall; the staff member who maintains them is not a Library employee. Moline indicates that Polaris is not able to host telephony, and that Moline is unable to do so.

Eric Arnold indicates that we may be able to find a local server host. Amount of up-time is dependent on what is paid. RiverShare needs to investigate cost of having the server hosted at a commercial venue.

Nancy Luikart talked to CIO at EICC, and he indicated he doesn't want to do it, he doesn't have the staff, but McGladrey might. Committee was charged with investigating options. Eric Arnold indicated the web page committee will investigate options if Assembly of the Whole so wishes.

#### 10) Old Business

##### A) Silo

Iowa libraries have not had their records uploaded to SILO. Merideth Willett indicated we've been updating SILO since April of 2014, but that back records, dating back to PrairieCat days, have to be done by individual libraries.

Marie Harms told Sue Mannix that State Library is waiting on massive upload of back records; Merideth Willett indicated that the upload is not feasible.

Nancy Luikart asked if Iowa libraries are required to have their items on SILO. Sue Mannix indicated that we are not, but if we are engaging in ILL through silo, it is ethical to make sure that SILO reflects accurate content. Marie Harms spoke with Lynn Gates from Davenport yesterday and Lynn told her that DPL would not be doing a retrospective dump. Individual Iowa libraries have the option of uploading their retro records, if they choose.

##### B) Other

None

#### 11) New Business

##### A) PUG – Polaris Users Group

Will RS be sending a PUG representative? Amy Groskopf (DPL), Merideth Willett (DPL) and Maria Levetzow (BPL) are going.

##### B) Goals For RiverShare

In discussion of strategic planning, question was raised as to whether or not there are additional goals that need to be addressed. None were presented.

### C) Committee List

Question was raised as to whether committee lists are up to date. PR committee has list of committee members reported, and it will be on the new web site.

### D) Other

Next meeting is September 18 at Moline.

### 12)Other

Request was made to have shared printed materials projected at meetings.

Additionally, GoToMeeting is not effective due to inability for sound to get picked up. We have the best mic that money can buy, but physical layout of the meeting rooms does not allow for mic to pick up sound. Knowing that, do we want to continue offering GoToMeeting?

Questions were raised as to whether additional mics could be added; that is unknown. Another option that was presented was that a mic could be passed, if rooms could be rearranged. GoToMeeting has been used for other committee meetings, and has been used for computer troubleshooting since it allows remote takeover of computers.

Sue Mannix offered the opinion that if its not working for Assembly of the Whole, we should cancel. Laura Long offered the opinion that we should stop offering it for Assembly of the Whole, due to the frustration of it never working.

Within last year, Eric Arnold cannot think of more than one instance where GoToMeeting was used for computer troubleshooting. Lee Ann Fisher will send out email asking if, given the issues, we should be providing the service. Options would be to invest in a high end system or to get a microphone that could be passed around.

Michelle Bailey mentioned that there is a space available for teleconferencing at the EICC. Eric Arnold pointed out that if those rooms are acoustically sound, GoToMeeting may work.

It was decided that if subscription has yet to expire, we will let it expire. If not, we'll try it for an additional year.

Question was put to KennethWayne Thompson whether or not DPL would be willing to host the telephony servers. Eric Arnold requested that DPL respond by second week of September.

Summary of delivery issues were presented to KennethWayne; he agreed that DPL would like to wait to make a decision depending on the MALA quotes.

Next Executive committee: September 9 at Bettendorf

Assembly of the Whole: September 18 at Moline

13)Adjourn

Adjourned at 3:57