Library Directors Advisory Group
Minutes, 24 May 2013

Location: Greenwood Public Library, 346 Copper Street
Greenwood City Building – upstairs 202 Government Ave

Call to order – 11 am (PDT);

Attendance: Judy Foucher, Greenwood; Marianne Hansen, Salmo; Taylor Caron, Salmo; Avi Silberstein, Grand Forks; Ursula Brigl, Cranbrook; Eva Kelemen, Kaslo; Susan Rogers, Nakusp; Aaron Francis, Creston; Heather Maisel, Castlegar; Katie Albright, Rossland; Stephanie Boltz, Midway;

KLF: Joanne Richards, Helen Graham (Minutes)

At the library:
Introductions
Presentation – North Coast Library Federation (NCLF) - Direct Patron Request (DPR) by Toni McKilligan & Kathy Anderson - discussion of history, processes and supporting documentation for establishing 'InterLibrary Connect' as DPR for the NCLF libraries. Details available on NCLF website documents page - http://www.nclf.ca/documents

At the City Building:

1. **Welcoming Communities Presentation by Megan Read.** Among the information she gave was the Welcome Mat website - http://www.welcomemat.ca/ with information about training for those in contact with newcomers and http://www.welcomemap.ca/ a website for newcomers in our communities.

2. **Regular Business Meeting**

   a. LDAG Elections: Eva Kelemen, Chair; Heather Maisel, Vice-chair
   b. Additions to/Approval of Agenda: Ursula Brigl: Requested to add Public Library Reading Challenge to agenda. Motion to accept agenda with additions - Aaron Francis. Second – Ursula Brigl. Carried.
   c. Approval of Minutes – October 2012: Motion to accept - Katie Albright. Second – Marianne Hansen. Carried.
   d. Business arising from minutes: Proposal to develop a coordinated purchase of shared large print collection.
      Discussion:
      Collection would be housed in selected libraries and circulated through the Direct Patron Request System.
      Collection development, shared collection protocol and other issues will be looked at by a committee.   Laurie Davidson Technical Services and Resource Sharing Specialist at Sitka may be able to help.
      Q – Cranbrook not on Sitka; can we participate in DPR and resource sharing. A- Fulfillment is one possible solution for allowing libraries on different enterprise class systems to be interoperable. Sitka team is exploring this technology and other options.

3. BC OneCard Questions / Resource Sharing Policies

Eva Kelemen: Question #1:
When a BC OneCard member uses your library do you stop privileges if, the fines they have acquired at all Sitka libraries exceeds your libraries thresholds, or do you only worry about the fines the member has on items borrowed from your library?
General Consensus: only deal with fines accrued at your library, since you can't remove fines from other libraries.
Highlights of discussion: most important that library books are returned, philosophically many don't believe in fines, but for some libraries it supplies a significant amount of revenue, currently most libraries waive fines at staff's discretion; advantages of KLF-wide harmonize loan periods and fee structures is consistent patron experience between libraries. May make our libraries appear more welcoming and supportive of patron experience.

Eva Kelemen: Question #2:
If someone comes to your library to use their home card (BC OneCard) and it happens to be expired (within the last month or so), would you tell them to go back to their home library and renew and then come back to your library?

Eva brought this up at a BFG meeting; she feels it would enhance the patron experience be able to extend the expiry date for one month rather than turn people away. At the same time, extending library would put a notice on the patron record that the card was expired but extended for one month to DATE. Patron would be notified that they must renew their card at home for service after this time period.

This is about the patron service experience. The expiry date is not visible on the card and many people would not be aware of when their card expires (e.g. - everyone is surprised when it happens in Kaslo)

 Eva Kelemen: Suggested that we allow the patron to take out books, tell them their home library card has expired and that they have to renew at the issuing library. Put a note in Sitka, with a date, on their record. Perhaps there is a mechanism within Sitka to limit use of the card after it is flagged as expired.

Joanne distributed 2006 KLF BC OneCard Committee Report for the KLF. Reminder that - LDAG agreed in May 2012 to be open and liberal with OneCard lending due to generous BC OneCard Grant. BC OneCard boosts library circulation stats.

Regarding recommendation in the report that non-resident fees be standardized across the region - this would stop people from shopping around for lower library memberships.

Non-resident fees of attending libraries:

Library	Individual/yr	Family/yr	Notes
Nakusp	$25	$45	Children free
Grand Forks	$45	none	$20 – 60 day temp membership
Creston	$50		
Cranbrook	$25	$40	
Salmo	$50		

Rossland	$50		
Castlegar	$75		$20 up to Grade 12
Kaslo	$40		$10 under 16
Midway	$20		Children free

Katie Albright: Shouldn't non-residents fees be based on the amount per capita paid by resident tax payers?
Joanne will get stats for provincial and local per capita revenue and expense rates and report to Direct Patron Request Committee.

Direct Patron Requests Committee: Katie Albright, Avi Silberstein, Heather Maisel

4. IT Assessment by BC Libraries Cooperative: information attached distributed. Recommendation is to participate in IT Assessment by BC Libraries Co-op; KLF will cover costs. : Motion to participate - Susan Rogers. Carried

5. KLF conference – update – Tabled

6. OBOK: consensus - group would like to see OBOK continue: the reading committee needs to have new members.
Discussion – JR: OBOK – needs evaluation and/or refresh. Not sure it engages enough people in a meaningful way. It is a lot of work for a small group of KLF Librarians. Expenses run about $9,000 per year. Expenses associated with: video, tour, book purchase. Joanne & Helen's time absorbed by KLF.
CBT is showing more interest in supporting this project.   Promoting Kootenay authors has been well received by authors and some communities. Do we continue beyond 2013?
Suggestions to enhance the program: OBOK selection becomes KLF writers in residence, rating the book, rather than voting

7. Books 4 BC Babies - 2014 – Does the consortium purchase help your community deliver this program? Consensus – Yes; Federations directors will look for ways to continue to support this purchase program.

8. Risk management – children in libraries - Joanne will post CBAL's Critical Incident Policy on the KLF website.   Discussion of importance of having good response procedures when working with children and of not leaving single staff person alone with children.

9. PPR Licence: Please tell Joanne if you are interested in her looking into this again.
   Discussion highlights: Aaron Francis: We are using an NFB program, they select the movies, send it for free. He will send out a link.
   Criterion about $500/yr. Audio Cine is less but not as many movies.

10. Regional Reading Challenge: Ursula, Cranbrook discussed an all ages reading competition that collects ballots for every 20 minutes of reading (anywhere) and proposed an East vs. West Kootenay challenge. The Cranbrook PL ran this competition for 9 years against their sister city - Coeur D'alene. Bring forward concept after conference.

11. Quick round table – 3 best things that are new at your library – tabled

12. LLB Grant Reports: short presentation on Outcome Reporting by Joanne Richards. Discussion as time would allow. Outcome: group would like to share evaluation forms. Copy of PowerPoint and forms to follow.

Next meeting: Thursday, October 3rd

Adjourn: 5:00 pm

IT Assessment by BC Libraries Cooperative

The BC Libraries Cooperative is proposing to bring an IT assessment to all the libraries in the KLF in July and August, 2013. This assessment process was developed and piloted by the North Coast Library Federation (NCLF) in 2012 with the support of the Coop. The NCLF has invested over $15,000 to date in this program. The funds assisted the BCLC to develop the assessment tool, the inventory spreadsheets and with writing of the best practice documents. The assessment of the 7 NCLF libraries helped to establish procedures for future assessments. With that development cost covered, IT assessments for libraries in other federations are now very affordable at just over $600 per library. Within the North Coast, the project has already resulted in improvements to the intranet and internet functions in those libraries. The staff in each library was involved and able to learn from the assessment process.

This assessment will include all computers (public, OPAC & workstation) and their connections in each library. It also includes routers, servers, linked printers and scanners and telephoney, if applicable. This is a province wide service provided by the Coop to help libraries improve and plan for the anticipated IT demands for libraries. It is available to all KLF libraries, not just those using Sitka. The expected cost for our participation is $12,000.   It is another example of how, by working together, libraries can achieve more and do so cost effectively.

There will be a written report for each library recommending actions that they need to consider to improve speed and functions within their systems. Some actions may be implemented during the assessment. The process does not include the costs of any equipment upgrades.

I am proposing that the KLF pay for the assessment with some of the money we have in our ILS Reserve fund. This expenditure will not affect our ability to pay Evergreen migration grants to the three libraries that have not yet migrated (Creston, Cranbrook and Trail). There may be recommendations that come from the assessments that entail costs; at this time, I can't say if the KLF could assist with those expenses.

KLF OneCard Committee Report for KLF LDAG

Overview

At the May meeting of the KLF Board, an OneCard committee was struck to investigate possible implications of the provincial OneCard initiative for libraries within the KLF's boundaries. The purpose of the committee was to complement the work being done by the provincial OneCard committee; to find further ways in which our libraries could cooperate to make the OneCard experience as positive as possible for library users and staff.

Process

The committee did a survey in June to get information on current circulation and membership practices to use as a starting point for developing recommendations. Current reciprocal borrowing policies in place amongst the East Kootenay libraries were also taken into consideration. The data was analyzed, with initial points of interests being shared amongst the committee to develop the recommendations found in this report.

Next Steps

The OneCard committee presents these recommendations to the LDAG for discussion. Input from the LDAG will be incorporated into a report with recommendations to present to the KLF Board for review at their next meeting.

Recommendations

Recommendation 1: Standardize Membership Requirements and Periods

That all libraries require prospective members to show a piece of photo identification with their current address or a piece of traceable identification and a document with proof of residency. The Vancouver Public Library has an extensive list of acceptable identification we may wish to modify and adopt: http://vpl.vancouver.bc.ca/branches/LibrarySquare/circ/home.html#id.

Reasoning

Most libraries currently ask for either a piece of photo identification with the person's current address (i.e. driver's license) or a piece identification and a document that shows residency (i.e. Care Card and utility bill). Demonstrating proof of residency will encourage people to get a membership at their home library since they would otherwise have to pay a non-resident membership fee.

Recommendation 2: Standardize Loan Periods

That a maximum of three loan periods be set, that individual libraries can adapt to suit their needs.

Reasoning

The base loan period in most libraries is three weeks. In addition to this, many libraries have shorter loan periods for things such as new releases, videos, cds, magazines, etc. Standardizing loan periods would create consistency throughout the region while still preserving individual libraries' autonomy in determining which loan period to apply to what type of material.

Recommendation 3: Standardize Number of Renewals

That material can be renewed either a maximum of two times, if no one else has requested the item, or not at all.

Reasoning

OneCard patrons may not be able to return material to the lending library within one loan period. This would provide an incentive for returning material to the lending library rather than to another library, thus saving shipping and handling costs.

Recommendation 4: Disallow Hold Requests

OneCard patrons would only be able to take out material currently on the shelf.

Reasoning

OneCard patrons cannot place hold requests. If wish to place a hold, they should do so at their home library. This distinguishes OneCard patrons from regular patrons and encourages them to use their home library. Patrons would have the option of paying a non-resident membership fee to gain full privileges at the lending library.

Recommendation 5: Standardize Non-Resident Membership Fees

That the cost of a non-resident membership be the same at every library in the KLF, this includes temporary/visitor memberships. The regular membership term would be one year with a three-month membership being available for temporary users/visitors.

Reasoning

Charging the same amount for a non-resident membership removes the possibility of a person getting a non-resident membership at one library and then using their card at what would normally be considered their home library, because the other library charges a lower fee. This has major implications for those libraries in close proximity to areas that currently do not support library services through taxation.

Recommendation 6: Available Services to OneCard Patrons

OneCard members would be allowed to take out a maximum of x number of items from the shelf and make use of a library's reference services. They would not have access to public access computers, licensed databases, or be able to place hold requests or Interlibrary Loan requests.

Reasoning

Limiting the number of items a person can have out at a time will reduce the shipping and handling time and costs if the patron returns the material to a different library. However, this extends the provincial minimum by allowing the loan of non-book material (i.e. regular audio books, CDs, videos, kits). The main reason for doing this is to patrons who live in one community and work in another, and who might wish to take out A/V material for their commute.

Access to licensed databases is governed by different rules in different libraries (i.e. barcode authentication, IP address, remote patron authentication), so patrons might not be able to use their home library card in another library. They would have access to those licensed databases available through their home library's website.

Restricting other privileges will encourage OneCard patrons to make use of their home library whenever possible.

Other Points of Discussion

The focus of the preceding recommendations centered on what patrons experience when they become OneCard members and take out material. The following items focus on what happens when issues arise from the borrowing process. They are included in this document as discussion points for future OneCard and/or common ILS deliberations.

- Overdue fine rates
- Item replacement costs and associated processing fees
- Lost card replacement fees