
System and Resource Library Administrators Association of Wisconsin (SRLAAW)

Third Quarter, 2018 Meeting
Friday, August 10, 2018 at 10:00 a.m.
Marathon County Public Library, 300 1st St. Wausau, WI 54403

Attending: Garrett Erickson (Mead Public Library), Ralph Illick (Marathon County Public Library), Marla Sepnafski (Wisconsin Valley Library Service), Colleen Rortvedt (Appleton Public Library), Mark Arend (Winnefox), Kristen Anderson (Winding Rivers), Dave Kranz (Southwest), Amy B. Birtell (Monarch), Jeff Gilderson-Duwe (Winnefox/Oshkosh Public Library), Sherry Machones (Northern Waters), Jessica MacPhail (Racine Public Library), Connie Meyer (Bridges), Steve Platteter (Arrowhead), John Thompson (Indianhead), Tracy Vreeke (Nicolet),

Online Callers: Susan Heskin (Superior Public Library), Bradley Shipps (Outagamie/Waupaca), Barb Brattin (Kenosha Public Library), Susan Lee (Madison Public Library), Steve Ohs (Lakeshores Library System), Pamela Westby (L.E. Phillips Memorial Public Library), Steve Hesel (Milwaukee County), Bruce Gay (Waukesha Public Library), Kristin Stoeger (Manitowoc Public Library), Emily Rogers (Brown County Public Library)

Absent (excused): Jessie Lee-Jones (Platteville Public Library), Paula Kiely (Milwaukee Public), Martha Van Pelt (South Central), Rebecca Peterson (Manitowoc-Calumet), Bryan McCormick (Hedberg Public Library)

Guests Present: Anna Bierer (Wisconsin Literacy), Martha Berninger (DPI/RL&LL), John DeBacher (DPI/DLT), Bruce Smith (WiLS) (online), Josh Klingbeil (Wisconsin Valley Library Service)

1. Call to Order: 10:01am
2. Quorum Determination: Quorum met
3. Proxy Announcements:
 - Susan Lee (Madison Public Library) for Martha Van Pelt (South Central)
 - Kristin Stoeger (Manitowoc Public Library) for Rebecca Peterson (Manitowoc-Calumet)
 - Steve Platteter (Arrowhead) for Bryan McCormick (Hedberg Public Library)
4. Introductions were made
5. Presentation by Anna Bierer of Wisconsin Literacy- Wisconsin Literacy (WL) is a nonprofit coalition of 74 adult, family, and workplace literacy providers, many of which operate out of public libraries. WL has 4 focus areas: membership support, advocacy, workforce support, health literacy. Members provide service such as GED training, ELL/ESL tutoring, Adult Basic Education classes, citizen & naturalization support, corrections programs, and public computer labs. Gilderson-Duwe voiced concern about the overuse/misuse of the word literacy. Breaking it out into separate categories like “digital”, “health”, “workforce”, dilutes the greater meaning. Bierer explained that libraries understand literacy differently, and

that one term for all is too broad for some partners, i.e. employers. It is broken into categories to best be used as advocacy tools. Bierer defined literacy as the ability to understand the information being given to you. Bierer said ALA has a webinar available on the Adult Literacy through Libraries (ALL) initiative. Birtell mentioned that Monarch has a literacy program in partnership with the county jail program. Information was distributed in regard to a partnership opportunity called *Health Online: Finding Information you can trust*. Rortvedt asked if this workshop opportunity would be better in partnership with community clinics as this is when and where people are often looking for online health information. Bierer said she was not sure this was possible as it is a grant for one-time workshops from the National Network of Libraries of Medicine. For this and additional partnership opportunities, contact anna@wisconsinliteracy.org. DeBacher mentioned that he often works with Wisconsin Literacy on grant funding, and that the National Network of Libraries of Medicine contacted him with information about both online and in-person training toward Consumer Health Information Specialization (CHIS) from the Medical Library Association. More information can be found in the current DPI report to SRLAAW.

6. Meeting Agenda approved (***Birtell/Rortvedt**)
7. Minutes: Q2 2018 approved (**Platteter/Sepnafski**)

Illick introduced a short break for a special occasion....Connie Meyer's birthday!! We sang happy birthday and helped ourselves to gorgeous cupcakes provided by a local bakery. Thanks to Wausau for a gracious and delicious celebration!



8. Treasurer's Report

Anderson reported a balance of \$1429.47 and noted that after reimbursement for National Legislative Days, a balance of \$229.47 will remain.

Treasurer's report approved (**Thompson/Illick**).

Anderson brought up that at the Q2 SRLAAW meeting we discussed increasing the member dues. Anderson reiterated that SRLAAW spends more on Library Legislative Day than we collect in dues each year; suggests an increase from \$50 to \$100. An increase to \$100 would allow a \$1500 reimbursement for National Legislative Day (NDL). It is our biggest expense. Other than NDL, SRLAAW spent \$1000 in 2011 for WPLC and \$453 in 2012 for meeting rooms. According to Anderson, this year's NDL had an actual cost of \$1900 and was reimbursed in the agreed upon amount of \$1200. Motion by MacPhail/Rortvedt to accept the proposal of \$100 for dues with a \$1500 reimbursement for NDL. Discussion followed. Gilderson-Duwe asked if this was enough. Rortvedt suggested Resource libraries contribute at \$25. Illick suggested \$100. Gilderson-Duwe, Rortvedt, MacPhail, and Illick all said this was possible. Thompson pointed out that not everyone has always paid the dues and it is not a mandatory payment. No protocol is in place for nonpayment. Machones mentioned that NDL reimbursement was a separate agenda item on the amended agenda sent out. Revised motion approved to increase membership dues for systems to \$100 and charge resource libraries membership fees of \$100 (**MacPhail/Rortvedt**). Ohs abstained. Motion (**Gilderson-Duwe/Birtell**) to reimburse National Legislative Day in an amount up to \$2000 based on actual expenses. Motion passed.

9. LD&L Report

Meyer reported that LD&L has met with Dr. Evers, and is working with DPI on the next biennial budget. The prior increase was temporary, not a permanent increase to the base. DPI is no longer required to request a 13% increase, so this is a first opportunity to ask for what we really need. LD&L is hopeful that eliminating the need to ask for an unrealistic dollar amount will be beneficial. The initial requested increase will be get us back to the base amount of 16 million. Asking for +2.5 million in 2020 and +4.0 million in 2021. Gilderson-Duwe asked if it was customary to state the requested increase compared to the base. Meyer responded yes, that we would love to ask for more, but are asking for a modest increase that can be backed by demonstrated value in workforce development, technology (broader than last budget's broadband stipulation) and life long learning. Gilderson-Duwe asked Meyer to explain how the feasible ask was gleaned. Meyer said it was a percentage increase that first brings us back to the base amount. A restoration increase due to the previous 10% cut. We are climbing back to where we would be if we had not had the decrease. It would not be politically smart to ask for too much. LD&L believes it is movement in the right direction. If you have suggestions for LD&L, please send these to Meyer in the next two weeks.

Please complete the survey that was sent to the SRLAAW listserv. Meyer will resend this link. LD&L is seeking ideas, strategies, and innovative thoughts to make a case based on the value received. Think broadly...regional stories...include photos...pets&kids ☺! Anderson asked about the temp in the legislature. Meyer responded that it is good. It is good we do not have to request an unrealistic amount as in the past, DPI would ask for the statutorily required amount, the governor would remove it and LD&L had to use a policy advisor and work through the joint finance committee for any increase. The new process allows DPI to ask for a realistic amount. It is less likely to be removed from the budget by the governor and bodes better for all of us. Meyer explained it is hard to get the legislature to reslice the pie (which is what happened last time). Meyer thanked everyone for helping to fund the lobbyist, Steve Conway. There was a lot of behind the scenes work and fortune of timing...he made it happen. For future, we hope to be included in the governor's budget. Meyer will let us know how we can advocate. Stay tuned! Berninger mentioned that the budget draft was begun before the Badgerlink budget meeting which included a request by Dr. Evers for a FY21 \$346K increase. DeBacher mentioned that DPI received directive from DOA to submit budget information sooner than in previous years. Berninger explained that DOA has a predigestion process. The policy team talk to the programming team and prepares options and budgets, and then goes back to the drawing board, allowing for stakeholder input.

10. Resource Library Security Survey Results

Rortvedt reported that a response was received from all but one library and results had not changed drastically from the last polling. Three new questions were placed on the survey per a request from Kiely. Some new results were that more communities are talking about Trauma Induced Care, and drugs are prevalent everywhere. The floor was opened up for discussion among resource libraries. Gilderson-Duwe said his library does not have Narcan training. This seems to be in line with other libraries. Feels this should be left to professionals. Discussion highlighted that some libraries are being pressured to train staff.

There are differing opinions from the public as whether or not library staff should be trained. Gilderson-Duwe said Oshkosh Public is very close to emergency facilities; perhaps this is more important in rural libraries not in close proximity to emergency services. EMT response time differs for all areas. Rortvedt said she has had some training as has some Appleton staff. She says she cannot expect her staff to administer Narcan. When people “pop out” after a shot, they can become violent. Meyer said Waukesha County received a grant for Narcan training and Bridges hosted a workshop and each library chooses whether or not to provide training to staff. Training is provided by Health and Human Services. Social services expressed a desire to have library staff trained. MacPhail said the opposite was true in her case, she was talked out of it by the Fire Department. DeBacher mentioned that nasal is available as well. Lee said Madison has had an occurrence with overdose and this was traumatic. Staff wants to be trained and police and fire want everyone to carry Narcan. Arend said they discussed it at the county level a year ago and the consensus was not to train. Vreeke said there could be some benefit in a large geographical area like Nicolet. Klingbeil mentioned it could be beneficial to go through the training and then determine the policy following. Shipps asked how often staff have to be retrained or refreshed. No one could answer this. Anderson thanked Rortvedt for her work on the survey.

11. Affiliated Organization Reports

PLSR – Thompson reported that the Summit was held on July 30 & 31. Steering committee will meet to debrief and talk about a plan to put forward and a timeline. It may be a strategic plan. Steering will look at notes from the Summit for consensus points. It would appear that the general consensus was to look at a hybrid path forward and move toward organic rather than forced change. Perhaps include incentives to shift services. All notes from the Summit are on the PLSR website. Meyer asked to see the data from the focus groups. Encouraged all to take the time and effort to look at the data to see what we are good at and how we can improve. Meyer believes we need more library systems rather than less to achieve the goal of being as effective as possible. Bigger library systems exacerbate the problems we have. Libraries that struggle are often the unfunded ones which is often due to municipalities not wanting to fund libraries. Meyer believes relationships need to be made stronger. More library systems would help make this possible. What is the right size for efficiency and equity? Meyer stated Wisconsin has a good library structure. Meyer thanked Machones for her plan W contribution. Expressed that Bridges has a reputation of having a big budget but this is not all true. Meyer thanked the Bridges library directors and said they truly care. Meyer reminded that a dissenting voice is important. Smith mentioned that the focus group report is on the PLSR website. Group gave thanks to Thompson and the Steering committee for their work.

DPI – DeBacher submitted a written report via email. Badgerlink content has been renewed in all areas except for LitFinder due to funding and decreased usage and will not be licensing Transparent Languages Online by Recorded Books. Historical newspaper provider has changed to ProQuest. DPI is waiting on issues with vendors to implement the new resources. In progress, but taking longer than anticipated. DeBacher gave a staff update. DPI is adding Jennifer Champoux (Badgerlink) and Linda Bather (ILL). Berninger said in the biennial budget discussion, DPI is required to report performance records for provided programs like

Badgerlink, ILL, etc. but not for WisCat. If you have any suggestions or contacts for getting information on ILL, please let DPI know. DPI needs to know what will happen in the future? Is it trending up or down? Berninger wants WisCat and any other ILL information. DPI has annual plan and PLSR information. Meyer stated that Bridges ILL includes WisCat and internal ILS. DeBacher said system plan forms will be out in the middle of September and are due October 15. There is a place for current and future activities using funds from the second annual increase. DeBacher said system audits are due to DPI by end of September. DeBacher said they recently had a visit from the LSTA person and reported that 172 of 192 TEACH grants were funded. DeBacher reported Teal Lovely has been in communication with Bill Herman in regard to the cumbersomeness of applying for a TEACH infrastructure grant. Some changes will be that a library will verify that they are not eligible for erate funding on the equipment they will fund via infrastructure grant. Also, systems will be notified at the same time as the libraries. Hot spot rules cannot be changed. DeBacher mentioned that the Microsoft Academy person that DPI had been working with has been eliminated. This is the first year licenses were extended to include public libraries. A sales rep will be reaching out to the resource library in each system. If the resource library declines, the system will be notified. Sepnafski inquired as to why a library would decline. According to DeBacher there is a set up process to have the website linked. DeBacher feels it is too much of a load for libraries to offer the certification process. Some components of Microsoft are available through other programs. Gilderson-Duwe asked if we are setting up a school. DeBacher responded that we would be if we offer the certification. Rortvedt mentioned that Tech Spark (a Microsoft initiative) has started in the state to help fill the tech gap by training teachers in coding. There could be efforts in the future to train librarians. Rortvedt said the focus is very narrow at the moment, a very narrow definition of diversity. DeBacher confirmed that coding resources are available in Microsoft Academy.

A break for lunch was taken at 12:10pm. The meeting reconvened at 12:25pm.

WILS – Stef Morrill submitted a written report via email. Smith summarized saying Sara Gold is working on a group purchase for LitFinder and Newspaperarchive. Smith reported that WILS is going through an internal reorganization, although not as extensive as 5 years ago. They are sound in their director, board, and financial team. Resiliency is needed in the area of ongoing organizational day to day management decisions, and staff support and development...providing direction in different service areas. This will diffuse decision making and give organizational stability (in case Stef wins the lottery!). With board input, they formed a 3 member internal strategy group to work with teams and support Morrill, developed a staff development group, and took some things off Morrill's plate. Smith stated Emily Pfothauer will oversee digital product, Smith will oversee consulting and project areas, and Morrill and others will oversee remaining areas. This gives flexibility to board and stability to organization. Brattin inquired about Biblioboard and DeBacher mentioned that Biblioboard was initially sent up through WPLC and is available throughout Wisconsin. DeBacher submitted a book titled *Rambler*.

WPLC – Arend reported the next WPLC meeting will be held the following Monday. Arend said libraries have asked about magazines, but overdrive chose not to add them to the suite of offerings. We may be able to add these through Advantage.

WLA – Lovelace submitted a written report via email. He is in attendance at the Leadership Development Institute. Meyer reminded everyone of the “be a member, get a member” sweepstakes and said she provided for a membership for a Friends of the Library member and a board member in her 2019 budget. Birtell said silent auction items were needed for WLA and suggested something unusual from each county or geographic area.

COLAND – No report. Thompson gave an update and said at the last meeting in Eau Claire there was a PLSR update and a tour of the multi-use data center at Chippewa Valley Tech College. It is a commercial grade data storage and security center that host servers for many library systems and other organizations. The data center is striving to be self-sustaining.

12. Member Roundtable: Arend had two questions. First, he wondered if small libraries have had difficulties in hiring qualified directors in this period of very low unemployment. Are libraries able to get applicants with the proper educational requirements? Has anyone else had trouble getting qualified applicants? Meyer said yes, Bridges has had trouble. DeBacher asked, “even grade 3?” Berninger said a new compensation plan passes recently that causes issues with a newcomer getting paid more than existing staff. Rortvedt said this is happening in Appleton as well. Arend had a second request and asked system directors to send him 2018 county reimbursement rates: the percentage of cost that in-county libraries get for serving county residents. If the county also supports the libraries with additional funding, please send him that as well.

Gilderson-Duwe mentioned the NEWI CE consortium of Winnefox, Nicolet, OWLS, and MCLS was approved by all boards. The systems involved will share a CE coordinator and a pot of money. Winnefox will provide the main coordinator and Nicolet is hiring a liaison.

Gilderson-Duwe also reported that Winnifox (WALS) and OWLSnet have been in conversation to examine a joint venture ILS. The July milestone to move forward was met and the group is currently looking at governance. Gilderson-Duwe said it has been an interesting process and more challenging than he would have thought. Group is working on finding common ground and guiding principles. Birtell highly recommended using a mediator and Gilderson-Duwe said it is on the next agenda. Ohs offered to share and help in any way possible.

Rogers reported a new director for the Brown County library is imminent.

Illick reported that Marathon public library is one of 3 in country to support a learning environment assessment providing training for parents in the home. 190K dollars and 6 partnerships keep the program sustainable for 6 years. Also, Marathon public library business manager converted the entire library to LED lighting for 30K and the library is saving 2K per month on its bills. Friends of the Library have moved to a new space in the basement. Anyone is welcome to a tour following the meeting.

WVLS and NWLS have formed a partnership. Jamie Matczak of WVLS will provide CE for both systems and Machones will provide Inclusive Services for both systems.

Anderson asked if anyone had experience working with ASCAP, a music licensing group that is approaching her libraries. Others responded in the affirmative and said this is a music licensing group that used to only go after business, but now has added libraries to its list. Birtell reported that Monarch has voted to no longer collect driver’s license information.

13. Next Meeting will be in Lacrosse at the start of WLA; Tuesday, October 23 at 10am.

14. Motion to adjourn the meeting passed on a voice vote. **(Thompson/Gilderson-Duwe)**

Respectfully submitted,

Tracy D. Vreeke, recorder for the day

*The first person listed indicates the person who made the motion and the second person listed indicates the person who seconded the motion