

NETWORK ADVISORY COUNCIL (NAC)
Thursday, March 14, 2019
Montana State Library Grizzly Room

ATTENDEES:

Council Members: Chair Tracy Cook, Cody Allen (online), Colet Bartow, Pamela Benjamin (online), Elizabeth Jonkel (online), Sarah McClain, Susie McIntyre, Hannah McKelvey (online), Stacey Moore (online), Kate Peterson, Jodi Smiley, Sonja Woods (online)

MSL Staff: Jennifer Birnel(online), Pam Henley (online), Amelea Kim, Cara Orban, Suzanne Reymer (online), Jennie Stapp – joined the group at 1pm

Chair Cook called the meeting to order at 10:15am.

APPROVAL OF THE MINUTES:

No changes to the minutes. A motion was made by Member McIntyre and seconded by Member Smiley to approve the November 13, 2018 minutes, and the motion passed.

STATE LIBRARY UPDATE:

Chair Cook reported that State Librarian Stapp was unable to join the NAC at that time due to conflicts, so Chair Cook gave the State Library's report.

She reported that the MSL budget is working its way through the legislative process. Legislators have been positive about the State Library's work. The current budget would restore some of the lost positions. There has been no legislative action on libraries – specifically state aid per capita. It is still scheduled to return in FY2020. Chair Cook also reported on some of the work of MLA's Government Affairs Committee.

The public awareness campaign has wrapped up. We received reports from Banik with suggestions for follow-up work. State Librarian Stapp and Chair Cook are reviewing those reports. The materials from the campaign are still available for use. Please visit MLA's website for the templates.

The Trust Fund for Montana Libraries is a legal entity. Paperwork has been filed with the Secretary of State and a board is in place. The group will be meeting in Helena on April 9, 2019 if any NAC members would like to attend. The board is still seeking new board members and is working on raising funds for capacity building. Library Strategies continues to work with the Trust.

Chair Cook reported that Malissa Williams, the new Central Services Manager, and a few members of the Commission will be forming a finance committee to create a cash management policy.

The State Library currently has an open Invitation to Bid process for a contractor to assist the 117 main and branch public libraries with the completion of the Gigabit Toolkit from Internet 2.0. This information will be used to help libraries increase their broadband speed and refresh their hardware. Member Bartow asked if the State Library could see how much progress libraries have made with

broadband speeds since the Broadband Technologies Opportunity Program (BTOP). The Gigabit Toolkit project is similar in nature.

Chair Cook reported that the six library federations have been receiving a total of \$176,000 for at least a decade. State Librarian Stapp and Chair Cook asked the State Library Commission for permission to raise the permanent dollar amount for the federations to \$225,000. The Commission approved that request along with a request for \$40,000 in one-time only funds to go to the Federations this year.

Chair Cook shared the concrete success measures that library development staff have created over the last year. These are measurable items that lead to the achievement of the goals selected by the Network Advisory Council. Chair Cook asked for feedback and assistance particularly with the success measure surrounding collaboration. Member McIntyre suggested that the wording be changed to Librarians and board members demonstrate value in collaboration and shared information infrastructure by belonging to at least one collaborative effort. The group liked that suggestion, so Chair Cook made that change.

Chair Cook asked if NAC members had any updates or information they wanted to share with the group. Member McIntyre mentioned the movie "The Public" by Emilio Estevez that is about homelessness in a public library. The group discussed concerns they had about messaging and people's fears when it comes to individuals experiencing homelessness. Member Jonkel reported that she saw the movie at ALA and enjoyed it. It wasn't that bad. The group discussed the challenges that all types of libraries experience when it comes to patrons who are experiencing homelessness.

FAIR LIBRARY ACCESS RESOLUTION:

Chair Cook mentioned that this resolution came out in part as a response to the discussion the NAC had around a Montana Library Card. Commission members attempted to define what it means to provide fair library access. This document lists the values that libraries hold in the hopes of generating a conversation about collaboration and working together to provide library services "sufficient unto a patron's needs."

The NAC discussed the Fair Library Access Resolution brought forth by the Commission. Members had questions about the purpose of the resolution as well as questions about what certain phrases meant. Members had concerns about the wording of the document creating polarization. They also expressed concerns about workloads and some of the limitations that libraries are experiencing. Chair Cook took notes which she will share with State Librarian Stapp. Members supported the document, but they expressed a desire to change some of the wording and add some limitations into the document.

DPLA E-BOOK PILOT PROJECT:

Chair Cook reminded the members of DPLA's presentation at their November 2018 meeting. After that meeting, State Librarian Stapp asked a group of State Library staff to explore a possible pilot project using DPLA's SimplyE and Library Simplified. Chair Cook shared the goals of the pilot. She asked members what success would like to them.

Members would like the product to be user friendly, and they want it to improve the patrons' experience. They also would like it if local library staff can resolve some of the issues that patrons experience. Members would be interested in seeing data on usage of state publications content; data

about whether or not this work alleviated problems with holds in MontanaLibrary2Go; and whether or not the group's money is able to go farther with this project.

Members had questions about the roles of public libraries, about the look and feel of the end product, about the usability of it, and about separating or including physical and digital content. Chair Cook will share the group's work with State Librarian Stapp.

OCLC RECOMMENDATIONS FOR CHANGING STATEWIDE CONTRACT:

Chair Cook gave a brief history of the statewide contract with OCLC. She reported that over time with an increase in sharing groups the usage of OCLC products has changed. Cara Orban, Consortia Director, has been researching and analyzing the data regarding OCLC usage. Orban reported that we are paying for services that we aren't really using. She gave an example of school libraries who pay for the interlibrary loan service, but never use it. Orban stated that we don't want to take anything away from anyone, but we do think we can reduce some of the services that aren't being used and perhaps save libraries money.

Orban asked Member Benjamin about academic library usage of OCLC. Member Benjamin reported that they are seeing more work being handled through the ILS. She also recommended that Orban connect with TRAILS Resource Sharing group for more detailed information.

Member Peterson reported that she would ask schools about their usage of the products. Chair Cook encouraged other NAC members to reach out to their libraries. Members asked if we could be a la carte and not include some things. Could we decouple ILL and cataloging, for example? Orban reported that she would ask OCLC.

Members stated that OCLC is useful for out of state ILLs, and that some members still find the copy cataloging valuable. Members also wanted to see at least some original cataloging in the contract. Orban reiterated that the desire is to see what is possible and not take away any services that people are using. Member Bartow asked if it was time to do a Request for Proposal. State Librarian Stapp liked that idea and said we should base the RFP on what the data is revealing. The discussion closed with Member McIntyre asking if the money that was saved could be used for original cataloging as there aren't many libraries who have that skillset in house.

FY19 LSTA LDD BUDGET:

Chair Cook reviewed the FY19 LSTA budget. We received our award notification earlier this year. Because of the legislative session, Cook stated that this would be a two step process. The first step would be approval of standard contractual obligations. The second step would be a prioritized list of which projects should be funded. Library Development staff will then come up with concrete funding proposals for the NAC to review and take action on at their May meeting.

Cook asked if any members wished to shift some of the LSTA items to Coal Severance Tax funding. Members did not think that was necessary.

Member Smiley moved to accept the Library Development budget as presented. Member Bartow seconded, and the motion passed.

Chair Cook asked about the proposed projects listed under additional funding ideas. The list was from both staff and NAC members. The NAC briefly discussed the different ideas and added a few new ideas to the list. Chair Cook then asked members to vote for their top four in priority order. This resulted in the following four projects in priority order being chosen for funding proposals: adding additional libraries to the MSC; contracting with someone for economic development work and programming; programming around homelessness; and programming around encouraging civil discourse. Chair Cook will share this list with LDD staff members.

TRAILS DISCUSSION:

Member Benjamin gave an overview of TRAILS: Treasure State Academic information & Library Services consortium. She gave a history of the group, why it came into being, what its current structure looks like, and what services are offered. She finished with a review of their current priorities and future initiatives.

LIFELONG LEARNING – LIBRARY DEVELOPMENT STUDY TASK FORCE RECOMMENDATIONS:

Chair Cook reported that she and State Librarian Stapp have been reviewing the Library Development Study Task Force recommendations. The goal has been to preserve and honor the spirit of the task force while re-writing some of the recommendations into more concrete outcomes. Both Stapp and Cook struggled when they got to Lifelong Learning.

Cook reported that she and Amelea Kim have done their best to use these recommendations, but further clarity from the NAC would help the lifelong learning program. Kim and Cook had a list of questions for the NAC about which age groups the NAC wanted MSL to serve; what challenges and opportunities existed in their communities; and what wasn't working with the current offerings.

NAC members mentioned early childhood and the older demographic as priorities but stated they tended to think of lifelong learning programming as focused on specific subjects. Members also stated that libraries seem to have a lot of resources or ideas for serving children and teens but may struggle more with early childhood and older adults.

NAC members mentioned many of the same challenges no matter what library type or community. This included people experiencing homelessness, mental health challenges, legal issues, domestic violence, or drug addictions. Members also mentioned how to sift through information and be an educated consumer, lack of civil discourse, digital literacy skills, shrinking populations, finding our way in this digital and changing world, and loneliness.

NAC members identified the following opportunities – helping librarians become embedded librarians – providing on point information for policy questions and answers; helping community members share their talents with each other; connecting community members; creating thoughtful services and interactions; relieving stress; improving quality of life; supporting educational needs; and providing social services.

NAC members mentioned that they weren't always aware of the different programs, so there is a need to market the lifelong learning program. They were curious about the success of the projects and the usage of the programs. They believed that MSL could best support lifelong learning efforts in libraries by

providing programming in a box, connecting librarians to resources, and investing more deeply in early literacy and summer reading.

OTHER BUSINESS & ANNOUNCEMENTS:

There was none made.

PUBLIC COMMENTS:

There was none made.

ADJOURNMENT:

The meeting adjourned at 3:42pm.

DRAFT