



SOUTHERN NEW HAMPSHIRE LIBRARY COOPERATIVE

JOINT TRUSTEES' MEETING

Tuesday, September 4, 2012 at 7 p.m.

Sandown Public Library, Sandown, NH

The meeting was called to order at 7:19pm

In Attendance:

Plaistow Public Library (PPL)

Director: Diane Arrato Gavrish

Trustees: Deb Hoadley, Jennifer Kiarsis, Kathy Wright.

Kimball Public Library (KPL)

Director: Diane Heer

Trustees: Julie Hammond, Marnie Finn, Kay Galloway, Alan Phair

Sandown Public Library (SPL)

Director: Barbara Lachance

Trustees: Diana True, Carol Stafford, Tina Owens

I. Overview – Nine Month Review by Directors

I. Co-op Meetings

Director Barbara Lachance from SPL recapped the co-op meetings that have transpired since the contract was signed. Over 20 meetings have been held. Communication between the Directors continues to be on-going. Topics discussed included:

- a) Preparation for the migration: Dir Lachance reviewed what occurred in the meetings
- b) Global preferences to be in place for all libraries: policies, loan rules, patron types, registration, etc.
- c) Discussion of Library Insight: all libraries use this application. Use of the app has simplified integrating all of our customers; discussed and agreed upon labeling, marketing, promotion,
- d) PACE (Plaistow Area Commerce Exchange) meeting was attended by the 3 Directors was a huge success for getting the word out to the community about the SNLC.
- e) Go "LIVE" was Feb 13, 2012.
- f) Post migration meetings continue to tweak the system so that the system works effectively as a collective tool as well as for each individual library.
- g) Work continues on serials and acquisition modules; KPL uses the Acquisition modules, PPL and SPL will use this in the future.

- h) May 2012 was the KOHA upgrade which went smoothly.
- i) The spirit of cooperation between the 3 Directors is solid. There is honesty, openness, levity and sharing of ideas and techniques.

B. Koha Implementation

Implementation went as well as can be expected and ByWater was onsite for the launch. There were some problems for which ByWater had a near immediate solution.

Director Gavrish reported on her staff's experience at PPL which was, by and large, very good. There are some differences with format of overdue notices that the PPL staff liked in InfoCenter which Garvrish's team has asked ByWater to consider adding going forward.

The Interlibrary Loan process changed but the staff is adapting and overall the process is a positive change.

Gavrish also reported there is an offline module that is available if the Internet connection goes down. Discussion ensued.

C. ByWater Support

Director Heer reported on the status of support. The Support "ticketing" process allows all the cooperative members to view each other's tickets and understand what each library is experiencing. Response time from ByWater is good and the Directors are, by and large, pleased.

There are some limits with functionality and the Directors are working with ByWater to address needs for each library.

The 3.8 upgrade in May 2012 was not as smooth as the Directors' had hoped. Director Heer discussed this with the ByWater President and he agreed the upgrade could have gone more smoothly. He is re-working their testing process before future releases. The Directors were also pleased with the training of staff prior to the new release.

D. Community Response

SPL – overall the reaction has been positive. Director Lachance shared the personal story of one Sandown resident who had a positive experience.

PPL: "like it, love it, they have things we don't have!!"

KPL – Director Heer shared her staff's reaction. The staff has learned there are many ways to do one thing. The staff is not thrilled with how the system searches patron names but they are adapting. The staff is also learning that due to so many modules that allow you to share information on the collection this also means more data to enter on each book.

There are concerns about going back for patron information to help the patron remember what they might have already read. When the system was installed, the Director's determined not to retain circulation information by patron in deference to confidentiality matters. However, five (5) months later the Directors are seeing advantages to having at least the most recent item circulated in the event the library discovers a missing disc in an audio book or movie, missing pages, or items of value (sentimental or otherwise) being left in a book.

Deb Hoadley from the Plaistow Trustees offered suggestions to the Directors to research what would be involved to retain at least some history. Trustee Hoadley recommended considering investigating either a feature or functionality to retain some history for operational needs.

II. Issues

A. Fines –

KPL relies heavily upon DVD fines to fund that collection. KPL does not include the purchase of DVD's in their operating budget. Therefore, accurate collection of fines for DVD's is critical to KPL. The Koha's fine system works so that the fines follow the patron, not the item and this could impact KPL's fine revenue and ability to continuing funding DVD purchases.

Discussion ensued regarding processes for counting "Fine" drawers. Director Heer explained that KPL counts the Fines drawer nightly. Plaistow and Sandown library's count weekly. Director Heer is concerned that KPL is not seeing all fines attributed to KPLI to keep funding their DVD collection.

Trustee Hoadley suggested the Director's first investigate if there is a "print receipt" feature. If the "print receipt" feature exists then each library should consider using that feature to track what fines are being collected for each library then reimburse accordingly.

B. Holds, Delivery and ILL

Direct communication with the patrons should come from the resident's library.

Patron records should only be changed by the home library staff. There are extreme circumstances (i.e. it's a Friday and SPL is closed) and in those instances the other library's may make changes and will notify the home library immediately.

Discussion ensued regarding ILL van delivery vs. getting books to/from the participating libraries.

C. Online Catalog Records-

There are still some kinks in how each library is cataloging items resulting in duplicate entries vs. one entry for the ISBN that shows holdings in all 3 libraries.

D. Cost Savings

A new research database, Gale/Cengage, has been purchased leveraging the Cooperative and resulting in a discount.

Discussion ensued on other services where possible cost-savings could be experienced.

III. By-Laws Review

A. New Members

The Directors reported they are starting to be approached by other citizens and Pub Libraries that might be interested in joining our cooperative. Other area libraries including Hampstead, Kingston and Chester are inquiring about possible membership in the future.

Discussion ensued about an expansion and the idea was raised to create a "New Member Steering Committee" to build guidelines and a position statement. This statement and the

guidelines can be used when a public library or trustee approach us about joining. The group agreed each Director will discuss the "New Member Steering Committee" with their Trustees and will select a Trustee from each library to serve on the committee.

IV. Future Plans

A. Staff Training

Discussion ensued on the methods used now to train the staff. Staff members from each library are participating in cooperative training and becoming more familiar with staff members at each library; this is building community and cohesiveness

B. Promotion

The Directors suggested SNHLC sponsor a Koha User's group meeting. There were no objections.

Discussion ensued regarding what the State Library of NH is exploring for a statewide ILS system. Whatever system the State Library chooses, however, will not be a shared lending solution only a baseline ILS.

V. Other

Trustee Galloway publicly acknowledged and commended the Directors and Staff members at each member library for an excellent implementation and rollout. All Trustees present agreed unanimously.

VI. Next Meeting Date: May 2013 at the Plaistow Public Library; date to be determined.

Trustee Galloway motioned to adjourn the meeting at 9:18pm. Trustee Hammond seconded and the motion carried unanimously.

Respectfully Submitted,

Tina M. Owens,

Sandown Public Library Trustee