

**Minutes of the  
Nicolet Federated Library System  
Board of Directors  
Tuesday, February 14, 2017 at 12 Noon  
DePere-Kress Family Branch Library**

**Present:** John Lemke, Chris Wagner, Ken Harter, Nancy Miller, Corrie Campbell, Elizabeth Arnold, Paul Gustafson, Bob Entringer, Rosetta Stern, Cheryl Maxwell, Julia Wallace, Kathy Pletcher

**Present via conference call:** Miriam Erickson

**Excused:** Sandy Ryczkowski, Marsha Hoeffs

**Unexcused:** Evan Hucek

**Also Present:** Gerri Moeller (OWLS), Bradley Shipp (OWLS), Mark Merrifield (NFLS), Megan Theys (NFLS), Jennifer Thiele (Marinette)

**AGENDA**

1. **Welcome & Lunch.** Corrie Campbell called the meeting to order at 12:00 p.m. Introductions were made.
2. **Agenda Revisions.** Cheryl Maxwell asked that Jennifer Thiele be allowed to speak freely during item number 8 - Marinette County Request to Discuss Proposed OWLSnet Fee Structure Changes.
3. **Open Forum.** No one came forward.
4. **December 6, 2016 minutes.** (Jan. 10, 2017 mtg. cancelled due to weather/quorum issues). – Bob Entringer moved to accept the minutes. Cheryl Maxwell seconded.  
**Motion carried.**

**5. Reports:**

**5.1 President – Corrie Campbell** – Corrie Campbell will be attending library legislative day. She encouraged others to attend or call to stress the importance of libraries. Kathy Pletcher explained what the attendees of legislative day do and speak on. The focus is on the value of public libraries in communities. Participants are asking for modest increase of 1.5 million in library funding (for the whole state). Enough people have signed up that all of the legislators will be met with on Tuesday.

**5.1a. Nominating Committee.**

**5.2 Treasurer's Report – Sandy Ryczkowski** – There was nothing to report.

**5.3 Personnel Committee – Miriam Erickson** – Miriam Erickson was participating by phone but couldn't hear well so she asked Ken Harter to report. Harter said at the last Personnel Committee they finalized the improvement plan and it was signed by Mark Merrifield and Erickson. In March the Committee will meet with Merrifield for a progress report. The survey will be sent out again around June 1.

**5.4 Director's Report – Mark Merrifield** – The director's report was sent out in the board mailing. Campbell asked about the E-rate. Merrifield explained that libraries had been receiving rebates but those will eventually go away because the E-rate is dropping and will eventually be zeroed out. Merrifield handed out the annual report.

**6. Election of Officers.** – The Nominating Committee of Bob Entringer and Marsha Hoeffs nominated Julia Wallace as Vice President/President-Elect, Marsha Hoeffs as Secretary, Sandy Ryczkowski as Treasurer, and Rosetta Stern as Member-at-Large. Entringer made a motion to close the nominations and cast a unanimous ballot for the slate. Ken Harter seconded. **Motion carried.**

**7. OWLSnet Annual Report – Bradley Shipps, OWLS. –**

The new digital collection for magazines through Zinio started this month for OWLS. There are no limits on holds or due dates. Because Zinio's parent company Recorded Books couldn't create separate InfoSoup and Appleton accounts, they are allowing all OWLSnet libraries access to all of Appleton's Recorded Books subscriptions at no additional cost. Brown County Library also currently uses Zinio.

Door County and Appleton are now live on the media streaming service Hoopla. They have a wide selection of primarily backlist titles of movies, television shows, audiobooks, ebooks, graphic novels and more. Hoopla items are always available, and patrons have a limited number of uses per month.

With the passage of Act 169 on Feb 29, 2016, Wisconsin public libraries are authorized to use the services of a collection agency to assist in the recovery of long overdue library materials. Annually, \$2 million in library materials are not returned in WI. All of the OWLSnet member library boards passed resolutions authorizing OWLSnet to refer patron accounts to collection. OWLSnet is using Unique Management, a collection service that specializes in recovering library materials. They use a "gentle nudge" approach that emphasizes material recovery and patron goodwill. Between November and now, eighteen libraries and branches have been set up to send reports to the collection agency with more planning to start soon. So far, libraries seem happy with the service and report that items have been returned, patrons are coming back after resolving their debt, and Unique has provided current patron addresses to update records.

SAM is the software that most OWLSnet libraries use to manage reservations for and access to their public computers. Dave Bacon and Julie Leopold from OWLS, and John Kronenberg from NFLS upgraded all of the public computers at 35 sites from SAM 9 to SAM 10.

Dave also developed a procedure to configure libraries' public computers to install Windows updates automatically through Deep Freeze on a regular schedule. This saves a great deal of time for Dave, John, and Julie.

The next big tech project will be rolling out a network-wide upgrade of our virus protection software, ESET.

Three NFLS libraries, Algoma, Oconto Falls, and Suring, have recently been set up to use Sierra in the Wild, bringing the total of NFLS libraries using this service to 8. Sierra in the Wild allows the library staff to register patrons and check out materials outside the

library using specially configured laptops and a secure virtual private network connection that protects patron data.

Evan Bend recently completed a pilot project with two libraries to implement custom receipt templates and is now ready to roll the service out to other interested libraries. Libraries can customize their receipts to include the library logo and hours.

Because OWLS accepts payments of bills and fines through E-commerce, they need to comply with rules to protect cardholder data, known as PCI Compliance, which now requires an Information Security Policy. With the help of a consultant, Gerri and Dave have developed an Information Security Policy that will be reviewed by the OWLS board this week. The proposed policy is broader than just PCI compliance, and will help them follow good information security practices.

The OWLS email server is nearing the end of its useful life, and OWLS is taking the opportunity to explore new options for providing email services, which would allow us to move to a domain based service (shorter email addresses). Options under consideration include moving to Office 365 for Education or implementing mail hosting services offered by Liquid Web, which currently hosts OWLS web sites.

Corrie Campbell thanked Shipps for the report. Shipps will give a copy of her report to Megan Theys so that she can include the report in the minutes. Mark Merrifield explained that NFLS doesn't have many collections so they don't need to use collection agency services. Campbell said that someone she knows received a harsh letter from Kewaunee Co. about missing materials. She will send it to Bob Entriger (of Kewaunee). Merrifield and Shipps explained that different sources are used – law enforcement, counties officials, or collection agency services – so she can't be sure where the letter came from. It is a local library decision about who to use for this.

## **8. Marinette County Request to Discuss Proposed OWLSnet Fee Structure**

**Changes.** Campbell opened the floor for anyone to speak. Cheryl Maxwell thanked her for the opportunity to speak.

Jennifer Thiele of Marinette said that the OWLSnet fees structure needed to be updated since it hadn't been updated in years. However, with the new proposed fees structure Marinette's fees will go up by 10% over five years. She asked how much NFLS pays to OWLS on Marinette's behalf. She also asked for specifics on how individual libraries are billed. Moeller confirmed that socioeconomics was not included in the new formula. If the proposed fees structure goes through, Marinette County would have to make serious cuts, even closing a branch or letting staff go. Marinette libraries don't receive direct funds. Thiele is looking for specific answers that she can bring to her board.

Maxwell added that this payment plan is over five years, but Marinette can't guarantee they could afford it over this time period because they will need other improvements over the five years. The county board won't be able to offer any increases in funding. Marinette is the third largest county in the state and they want to continue to serve the

whole county, not just parts of it. She asked for itemization of each county for all costs included in the price (as opposed to one lump sum). Moeller said this would be difficult to do.

Moeller handed out an overview of the fees committee process. The committee process started in 2015. The last time the fees were looked at was in 2001. At that time it didn't make sense to update them, so the fees were frozen until this discussion started again in 2015. The committee started with a list of variables and narrowed down the list to variables affecting OWLS and NFLS. Based off of this, they determined a base fee of \$3600 and three other variables of equal weight in the formula: circulation, physical items added and renewed, and extrapolated service population. Socioeconomics is not included in the formula. The committee discussed including this but ultimately decided not to. With the new proposed formula and fees, some libraries will receive a decrease in fees. In the proposed formula, the Marinette libraries are treated as one library, not individual libraries due to its consolidation.

The proposed fees structure is currently under discussion at the AAC (OWLSnet librarians) meetings. It was discussed at the November 2016 and January 2017 meeting and no decision was made. If AAC agrees to adopt the new structure, it would go to the OWLS board for a vote. Moeller encouraged to let it continue this discussion process.

Thiele knows that Marinette is the only library to speak out against it so far but feels that other small libraries might have opinions on it, they just need encouragement to do so. She also suggested alternative options, such as creating a tiered system so libraries could choose the services and prices they can afford. She understands that this would be a long, involved process.

Campbell suggested that the NFLS board involve itself in this process and have a meeting between the NFLS board and the OWLS boards.

Ken Harter agreed that socioeconomics should be included in the formula and moved that the NFLS board recommend that the socioeconomics of member library service areas be considered in the OWLSnet fee proposal. Cheryl Maxwell seconded. Moeller said this may cause the balance to shift to different libraries. She said that the committee is finished (several members have retired). If this issue had to go back to the committee, they would need to add new members to the committee. **Motion carried.**

**9. County Library Planning Progress Report.** – Elizabeth Arnold and the other members of the Menominee have met and are making progress on their County Library Plan. Florence has started working on theirs and Brown County and Shawano will begin soon.

**10. Delivery Progress Report.** – NFLS did a two week survey to see what was moved through delivery. Suring and Brown County didn't participate. The data can be used for collection development. It will also be used to determine if some libraries may only need four day a week delivery.

**11. Review and approve the NFLS 2016 State Annual Report.** – Merrifield walked the board through the annual report. Menominee is still not in compliance. Julia Wallace asked about Jamie Matczak’s position as listed on the annual report. Merrifield said since her position didn’t change until halfway through the year he won’t report it until 2017. Kathy Pletcher moved to approve the State Annual Report. Bob Entringer seconded. **Motion carried.**

**12. Approve Member Library Collection Development Grants.** – Merrifield explained that libraries are held harmless - if the population decreases, the grant amount won’t decrease. The grant paperwork from Door, Florence, Kewaunee, and Marinette have been received. Kathy Pletcher moved to approve the grants for these libraries. Ken Harter seconded; **motion carried.** The rest will be approved at the next Board meeting.

**13. Technology and Resource Sharing Plan Update and Adoption.** – Merrifield walked the board through the technology plan. He added the mission and vision statement to the plan. The plan will be reviewed annually and it can come back to Board at any time for revision. Julia Wallace moved to approve the plan; Kathy Pletcher seconded. **Motion carried.**

**14. New Business.** No new business.

**15. Adjourn.** Kathy Pletcher moved to adjourn the meeting. Cheryl Maxwell seconded. Meeting adjourned at 2:11 p.m.

**Next meeting: April 11, 2017.**

Megan Theys, Recording Secretary

02/14/17