August 9th Board Meeting Minutes

MOBIUS
8/9/2024 10:00 AMCDT
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https://us02web.zoom.us/j/86595772068?pwd=KUvH04wqzBnLADa5667JBRYhGzWlXf.1

Attendance

Present:
Members: Donna Bacon, Renee Brumett, Eileen Condon, Eric Deatherage, Maegan Gattorna, Emily Jaycox, Kim Kietzman, Jill Mahoney, David Morris, Jennifer Nutefall, Samantha Perkins, Ed Walton
Guests: Harry Kaplanian

Absent:
Members: Bella Gerlich, Donna Monnig, Sarah Smith, Robin Westphal

I. Call to order and introductions

The meeting was called to order at 10:02 am.

II. Adoption of the agenda

Corrections were suggested for the dates for the item related to approval of the minutes. Emily Jaycox moved to adopt the agenda with the corrected dates; Eric Deatherage seconded. The agenda was adopted by vote of the Board.

📄 MOBIUS Board Agenda 9Aug24.docx

III. Approval of the June 5, 2024, June 21, 2024, and July 12, 2024 Minutes

Correction was requested for the spelling of Renee's name on the June 5 minutes.
Ed Walton moved to adopt the minutes for June 5, 2024 with the correction; Samantha Perkins seconded. The minutes were adopted by vote of the Board.
Renee Brumett moved to adopt the minutes for June 21, 2024; Emily Jaycox seconded. The minutes were adopted by vote of the Board.
Jennifer Nutefall moved to adopt the minutes for July 12, 2024; Jill Mahoney seconded. The minutes were adopted by vote of the Board.

IV. Treasurer's Report

Renee presented current financial statements. Donna noted that the end of year financial report and audit have not been completed.

📄 Period07_01_2024_07_31_2024.pdf

📄 05-2024 Financial Statements.pdf

V. Discussion of Financial Reports & Documents

The discussion was deferred to the October meeting.

VI.   Committee Report

VII.   Bylaws - Eileen

Eileen Condon reported that the committee has not met and there is no report.

VIII. Circulation and Courier - Eileen

Eileen Condon reported that the committee will meet next week.

IX.   Digitization - Emily

Emily Jaycox reported that the first committee meeting is scheduled for August 15. The committee has already had two open forums to check in with users of Hyku. The group found the meetings helpful and they will continue doing this every couple of months. The next check-in meeting is September 17. The group asked for a centralized space to post reference documents, and Adrienne is working on this. Donna has everything she needs to file the next report needed by the state.

X.   E-Resources - Sarah

Eileen Condon reported for Sarah Smith. The August 29 meeting that was planned to convene this year's work is being rescheduled to a future date TBD in September.

XI.   Professional Development - David

David Morris reported that the committee had its first meeting on July 18, where they set up the cycle for conference attendance grants for the first half of 2025. A call for applications went out on July 25 with a September 16 deadline. The committee wants to make decisions on awards prior to the October board meeting. They will probably send finalists to the board around September 23, to decide via email or at a special Friday meeting if the timing works.

The committee wants to do more targeted outreach to institutions that are not sending many applications. They want to communicate at the director level, focusing on those representing underrepresented communities, including the two HBCUs in the consortium. They have used IPEDS data to identify institutions with many Pell recipients, and will do something comparable for public libraries. Renee noted that there has been a decrease in support for MLA or ALA membership at public libraries, and maybe the committee can help with that. David said they'd look into it.

The committee asked the board to think about the role of the professional development committee. Some of the committee's work was put on the back-burner because of the migration. How can the committee facilitate training and shared discussion forums?

XII.   Cataloging - Jill

Jill Mahoney reported that the committee hasn't met yet, but is working on scheduling a meeting, probably in August.

XIII. Old Business

A.   FOLIO Update/Discussion

Donna Bacon reported that things are going well with FOLIO. There are still a lot of tickets-- about 300 for each staff member. A lot of what is left is configuration changes, how to do something, and data cleanup. FOLIO has eliminated bib record loads, which is saving a lot of time.

The last part of the migration is scheduling Panorama for all institutions. Training is coming soon.

MCO help desk staff members are meeting with Mara from EBSCO to clarify support expectations and messaging.

Eric Deatherage reported that he noticed a problem with a record that has item records for two books attached to it, and has a ticket open for that.

Eileen Condon noted a need for documentation. Donna said it's on the to-do list but needs to wait until tickets are cleared. Vivian Gould is on a documentation special interest group and they have some documentation (though it's not great). David noted that the Professional Development Committee might be able to gather workflows and documentation and run them by MCO for review.

Donna said they have new open source software called BlueSpice. It's a wiki based on wikipedia and could be used to crowdsource information. The software should allow the membership to submit questions and crowdsource and organize the answers. It should also be able to pull in what's already in discussion lists.

B.   OpenRS Update/Discussion

Harry Kaplanian joined the meeting to share an OpenRS roadmap. Supplier-side cancellation support is up and running. Same server borrowing is being tested.

Supplier side re-request, allowing requests on items with holds, and allowing requests on items checked out are all in development and expected in September.

Admin controls for per-library configuration for held and checkout items has not been started so may slip into October.

Circulation exception reports, circulation statistical reports, and location faceting are priorities that should be completed soon.

Document delivery and controlled digital lending will take much longer.

Kim Kietzman asked about being added to the test server to do testing with Bettendorf. Harry will check on this.

Eileen Condon asked about staff requesting on behalf of patrons, which is currently in release 5. This is an issue for public libraries that don't want to know patrons' PINs, and libraries using SSO where staff can't login using patrons' credentials. Harry will check on this.

Release 4 may be finished in October; there is no date for release 5.

Harry left the meeting after this discussion.

After Harry's departure, Donna Bacon provided an update. The libraries they visited want a known issues list, and MCO has compiled one. MCO will share this with the membership.

It is our understanding that Washington University has said they will rejoin OpenRS when it improves. There have been recent improvements that fixed their SSO problems. Donna Bacon and Kim Kietzman are meeting with Washington University in-person next Friday and will clarify where things stand for them on OpenRS.

MCO had been meeting with EBSCO and Knowledge Integration daily to review tickets, but that has changed to two days/week.

MRRL had been having problems, but lending and borrowing is now working for them.

SEMO has an SSO issue that Knowledge Integration will need to do development to fix. They can't currently borrow.

Bettendorf and Davenport have their branch and should test soon.

Christian County and Springfield-Greene are doing testing.

C.   Membership Update/Discussion

The visit by Kim Kietzman, Donna Bacon, and Eric Deatherage to SEMO was a positive one.

D.   Communication Update (Kim)

Kim Kietzman received four immediate, positive responses to the email she sent to the membership. The respondents were glad that we acknowledged the migration has been

stressful. Kim thinks it's important to check back in periodically, and celebrate wins like MRRL coming up. She's trying to determine the proper cadence for this.

Libraries wanted a roadmap with dates, which is not something EBSCO can provide. We would like to share a roadmap without dates that shows items that have been completed, maybe in the last month, and what's coming next. Donna Bacon wondered if EBSCO could provide date ranges. Kim will work with Donna to get date ranges and format the document.

BlueSpice can help with communication by crowdsourcing documentation, perhaps with help from Professional Development Committee.

XIV.   New Business

A.   Loan and Renewal Policies (https://mobiusconsortium.org/node/207)

OpenRS cannot block renewals for items that are held. This feature is on the roadmap but it will take a long time. There have been some requests from the membership to disallow holds, while possibly making loan periods longer. One suggestion was to change the loan period to 40 days, with no renewals, until the feature to block renewals is enabled.

There was a question about whether there are separate loan rules for students and faculty. There are, at many schools.

There was also a question about whether the borrowing and lending libraries can both change the due date if they agree to extend a due date. The discussion was tabled until we know if the due date can be changed on both sides.

B.   Service Level Agreements

Each library has a service level agreement (SLA) with MOBIUS that ties back to the bylaws. The SLA was developed in 2011. Many have been signed by university presidents, and libraries didn't want to update it and have to bring it back to their presidents. The SLA is outdated; for instance, it mentions the servers housed at MOBIUS, which we no longer have.

A new SLA was developed for standalones, but it's still out of date. In addition, we need to review what is being promised by MOBIUS in the SLA, and what ability the SLA gives us to, for instance, enforce the requirement to provide notification when leaving the consortium. There is also a need to address data privacy in the SLA.

The group wondered if an SLA or contract would be better, and agreed that the lawyer should be consulted about this.

Given the recent challenges around the migration, and the fact that we are starting the strategic planning process, Eric Deatherage noted that we should not rush changes to the SLA. Emily Jaycox suggested that we could let new members know that the SLA is under review and they they could be signing two documents in quick succession.

C.   Next Strategic Plan (Eric)

Eric Deatherage led a discussion about the strategic planning process. Some ideas included:
- Asynchronous process using Trello that doesn't have a lot of meetings but includes many people grouped to cover various topics.
- Qualtrics survey with focused questions to try to get beyond operational items.
- Several meetings.
- Coding the input from the membership to identify key issues and trends. Samantha Perkins, Eileen Condon, Jennifer Nutefall, Kim Kietzman, and Emily Jaycox volunteered to help with coding.

Eric noted that it might make sense to start from scratch while also reviewing the previous plan to see if there are important initiatives that need to be carried into the new plan.

A proposed timeline for the process will be data collection by November 1, coding of input through February 15, and a draft to the board by the end of February.

Kim wants to encourage public libraries to participate.

XV.   Executive Director's Report and Current Strategic Plan Update

Donna Bacon reported that she spent the last two weeks travelling with Kim Kietzman visiting libraries.

XVI.   State Librarian's Report

Robin Westphal was not in attendance, and there was no report.

XVII.   Other Business

XVIII.   Adjourn Meeting

Samantha Perkins motioned to adjourn; David Morris seconded. Meeting was adjourned at 12:24pm.