



LIBRARY MANAGER'S ADVISORY COUNCIL MINUTES

October 14th 2015, NLLS Headquarters, Elk Point, AB

Present:

Maureen Penn (Lac La Biche County) Chair
Jodi Dahlgren (Wainwright) – 1st Vice Chair
Kerry Trottier (St. Paul) – 2nd Vice Chair
Stuart Pauls (Vermilion) – Secretary
Rose Alexander (Thorhild)
Jennifer Batiuk (Wandering River)
Tanya Boudreau (Cold Lake)
Gayle Boyd (Edmonton Garrison)
Annette Chrystian (Holden)
Isabelle Cramp (Morinville)
Susan Evan-Davies (Gibbons)
Amber Fehr (Paradise Valley)
Connie Forst (Tofield)
Melody Kaban (Smoky Lake)
Betty Lou Kobe (Two Hills)

Leah Larson (Irma)
Diana Mack (Bruderheim)
Sandra Moschansky (Radway)
Tammy Morey (Rochester)
Marilyn Newton (Innisfree)
Cheryl Pasechnik (Morinville)
Carmen Smart (Marwayne)
Ina Smith (Bonnyville)
Mary Ann Sparks (Edgerton)
Donna Williams (Vegreville)
Brenda Walker (Mannville)
Jennifer Waters (Chauvin)
Tracy Woloshyniuk (Newbrook)

Not Attending:

Katherine Bulmer (Boyle) – With regrets
Barb Cholach (Grassland) - Absent
Barb Chrystian (Viking) - With regrets
Rhonda Cusack (Myrnam) - With regrets
Pauline Dechaine (Mallaig) - Absent
Cynthia Graefe (Athabasca) - With regrets
Laura Hill (Ryley) - With regrets
Tonya Hlushko (Ashmont) - With regrets

Krystal Kinash (Lamont) - Absent
Julie Krahulec (Waskatenau) - With regrets
Linda Kuzik (Redwater) - With regrets
Roxanne Loberg (Vilna) - With regrets
Miranda Peyton (Mundare) - With regrets
Daphne Schnurer (Elk Point) - Absent
Colleen Tabish (Kitscoty) - Absent
Peggy Teneycke (Bon Accord) - With regrets

NLLS Staff Present:

Darby Mackay
Julie Walker
Margaret Young
Wei Xuan
Dolores Zacharuk

NLLS Executive: Arnold Hansen

PLSB: Ken Allen

1. Call to order: meeting called to order at 10:02am.

1.1. Introductions and welcome

1.2. Approval of Agenda

Suggested Amendments:

Addition of 7.1 Future Bandwidth by Wei

Addition of 7.2 VDX ILL issues (Ina)

Addition of 7.3 IT Focus Group (Wei)

Agenda items rearranged to have #3 the Breakout Session after agenda items 4 & 5.

Motion by Isabelle Cramp to approve the agenda as amended. Carried.

2. Minutes of the May 27th 2015 meeting

Motion by Isabelle Cramp to approve the minutes as circulated. Carried.

3. Round Table

Discussion on the NLLS Conference.

- Team building exercises were valued by library managers. A day session recommended for the future.
- Polaris Tips and Tricks was a valued session by many Library Managers.
- Some Library Managers stated that there was an overly negative feel to the session on data from school house libraries. Although the material may have been presented objectively, the barrage of negative data was worrisome to some library managers who fear that this negative data will overshadow all their accomplishment when Councilors and government examine the future of school house libraries. A minority of library managers disagreed entirely and stated that the session was not as negative as it seemed.

4. Breakout Sessions

Five groups were created to provide feedback on the following areas:

- What would you like to see purchased by NLLS in the way of block loan collections, electronic resources or kits?
- What adjustments would you like to see on the current Polaris reports?
- What training sessions would you like to see NLLS host?
- What services would you like to see NLLS provide to the member libraries?

The notes from this session are in a separate attachment entitled LMAC OCT2015 break out notes.

Additional suggestions provided after the meeting:

- Creating Budgets.
- HR related training such as hiring staff, terminating staff, employee benefits, evaluations, etc.
- Advertising, advocacy and Library Promotion (including in house as well as newspaper, radio and social media).
- Collection Development and weeding.
- Grant Writing.

5. Reports

5.1 Chair

- Book Allotment please continue to use the current guidelines listed on the outside purchasing sheet that is submitted to NLLS, and ensure that your receipts show the full GST charges.
- Disc cleaning service is now available through NLLS and please use the procedures outlined in the file “NLLS Disc Cleaning Procedure” posted on the NLLS website.
- CLA is being restructured into a federation which means that associations will be members instead of individuals. Some of the LAA directors are involved in this project.
- NLLS will send a reminder regarding Zinio magazine purchase deadlines.
- There was a suggestion to combine for a TRAC wide conference one year, and NLLS conference another year if NLLS is moving to a bi-annually.

5.2 NLLS Update – NLLS Board and HQ Staff

Full reports available on the NLLS website under the LMAC tab.

Interim Board Chair Report – Julie Walker

- NLLS will be concentrating PD funds on training as opposed to a 2016 conference (Possible sessions: FOIP, acquisitions, Simply Reports & Polaris).
- The NLLS plan of service does not address libraries but instead maintains the status quo and existing services. It will need a revision so that it includes additional details and specific goals.
- NLLS will not be offering bus service and hotel booking for the ACL conference in 2016. Library Managers and Library Boards are encouraged to book their rooms ASAP.

Bibliographic Services – Julie Walker

- ULS Takeaway will be held in Edmonton Oct 21-22nd. There is no need to book in advance instead just drop by the Sands Hotel.
- Cut off for ordering Christmas titles orders is mid November, winter hotlist will be arriving soon.

Public Services – Julie Walker

- VDX software is scheduled to become obsolete in March 2018 so new models for replacement are being explored.
- Physical book usage is rebounding back after the eBook increase which has increased the amount of items being shipped on government courier. PLSB is exploring more library-centered service that would replace the traditional method for resource sharing as only 95 libraries have access to the courier service and the costs of this service are quite high.
- Regarding Hoopla, NLLS would like to see an increase to 10 titles/month, up from 5 and this increase would start in the January 2016.
- NLLS is asking for input on the investment in eResources (Overdrive, Hoopla, 3M) will be done by survey and focus groups, as well as the feedback from today's breakout session (notes from this session are in a separate attachment entitled LMAC OCT2015).

IT Report – Wei Xuan

- Library Managers should now be able to log into Simply Reports. NLLS will resend the e-mail with the link to Simply Reports.
- Library Managers should not upgrade their computers to Windows 10 as this will not function with the current software including Polaris. NLLS requests that we leave Deepfreeze activated on all public computers and at all times until the virus protection software is replaced.
- Dell Desktop Authority is a replacement for the previously used GoToAssist software which offers more flexibility on implementing changes/upgrades.
- Library Managers voiced concerns over the security of Dell Desktop Authority which does not require permission from local libraries to access control of the computer and access to its files. Library Managers suggested that perhaps when a connection from NLLS is made to a local library's computer that a permission granted box be added. Some Managers felt that the use of this tool without permission is a violation of FOIP standards and puts their local machines at risk. NLLS commented that connections to library staff computers will only occur after a phone call or email is made to the owner of the computer

Ina Smith motions that Wei investigate additional security measures for accessing staff computers through Dell Desktop Authority. Carried.

NLLS Board Chair – Arnold Hansen

- Communication is starting to improve, but Arnold cautioned Library Managers to be patient with NLLS during this time.
- A new Director is expected to arrive in the New Year and additional staff at NLLS will follow after this appointment.
- Library Managers stated that there is an urgent need for Public Services personnel immediately as the staff currently in this department are not trained to answer many of the inquires.

- Library Managers also reported mixed results on the service received by Public Services staff. While some library managers stated they were happy with the level of service they were receiving, others stated that NLLS is unable to cope with Public Services' related helpdesk tickets. In fact some libraries are no longer sending tickets because they do not expect them to be resolved in a timely manner.

5.3 PLSB - Ken Allen

- PLSB has completed the organizational review of NLLS, the report was submitted to the NLLS Board and was forwarded to Library Managers for review. The NLLS Board has not met since the report was distributed but this will be discussed at upcoming NLLS Board meeting on November 7th.
- Registration deadline is Oct. 30th for Board Basics Workshop will be held in St. Paul on November 7th.

Betty Lou Kobe motions to adoption of the reports as presented. Carried.

6. Old Business

6.1 Floating Collections

- When sending out the floating collection please remember to print out the list of titles and include it with the box of floating collection items.
- **ALWAYS** check in the received floating collections immediately to change assigned branches. Even though the item seem to go from IN > IN this process must be done to allow proper circulation of the floating collections.
- Please pull deteriorating items from any of the floating collections.
- Romance Floating – New books are funded with direct debit from book allotment to replenish books and Maureen Penn is in charge of this collection.
- Floating Inspirational – Once a year 8 books from each of the participating libraries collections are donated and should be no more than 3 years old and in good condition. The items are then coded to this floating collection and Maureen Penn is in charge of this collection.
- Floating Western - New books are donated to the collection from the participating libraries to replace the discarded titles and Melody Kaban is in charge of this collection.

7. New Business

7.1 Future Bandwidth - Wei Xuan

- NLLS asked for feedback regarding the need for increased/decreased bandwidth.
- It was stated by the PLSB that increase in bandwidth would affect the PLSB budget in terms of paying for increased services. NLLS also commented on the need to upgrade the traffic hardware to carry more bandwidth.

- Currently, small libraries are seeing 5mb service, with larger centers receiving 10mb. Some library managers felt that 5 and 10mb are less than standard residential high speed internet.
- Library Managers were unanimous in their support for increased bandwidth.

7.2 VDX ILL Issues – Ina Smith

- She wished to note that academic libraries charge a fee for a lost ILL which in many cases is \$150-\$200 per item. Libraries should be warned that regardless of the replacement cost of the item Universities just charge a flat fee.
- Other hidden costs can arise because of limitations with VDX software. VDX does not send library selected options such as “will not pay a fee to borrow” to the lending library.
- In the future ILL clerks and staff are advised to consult the AMICUS database to determine if there are any user fees associated with ILLS from transacting libraries, and not to trust the VDX software when doing so.
- There are also cost occurred for the photocopying of articles and this fee is normally around \$5.00.

7.3 IT Focus Group - Wei Xuan & Jodi Arrowsmith

- Five library managers were requested to join an IT Focus Group to deliver feedback on services and practices better suited to Library Manager needs.

IT Focus Group Members

Tanya Boudreau (Cold Lake)	Carmen Smart (Marwayne)
Isabelle Cramp (Morinville)	Linda Smiley (Bonneyville)
Jodi Dahlgren (Wainwright)	Donna Williams (Vegreville)
Betty Lou Kobe (Alice Melnyk)	Tracy Woloshyniuk (Newbrook)

8. Next Meeting Dates

Wednesday, February 24th, 2016 (AGM & Regular)

Wednesday, May 25th, 2016 (SRC Training)

9. Adjournment at 2:30pm

Jennifer Waters motions to adoption of the reports as presented. Carried.