

Thursday, April 15, 2004, 9:30 a.m. at Wisconsin Library Association Office

Subject to approval at a subsequent meeting

Board Members Present: Drew, Barczyk, Dawson, Zuege, Lynch, Huang, Marini, Bendix, Blackwelder, Jewell, Boucher, Slocum, Schneider

OCLC Members Council Delegates Present: Wilkinson

Meeting called to order by Lisa Jewell at 9:35 a.m.

Prior to approval of the minutes, Schneider reported her findings on fraud prevention policies at UW-Madison, as requested at the November meeting. At present, the University has not addressed the issue of fraud prevention; Schneider will inform the Board if this changes. A motion to approve the minutes of November 6, 2003 was made by Bendix, seconded by Slocum; minutes were approved by voice vote and will stand as posted

Financials – Mid Year FY04 Review

The Board reviewed a July-January financial statement. Schneider reported that the DPI resource contract had been renewed. The Wisconsin Digital Library Conference received a \$6,000 subsidy from WiLS to cover costs; because conference financials have not yet been finalized the actual dollar amount may be more or less. The forecast of deficit for 2003-04 has been revised downward from \$50,000 to \$20,000. Income is running close to the amount estimated, and expenses may be slightly below the original estimate.

Year-to-Date Actions Related to FY04 Plan

Cooperative purchasing. This is a very popular program run by one staff member. The program could be expanded with more personnel. Schneider will assess the possibility of reallocating personnel to create an additional half-time position in Cooperative Purchasing.

Interlibrary Loan. ILL activity has declined and it may be possible to reduce staffing in this area. Implementation of Odyssey for electronic document delivery has gone reasonably well, but Odyssey's promise that receiving libraries would be free has been rescinded. With implementation of Odyssey, it was hoped that one of the three services could be eliminated. Concern was expressed over elimination of Ariel; Illiad is achieving greater acceptance with University libraries. Schneider reported that OCLC is moving toward bringing all functionality into one main system, perhaps eventually removing the need for Illiad.

"One-search software." WiLS World will be offering a program on SFX, the system that UW has chosen. Concern was expressed about the cost of SFX for smaller libraries. Boucher reported that SFX implementation has been slower than anticipated, perhaps due to the need for high-level UNIX skills, the complications of a shared system, and the necessity of working with multiple database vendors.

Virtual Reference Consortium. Six of the 24 libraries in this consortium decided not to renew. When polled in an exit survey, the common reason was that demand was insufficient to justify dedicating staff to the project. At a "virtual" meeting last week, it was clear that while many libraries are excited about virtual reference, demand does seem low. The consortium now has a Board and several committees who are developing a local knowledge base, evaluating the QuestionPoint software, and creating promotional materials to help increase usage. Consortium members are committed to "growing" this program; this will also be a high priority for WiLS in the near future.

E-Books. All NetLibrary processes are working well. The combined collection contains about 11,000 titles. WiLS is working with the public library group to find vendors offering more popular content, and with the school group to evaluate possible content from Gale. In January 2005, a change will occur in how consortial collections are renewed; members joining after that date will not have access to the entire collection as it now stands. WiLS will be encouraging any additional interested parties to join before the end of the year.

Increase participation in OCLC. Nearly 80 libraries are using CatExpress, mostly in public library systems; another school district has been added. "Cataloging Partners" is a new program through which OCLC records are being provided by book publishers; this may eventually increase participation in OCLC by schools.

Group Cataloging Service. WiLS continues to look at the possibility of providing statewide access to WorldCat. The State of Illinois currently contracts directly with OCLC, paying a single base price no matter how many libraries participate. The chief difficulty is determining how to divide the costs among varying types and sizes of libraries. WiLS will continue to watch the progress in Illinois.

Sharing Information about OCLC. WiLS offered copies of the recently-published Environmental Scan to all WiLS OCLC library directors. Schneider recommended the OCLC "ResearchWorks" web site that provides demonstrations of current projects and solicits comments and suggestions.

Planning for WiLS World and Membership Meeting

The Board discussed options for the WiLS Membership meeting, scheduled for Wednesday morning. A speaker from OCLC was tentatively scheduled to share information on the OCLC Environmental Scan; there was agreement that this topic could be of interest to all WiLS World attendees, and should take place in a general session, perhaps lunch on Tuesday. Members supported last year's format of member reports during breakfast, and suggested requesting updates on areas of special interest. Among areas suggested were the K-12 Portal, Database Licensing, the Central Wisconsin Digital Project, and a BadgerLink update.

Wisconsin Digital Conference

The conference was a great success. Drew of DPI will call the initial committee to move ideas forward. The Board discussed appropriate committee membership and focus, advising that broad strategic directions be explored before more specific planning. An exploratory committee should come first to develop a draft vision, several workable models/options for a digital library and information regarding selected issues including a summary of the ideas presented at the conference and generally prepare the ground for a statewide discussion. Hopefully, the exploratory committee will meet over the summer, give an update at WiLSWorld in July and present at the fall 2004 WLA Conference (Friday, Oct 5th) to solicit input from the broad library community. The next step would be creation of a planning committee, with representation from all types of libraries, plus museums and historical societies, to be in place by the end of the calendar year. Board members were asked to help identify persons who should participate in the exploratory committee and notify Drew or Schneider.

Planning for FY05

Schneider presented a draft action plan for review. The five areas of focus are: saving money for libraries; training for library staff; education and information sharing; program/project coordination; and direct services to libraries. A more detailed description of next steps for the digital conference will be added. WiLS is working with OCLC to determine if requests for support from WiLS member libraries are being properly directed and answered. WiLS staff began keeping statistics on requests in February, and OCLC is notifying WiLS of the nature of any calls they receive from Wisconsin Libraries. Based on these statistics, areas where training is needed will be identified.

Fees Proposed for FY05

WiLS did not increase fees from FY03 to FY04; Schneider proposed increasing fees in FY05 to offset anticipated increases in personnel costs. Schneider presented possible restructuring options. One of her suggested models shifted the greater financial burden from the membership fee to the surcharge, with the surcharge level varying by the level of expense for OCLC core services. Board members worried that the proposal as presented would not generate adequate income for WiLS, and thought the support paid by smaller libraries under this option would be too low. They asked that the numbers be run again keeping the present \$725 fee in place and trying various surcharges. Schneider will also supply a set of figures using the current fee structure, and a first draft of the expense side of the budget. A motion to approve all fees as presented in the proposal dated 3/9/04, excluding the membership fees and surcharge, was made by Boucher, seconded by Zuege. Motion carried by voice vote.

Members Council Report

Wilkinson and Schneider shared information from the February Members Council meeting in Dublin, Ohio. Among the highlights: the Royal Dutch Library is studying the long term preservation of scientific literature; OCLC has made major improvements in ContentDM that should increase usage; in ILL, the lender's policy directory has been

redesigned to link automatically to formation of the lender's string. Virtual reference continues to be an important topic; members discussed the need to increase participation in Wisconsin. Election of Members Council delegates took place via email. Boehning and Wilkinson were re-elected, and Peter Hammond was chosen as alternate. Board members agreed that WiLS should include enough money in its annual budget to send the alternate as well as both delegates to all three Member Council meetings.

Election of New Chair-Elect

Zuege reported that Barczyk had agreed to be a nominee for Chair-Elect. Huang moved that nominations be closed and the vote be called; Marini seconded. Barczyk was elected by voice vote.

WiLS Director's Report

Schneider asked for a policy to describe the circumstances under which WiLS would pay a registration fee for a remote member to receive training through another provider such as Minitex. It was suggested that a cap of \$500 per institution be placed on such expenditures, and that fees should only be paid for specialized training not commonly offered by WiLS, or not being offered by WiLS within the next six months. WiLS is moving forward in putting together a large group subscription for unlimited access to OCLC WorldCat. OCLC's offering of unlimited access for \$175,000 expires in June. Interest is high, and it appears that all but about \$10,000 of the required fee will be committed by June. Schneider asked the Board to agree to subsidize the project if necessary. A motion, to provide, if needed, up to \$10,000 to secure unlimited WorldCat access for one year, monies to come from WiLS Project Development Fund, was made by Marini, seconded by Huang. Motion carried by voice vote.

Other Business

Requests to pay for WiLS services and conferences/workshops by credit card have increased. Board members discussed the financial impacts of WiLS accepting credit cards. Generally, members agree that WiLS should offer this service, but recommended that all costs involved in these transactions be passed on to users. Credit cards would be accepted via telephone only. A motion to allow credit card payments for any amount over \$500 and include a surcharge at the highest acceptable percentage to offset costs was made by Boucher and seconded. After further discussion, the motion was amended to remove the \$500 restriction, and the amended motion carried by voice vote.

If there is sufficient business to transact, a Board Meeting will be scheduled during WiLS World. Last year's luncheon meeting at the end of day two worked well. If needed, the Board Meeting will take place at the end of WiLS World on Wednesday, July 28th.

There being no further business, Zuege moved for adjournment, seconded by Barczyk.

Motion carried and the meeting adjourned at 3:05 p.m.

Submitted

Cynthia Lynch, Secretary

WiLS Board Meeting

April 15th – 9:30am – 3:00

Wisconsin Library Association Office

Directions: <http://www.wla.lib.wi.us/directions.htm>

A G E N D A

1. Minutes: November 6, 2003 - (Action item)
Available at: <http://www.wils.wisc.edu/govern/current.html>
2. Financials - Mid Year FY04 Review (Distributed 2/24/04)
3. Y-T-D actions related to FY04 Plan – (attached)
4. Planning for WiLS World & Membership Meeting July 04 (Action item)
 - Breakfast?
 - OCLC Environmental Scan with Speaker? Other ideas?
5. Digital Conference: Discussion & Planning Next Steps
6. Planning for FY05 – (Draft attached)
7. Fees proposed for FY05 – (attached)
8. Members Council Report – Boehning, Wilkinson
9. Election of New Chair-Elect
10. WiLS Director's Report (attached)
11. Other Business

Financial Planning for FY05 – PROPOSAL FOR APRIL 2004 BOARD MEETING

3/9/04

While WiLS did not increase fees from FY03 to FY04 I am afraid we will need to raise fees for FY05. We are anticipating increases in fringe benefit rates and a 2% salary increase imposed by the University. Since personnel costs represent about ninety percent of the WiLS budget, this is what drives our expenses.

The attached Income Budget is based upon the following WiLS Fees:

Interlibrary Loan	Recommended 05	Current Fee
Basic Request (campus search only)	\$ 5.50	\$ 5.30
Referred Request (sent off-campus)	\$ 8.50	\$ 8.30
RQ Express (rush)	\$10.50	\$10.00
Lending for UW Madison		
WIODD (out-of-state) Per RQ - Filled	7.30	7.05
- Not Filled	2.65	2.50
LibraryExpress (intra-campus)- Filled	5.25	5.15
-Not Filled	2.65	2.50
Annual Membership Fees		
Full (defined as OCLC Cataloger)	\$300	\$725
Resource Sharing (ILL only)	\$300	\$375
CatExpress	\$200	\$200
Basic	\$150	\$140
OCLC Surcharge		
1 st \$20,000 of OCLC expenditure	19.5%	13.7%
\$20,000-40,000	16.5%	13.7%
Expenditures over \$40,000	14.5%	13.7%
Training/Consulting		
New OCLC Full cataloging	\$1,000	\$1,000
New CatExpress	\$ 250	\$ 250
Non-OCLC related workshop	\$ 600/half day	\$ 600/half day
Consulting	\$ 60/hr	\$ 45/hr
Data Entry/Graphic Design	\$ 40/hr	\$ 25/hr
AskWisconsinLibrarians -renewal		
New member training	\$2,500	\$2,500
	500	500
Ebook Consortia		
Academic	7%	5%
Public	10%	8%

Percent is applied to the individual consortia budgets for purchasing Ebooks.

As you may recall, last year we spent considerable time analyzing WiLS fees and identifying changes needed. The changes focused on OCLC fees that were to take effect July 04. In brief, the concept was to shift slightly from OCLC surcharge-based fees to higher annual member fees. *The*

fee schedule I am recommending for next year goes in the opposite direction. I am proposing that we significantly reduce annual member fees and that we establish multiple levels of surcharge such that the more an institution spends for OCLC products and services, the lower the surcharge. The rationale for reducing the annual fee is the need to minimize the barrier for participation by small and or low spending libraries. I also do anticipate more libraries opting for CatExpress rather than full cataloging because they have no need for original cataloging and/or to avoid the high annual fee associated with being “full cataloging” member. Libraries should make such a change based on functionality needs not because of the WiLS annual fee. The rationale for a variable surcharge is that we have such extreme variations in expenditure levels that one size just can’t equitably fit all. It is also the case that we are seeing more and more groups of libraries using OCLC where it is difficult to assess the annual membership fee in an equitable manner.

Action Needed

At this point in the year, it is only the fees that must be approved by the Board. Projection of revenue based on the proposed fees is attached. Approval of a final expense budget is generally done via email in June.

ACTION PLAN FY04 (as approved July 2003) Progress Report to WiLS Board April 2004

Goal: Keeping Libraries Relevant

Objective 1. Continue to seek the best possible price on electronic resources desired by member libraries through the WiLS Cooperative Purchasing Service

Status: The Coop program has continued to flourish. In spite of budget reductions in many libraries we are well ahead of projection in content licensed. Clearly this is an important service for libraries that must be continued. The program could easily be expanded if we could allocate more staff to this area.

Objective 2. Cooperatively investigate and implement systems that make searching for information as simple and as accessible as possible

- Closely monitor investigations on-going within UW System for “one search” software that allows library users to search across a variety of information resources with a single search. Share the results with WiLS members; develop licensing opportunities for other libraries as appropriate and possible
- Promote participation by Wisconsin libraries in the OCLC pilot of the Cooperative Access Service (linking of WorldCat and libraries to web search engines)

Status: The UW System has chosen SFX/MetaLib and is in the process of implementation. Our next step is to provide opportunities to share the results with other members.

Cooperative Access Service – now called Open WorldCat – has taken longer to implement than expected. However, Wisconsin libraries have been very interested and eager to participate; WiLS has shared regular reports about the project and helped members get their “links” in place. This will continue to be a high priority for WiLS with a focus on communication and problem solving.

Objective 3. Facilitate development of a statewide virtual reference cooperative

- Continue and expand the “AskWisconsinLibrarians” service both in libraries participating and in hours of coverage
- Investigate options for linking this service to other virtual reference services in Wisconsin libraries (Docutek, Ref24x7, LSSI)
- Develop a core collection of electronic reference materials for use by librarians providing virtual reference
- Investigate options for providing non-English virtual reference

Status: The virtual reference consortium has had some ups and downs this year. After growing the consortium from the initial eighteen to twenty four, six libraries choose not to renew participation and one library merged their access with a group of their peer institutions. On the plus side, the consortium now has an elected Board and several committees working on evaluation of the software (OCLC QuestionPoint), developing the Knowledge Base and designing promotional activities. We are in the process of negotiating for electronic reference materials for use during Chat sessions and have received proposals from both LSSI (now Tutor.com) and Ref24x7.

Over the next year we will continue to focus on linking to other virtual reference services with an emphasis on those that offer supplemental coverage with a goal of actually achieving 24x7 service (likely through outsourcing “after-hours” service. And we will continue to work on growing the consortium. This is a high priority area for WiLS in the near term.

Objective 4. Promote and facilitate Wisconsin digital library

- Establish statewide planning group, with representatives of existing digital library projects, to identify options and make recommendations for linking of the various digital library developments within the state
- Continue providing educational opportunities related to OCLC’s digitization services

Status: We began the statewide planning efforts by developing a conference to learn from the experience in other states. Specific plans will be dependent on the level of participation and interest shown at this event.

Workshops on the various aspects of digitization have been held regularly with good attendance. Unfortunately because we have to bring in outside expertise for these events it has been difficult to actually cover our expenses and still make them affordable for libraries. If WiLS is to have a continuing role in the digitization area we will have to have in-house expertise.

- Objective 5.** Continue to expand participation in cooperative ventures related to Ebooks
- Continue to grow the netLibrary collections through a more focused approach to collection development to facilitate marketing and promote increased usage
 - Investigate Ebook providers offering simultaneous user based licensing

Status: Both Ebook consortia are doing well. In addition to content from NetLibrary we are also working with the public library group on considering the OverDrive system (more popular content available only for downloading) and with a group of schools on content from Gale (Gale is not ready to sell Ebooks to academic or public library groups). This is an important area for WiLS as Ebooks are most efficiently purchased through consortia; however the support and promotional activities are more extensive than expected for a three-year old service. We will need to address the economics of our role in the next year.

Goal: Intellectual Property Issues

- Objective 6.** Provide educational opportunities regarding national developments on copyright and intellectual property issues particularly in relation to the delivery of electronic content.
- Coordinate access to national teleconferences on copyright and intellectual property issues
 - Provide educational opportunities and planning forums related to creation and management of learning objects
 - Closely monitor implementation of new courseware (Desire2Learn) within the UW System and share information with other Wisconsin libraries
 - Closely monitor UW Madison pilot project on (Dspace) creation of an institutional repository

Status: This is mainly a monitoring area for WiLS; we are planning related programs at WiLSWorld. The only change in role envisioned for next year is that WiLS hopes to use the new courseware for training purposes (starting with OCLC ILL) and we also hope to work with interested UW Libraries in linking the QuestionPoint service to their D2L courses as part of an OCLC pilot project. This pilot project evolved from the OCLC E-Learning Task Force that included Ed Meachen, UW System Vice President for Information and Learning Technology.

Goal: Transformation of ILL

- Objective 7.** Identify methods for transfer of interloan requests across the primary interloan systems used by Wisconsin libraries
- Work with UW libraries on ISO request transfer of ILL requests ILLiad-to-ILLiad
 - Work with DLTCL to facilitate ISO request transfer between WISCATILL and OCLC ILL system

Status: There has been some work in this area but no real results. It is a complex task that will result in loss of some functionality that begs the question of whether it is worth pursuing for ILLiad. Although there would be great value to the WISCATILL to OCLC ILL linking, this appears to be even more complicated. This will not be a high priority for the future.

Objective 8. Review the current financial structure of interlibrary loan within the WiLS membership addressing key issues such as:

- Need for continuation of referral credit system
- Alternative methods and funding to support access to WiLS interloan service for public and school libraries. (Alternative to State Resource Sharing Contract)
- Cost effectiveness and options for linking TOC to pay per article services

Status: We have not as yet discovered any creative solutions for supporting WiLS ILL; however, the program is holding its own for now. The shifting of activity from members to contract work for UW Madison is something that we must watch carefully and will work with UW Madison to address the financial implications as needed.

Objective 9. Facilitate continued development of electronic document delivery by and between Wisconsin libraries

- Implement ILLiad's Odyssey software within WiLS; promote use of this software to non ILLiad libraries

Status: Implementation of Odyssey for electronic document delivery has gone reasonably well; however, the initial promise of "free for receiving libraries" has been rescinded. This means we can only use Odyssey with ILLiad libraries, which currently in Wisconsin means only UW libraries. During the next year we may need to consider if any of the three different electronic document delivery systems used by WiLS ILL can be eliminated!

Goal: Increase participation in OCLC

Objective 10. Increase awareness of OCLC's cataloging solution for small libraries (CatExpress) to expand membership of Wisconsin libraries in the OCLC community

Status: We are up to nearly eighty libraries using CatExpress most in groups coordinated by Public Library Systems. We also added one more school district. Promoting OCLC services to the school community will be a high priority for next year. This will include not only CatExpress but also the new OCLC Cataloging Partners program that provides OCLC records directly from publishers focused on schools.

Objective 11. Investigate feasibility of OCLC's Group Catalog Service for those libraries interested in WorldCat based virtual union catalogs and ILL through subscription

Status: This investigation is a long process that will be a high priority for next year. We have been watching implementation in Illinois very closely. Their pilot project, due to "go live" over the summer, includes one fixed price for all libraries in the state for unlimited cataloging, ILL and access to WorldCat. At the present time WiLS is focusing on the WorldCat and ILL components. ILL is a one library at a time process for now; our work on unlimited access to WorldCat for a group of Wisconsin libraries is an outgrowth of OCLC's bid on the BadgerLink RFP.

Objective 12. Share information with members regarding research projects of OCLC and how such projects will be of value to libraries.

Status: This is an on-going process limited somewhat by fear of too much communication! We did offer free copies of the recently published Environmental Scan to all WiLS OCLC libraries. Also have done targeted mailings based on particular projects and reports. OCLC recently opened up a new window to their research activities called "ResearchWorks" that gives snapshots and demonstrations of current projects with an opportunity for comments and suggestions.

Objective 13. Promote and coordinate the appointment of Wisconsin library leaders to OCLC Committees and Task Forces; provide opportunities for appointees to report on investigations and results of their work.

Status: We will have Ed Meachen report on the E-Learning Task Force at WiLSWorld.

WiLS DIRECTOR'S REPORT – April, 2004

The QuestionPoint Pilot Project has now entered year 2 so really no longer is a “pilot.” Unfortunately we lost six libraries at renewal time (December 31st). We are currently doing an “exit interview” with the six institutions to identify key factors in the non-renewal decision. We added one new member in March (Marathon County Public) so the total stands at nineteen (thirty-six if you count the libraries in various “groups.”)

An action item for Board consideration: From time to time some member libraries have had rather specialized training needs that went beyond the expertise of WiLS staff. When this occurs we attempt to find training from one of the other OCLC networks – usually online. (Example: original cataloging for music scores) Since most other networks charge for their training (even for their own members), we have covered this cost for our libraries – it is training they need that we can't provide. The question that has come up recently is one of location / convenience rather than specialized need. That is, some of the northern libraries would like to get much of their training from Minitex – and they would like WiLS to cover the registration expense – generally \$80 per person. Clearly we need a policy describing the circumstances under which WiLS will pay such a registration fee and some limitation on the total number of such registrations within one year. **We are suggesting \$500 per institution per year as a maximum.**

Putting together a large group subscription for unlimited access to **OCLC WorldCat** is moving forward slowly but surely. This opportunity arose as a result of the proposal OCLC developed in response to the BadgerLink RFP. When WorldCat was not selected for BadgerLink, WiLS negotiated with OCLC to keep the offer open until June. For \$175,000 we can get unlimited access to WorldCat for any interested library. The first step was to figure out how to equitably divide the costs; then we invited libraries across the state to participate. Several libraries took advantage of a three-month free trial and we have a sell out crowd for the special WiLS Hour “FirstSearch WorldCat Show & Tell.” It is too soon for a final tally but my best guess is that we will end up around \$10,000 short. If we do get this close, I would like to contribute up to this amount from the WiLS Project Development Fund. If we can make this happen, we not only get an extremely good price but we also lock-in only minimal increases over the next three years!

Board Action item.

I spent a fair amount of time over the last six months developing a new format for reporting **WiLS ILL usage statistics**. As our interloan traffic became more and more complex we ended up with many separate reports for statistics and no one report that gave the whole picture. In a weak moment I suggested we could do better and took on this task. My approach was simple: take all the data generated from the various systems through which we receive requests and create an excel file that would show overall activity and activity by library. *Many* hours later, it came together and I was able to take the same format to re-design the ILL deposit account reports as well. The attached page is taken from the new report – showing July-December statistics.

As you may recall, we started banking with **AMCORE** last fall. Working with a business-oriented bank has proven to be very beneficial. We are currently investigating with them the cost and options for both a Lockbox service for receiving payments (as a way to outsource some internal work in order to re-allocate staff) and for a credit card to receive payments. The latter has been requested many times by various libraries so we are assessing the feasibility.

WILS Statistics

YEAR-TO-DATE

July-December 2003

RQ Sent	4,586	1,137	54	5,156	79	3,571	3,155	30,161	47
RQ Referred	343	323	11	349	4	-	723	-	1
RQ Filled	3,995	1,003	45	4,365	66	3,209	2,686	18,852	34
Fill Rate	87%	88%	83%	85%	84%	90%	85%	63%	
RQ Express Filled	113	346	-	16	1	-	-	-	
Reference RQ	-								
Percent of Total RQ Sent	9.6%	2.4%	0.1%	10.8%	0.2%	7.5%	6.6%	63.0%	

	Private Colleges	Special Libraries	Technical Colleges	UW Libraries	Public/System	DLTCL Contract	MINITEX Contract	UW Mad Contract	TOT
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July-December 2002

RQ Sent	5,113	875	46	5,750	31	10,661	3,049	34,202	58
Percent of Total	8.6%	1.5%	0.1%	9.6%	0.1%	17.8%	5.1%	57.3%	

Thursday, November 6, 2003, 10:00 a.m. at WLA Office

Board Members Present: Drew, Frazier (for Barczyk, afternoon only), Hamon (for Dawson, afternoon only), Zuege, Lynch, Huang, Marini, Bendix, Strube (for Blackwelder), Swanson, Boucher, Slocum, Schneider

OCLC Members Council Delegates Present: Boehning, Wilkinson

Alternate Present: Robert Hafeman

Meeting called to order by order by Swanson at 10:00 a.m.

Minutes of July 24, 2003 were approved by voice vote and will stand as posted.

Financials

Schneider provided an overview of WiLS financial structure for the benefit of new members. Members reviewed the FY 03 Audit and Management Letter prepared by Williams Young, LLC, which shows WiLS to be on sound economic footing. The issue of fraud prevention and detection was discussed on recommendation of the auditors; Schneider was asked to monitor University decisions concerning fraud prevention policies and to inform the Board of any actions in this area. Schneider asked the Board to consider a restructuring of WiLS budget lines to set aside additional funds as protection against possible budgetary shortfalls in the future. Drew moved that WiLS set aside \$200,000 in a revenue loss contingency fund from which any expenditures would require Board approval. Seconded by Bendix. After further discussion, motion carried by unanimous vote. Schneider reported that a new account had been established at a commercial bank that will offer higher levels of service to WiLS; this action had received Board approval via electronic vote in October. Discussion followed on advisability of having deposits in amounts greater than would be insurable at a single bank; Schneider will request proposal from additional bank, get input from accountant, and bring a proposal for most advantageous structuring of investment accounts to the Board for electronic vote.

Members reviewed revisions to the FY04 Budget approved in June. Revisions were suggested by Schneider due to significant changes in projected income. Huang moved to approve proposed revisions to FY04 Budget as presented. Seconded by Bendix.

Motion passed unanimously.

Implementing the Strategic Plan

Board reviewed a proposed Vision Statement presented by Schneider. Suggestions for revision included adding a statement focusing on the future growth of WiLS, identifying WiLS as an agency that "supports and advocates for library services," and reformatting with bullet points. Schneider will revise and resubmit to members for electronic voting. Schneider asked for discussion of new initiatives to address goals identified in the Plan.

1) Promote and facilitate Wisconsin digital library. Members discussed content of a possible WiLS-sponsored program that would provide a forum exploring the need to coordinate digitization activities in the state, including: bringing in a consultant or panel of consultants; offering overviews of programs already in place in other states or regions; bringing in digitization vendors; identifying potential projects and methods of participation by libraries of all sizes. Members suggested possible broadening of the project to include Minnesota and Iowa, and to include other entities with current digitization projects, such as historical societies, museums and research centers. Schneider noted that it may be necessary to create a sub-committee of the Board to pull together the details of this large project.

2) Issues of Intellectual Property. Members discussed WiLS sponsorship of a workshop aimed at helping librarians and educators understand issues of intellectual property and fair use in the electronic environment. A focus on the licensing of online databases and resulting impact on ILL/resource sharing was suggested, specifically, creation of a model licensing policy statement that could be used when negotiating contracts with database vendors. Requesting an opinion from the State Attorney's office on the model policy should be explored. Schneider will contact members to form a sub-committee to look further into this idea. Board members also briefly discussed the possibility of WiLS hosting a forum focusing on changes in ILL, and presenting a program on learning objects and courseware.

Report from OCLC Members Council

Boehning presented a report on the October 2003 OCLC Members Council meeting. There is serious interest by OCLC to improve communication between members and OCLC, and to further globalize the OCLC Collaborative. They are working on changing from transaction pricing to subscription pricing (ILL is already done, cataloging is next). Both Boehning and Wilkinson shared highlights of some sessions they attended. Schneider mentioned that WiLS may have 2 delegates to the OCLC Members Council next year.

Director's Report

The Board reviewed Schneider's written report and had no questions.

There being no other business, Drew moved for adjournment, seconded by Boucher.
Motion passed.

The meeting adjourned at 2:30 p.m.

Submitted

Cynthia Lynch Secretary

Thursday, July 24, 2003, 12:30 p.m. at Memorial Union, UW-Madison

Board Members Present: Bendix, Blackwelder, Boucher, Dawson, Drew, Barczyk, Huang, Lynch, Slocum (departed 1:15), Swanson, Zuege.

Alternates Present: Bredeson, Beaver, Frazier, Hafeman, Pitel, White

Retiring Board Members/Alternates Present: Chase, Arneson

ExOfficio, non-voting Board Members Present: Schneider, Wilkinson, Boehning

Meeting called to order by Swanson at 1:20 p.m.

Strategic Planning July 2003-June 2005

Schneider reviewed the final draft of the Strategic Plan, indicating how it had been altered based on previous discussions. Topics of discussion included the length of the plan (2 years), the need and usefulness of a vision statement in addition to the mission state, the specifics of timeline, and measurement of progress. No changes were made to the document as presented.

Moved by Chase, seconded by Bendix to adopt the Strategic Plan as presented.

Motion passed unanimously.

Election of Officers

Swanson indicated that three officer positions needed to be filled: Secretary (2 year term), Treasurer (2 year term), Chair Elect (1 year as Chair-Elect, followed by 1 year as Chair). The following slate was elected by unanimous consent:

Cynthia Lynch – Secretary

Mark Boucher – Treasurer

Mary Lou Zuege – Chair-Elect.

Fall Meeting Date

It was agreed that Schneider would check room availability at the WLA office and survey board members regarding the following options: October 15, October 16, November 3, 4, 5, 6, 7.

Other Business

Boehning asked for details regarding the budget impact on the loss of state funding for interlibrary loan services to public libraries. Schneider said she had taken that into account in calculating related revenue and expense lines, assuming that interlibrary loan traffic from public libraries would be cut by 50 to 60%. She's not yet certain how many public libraries and public library systems will fund WILS interlibrary loan services with system or local funds.

There being no other business, Swanson adjourned the meeting at 1:55p.m.

Julie Chase

Secretary

Monday, May 27, 2003, 9:00 a.m.

Board Members Present:

In Madison: Arneson, Bredeson, Chase, Drew, Frazier, Slocum.

In Superior: Swanson

In Milwaukee: Beaver, Blackwelder, Zuege

In Appleton: Dawson

ExOfficio, Non-voting Board Members Present: Schneider (in Madison), Wilkinson (in Appleton)

Meeting called to order by Arneson at 9:00 a.m. Arneson explained that the only item of business for this special meeting was the Strategic Plan.

Strategic Planning July 2003-June 2005

Schneider reviewed the draft of the Strategic Plan (as previously distributed) by Goal. Board members made suggestions for increased specificity and more detail in some goal areas; also for the use of other words to increase clarity and understanding.

Under Goal I, it was decided to relocate #5 to follow #2 and to add a monitoring function to #3.

It was decided that the reference to intellectual property rights in Goal II was too specific and needed to be broadened. The primary activities for WiLS in Goal II will be education and discussion.

Goal III reflects the traditional activity of WiLS, but an examination of the referral credit system is due and opportunities for expanding electronic document delivery are on the horizon.

Overall, some believed the plan not specific enough and thought it could benefit from more detail. Slocum asked if the role of WiLS in the education of members should be stressed more in the plan. Schneider will revise the plan as suggested, adding more detail and specificity where possible. The environmental scan and WiLS member lists will be appended. Footnotes will be added to inform the reader where to get additional information on specific projects, studies, or services.

The Plan will be adopted by the Board meeting on July 24. It can be made available to members for comment prior to that meeting on the web site and at the Membership Meeting.

There being no other business, Arneson adjourned the meeting at 9:50 a.m.

The Board will next meet again on July 24.

Julie Chase
Secretary

Monday, March 31, 2003
Marquette University

Board Members Present: Arneson, Bredeson, Swanson, Beaver, Slocum, Chase, Steffen, Drew, Watson-Boone, Blackwelder, Zuege (arrived 11:55 a.m.)

ExOfficio, Non-voting Board Members Present: Schneider, Boehning, Wilkinson (arrived 10 a.m.)

Meeting called to order by Arneson at 9:30 a.m.

Adoption of Agenda

The agenda was adopted by consensus.

Minutes of the November 1, 2002 Meeting

Moved by Bredeson, seconded by Beaver to approve the minutes of the previous meeting. Motion passed 10-0. Schneider provided the following updates:

- Expanding cooperative purchasing to libraries outside Wisconsin will not be pursued at the present time.
- Members Council - The Missouri experience setting up "Show me the World project will be the topic of a program at WiLSWorld.

Review of 2003 Financial Reports

Schneider made one correction to the MidYear Income report: Service Fees: OCLC Program is \$132,781 (not \$107,991) and Coop Commissions/Margins is \$510,502 (not \$535,292). Schneider also noted that the anticipated drop in cooperative purchasing has not materialized and that expenses are under budget because a position has been held open. Recruitment is currently underway.

Planning for WiLSWorld and Membership Meeting

Schneider reviewed both firm and tentative programs and speakers for the July 23-24 conference at the Pyle Center on the UW Madison campus. Boehning suggested that one program topic could be brief updates on various collaborative technology projects underway. Schneider thought that the Membership Breakfast/Meeting might be a good venue for such a program. The advantages of a breakfast vs. a lunch, first day of conference vs. second day were discussed. Possible projects to be showcased could include: Gov portal, Badgerlink, Portal Wisconsin, ebook consortium. Members were encouraged to suggest others to Schneider. Each project would be highlighted in a five-minute presentation with a 1-page handout giving information and a contact. Schneider will decide the type of meal and the timing as the overall conference schedule is fine-tuned.

WiLS Fee Structure

Schneider presented the various options she had prepared related only to the OCLC fees. Each alternative was intended only to shift costs among members in order to achieve equity, not to raise additional revenue. After much discussion Watson-Boone moved to adopt option 1 (Annual Fee: Full member increases \$125, Resource Member increases \$25, Cat Express increases \$65, Basic increases \$5; Surcharge: Full member decreases from 13.7% to 12.0%, Resource Member increases from 13.7 to 15%, CatExpress increases from 13.7% to 15%) to be implemented in 2004. Seconded by Blackwelder. Motion passed 10-0. Members will be informed of this planned shift in support.

Strategic Planning July 2003-June 2005

The Board reviewed progress on the Strategic Plan July 2001-June 2003. It was generally agreed that WiLS role relative to support of distance learners had stabilized, but that the organization still needed to be concerned with incorporating distance learning technology into its operation and delivery of services. It was also felt that the plan needed to address next generation issues surrounding electronic content. Other Goals are likely to remain the same or similar with appropriate changes at the Objective/Activity level. The Board reviewed the updated Environmental Scan and the Opportunities and Challenges document prepared by staff and made suggestions for clarification. Drew suggested that an additional challenge was the likely short-funding of state contracts for interlibrary loan. Other concerns related to licensing contracts signed by member agencies which preclude the use of the content for interlibrary loan, and the cost of serials table of contents services. Opportunities identified included facilitating the development of an integrated approach to digital

content created by Wisconsin libraries on the web.

Schneider will draft a revised Strategic Plan and make it available for comment via email. Swanson will schedule a board meeting either May 27 or June 4 using distance learning sites in Superior, Madison, the Fox Valley and Milwaukee to further work on and adopt the plan. Schneider will also schedule a meeting with both retiring and new board members at WiLSWorld to discuss the plan and other ongoing issues.

Plan for FY04

- a. Goals and Objectives for FY04. Reviewed and discussed by the Board.
- b. Moved by Beaver, seconded by Bredeson to approve the fees as presented. It is understood that the income generated by the fees may result in a deficit budget requiring the use of reserves. Motion passed 11-0.
- c. Preliminary Budget. Schneider responded to questions. The FY2004 budget will be passed via email at a later date.

Report from OCLC Members Council

Wilkinson discussed the digital initiative. Boehning briefed the Board on the recent intensive review of OCLC financials at Members Council and the renewed interest in stopping or hindering commercial attempts at “record-nabbing”.

Director's Report

The Board reviewed Schneider's written report and had no questions.

Board Terms and Officer Elections

The Board reviewed the proposed by-laws changes. Moved by Drew to amend the by-laws as proposed with the following two editorial changes: In Section 3A, add “fiscal” prior to year at the end of the first sentence. In Section 4A, second paragraph, add “or immediately after the election if later” following “July 1”. Seconded by Bredeson. Motion passed 11-0.

There being no other business, Arneson adjourned the meeting at 1:45.

Julie Chase
Secretary

Friday, November 1, 2002, WLA Office

Present: Arneson, Bredeson, Stelter, Swanson, Beaver, Slocum, Dawson, Chase, Steffen (arrived 9:30) , Frazier (arrived 9:50), Schneider

OCLC Member Council Representative Present: Karen Boehning

Meeting called to order by Arneson at 9:05 a.m.

Adoption of Agenda

The agenda was adopted by consensus.

Minutes of the April 12, 2002 Meeting

Moved by Bredeson, seconded by Swanson to approve the minutes of the previous meeting. Motion passed 8-0.

Financials

a. Audit Fiscal Year 2002: Schneider reviewed her summary of the audit and distributed the accompanying management letter. Moved by Chase, seconded by Stelter to accept the audit as presented. Motion approved 8-0.

b. Budget Fiscal year 2003: The recommendation for budget revisions was reviewed. Moved by Dawson, seconded by Beaver to approve the revised budget for the current fiscal year. Motion passed 9-0.

c. Financial Report for July-August 2002: The Financial Report had not yet been received from the accountant and was therefore postponed.

Membership Meeting

a. Assessment of Meeting: Board members made the following observations:

- Some WiLSWorld attendees were confused about whether they should attend (i.e., were they members of WiLS?).
- The turnout was better than at previous other membership meetings.
- The speaker was a draw.
- The breakfast was good.
- The seating by type of library worked to develop constituencies and networks.
- Board members were not always able to answer questions from those at their tables.

b. Survey Results: Schneider explained how she had summarized and ranked the survey results. Arneson asked if we should consider providing the survey instrument in advance of the meeting. The comments made reviewed and discussed.

c. Followup:

- Future meeting notices should be clear about whom should attend.
- The combination of table-level membership discussion and speaker should be continued.
- Perhaps a presentation regarding the questions to be discussed (WiLS strategic directions, etc) could be made first to ensure that all understood the background and could participate in the discussion.
- A WiLS staff person should be assigned to every table in order to provide background information where needed.
- Communication channels with members need to be expanded and specialized to account for the variety of functions WiLS and OCLC support in libraries (digitization, reference, in addition to the more traditional ILL and cataloging).
- We should explore ways to facilitate members' learning about developing technologies, especially in the area of distance learning and meeting.

d. Reaching Out to Teens Issue: This discussion was postponed until the spring meeting.

Review of the WILS Fee Structure

The Board reviewed and discussed the information presented in the discussion document on this topic. No changes were suggested for the income goals; the major concern at this time was the pricing structure used for OCLC services. The fee structure does continue to cover costs; the purpose of the review is to ascertain if it distributes costs equitably among all members. Schneider asked if the board needed any additional data or if they had suggestions for alternative structures that should be considered. Schneider was asked for information regarding the distribution of surcharge fees within the 3 levels of membership. Schneider will also prepare fee structure models that vary the annual base membership and the surcharge percentage. Frazier suggested that another alternative would be to include some level of services in the membership fee.

break for lunch 11:45 to 12:15

Extending Cooperative Purchasing Services beyond Wisconsin

Schneider explained the potential market for expanding our cooperative purchase program to libraries in other states. By consensus the board agreed that further exploration of this was warranted. To be deemed a viable expansion, it would need to be determined that such a move would

- not distract WiLS from its mission,
- generate significant income for the organization,
- generate improved product pricing for Wisconsin members,
- not result in any out of state library paying less to participate than a Wisconsin library,
- not result in any out of state library gaining any governance role in WiLS through participation in such a program.

Schneider indicated that she would do some more investigation, both with vendors and with potential partners and library organizations in other states.

Report from OCLC Members Council

Boehning reported briefly on the recent Members Council meeting, as well as on the work of the committees she serves on. She also reported on new initiatives at OCLC for local scoping of the database, with pilot projects being implemented in Illinois and Florida. She indicated an interest in exploring this concept more fully with the help of the WiLS office. The Board indicated they would be interested in what she learns.

Director's Report

In addition to her written report, Schneider provided the following updates:

- a. NetLibrary contract has not yet been signed.
- b. Academic Library Consortium has agreed to share their netLibrary titles with the Public Library Consortium and will undertake a trial of Safari ebooks.
- c. QuestionPoint implementation is on schedule.

Other Business

- a. Schneider presented the bill received from Suzanne McConnell for a workshop pilot she did in FY2001. Since this is no longer carried as an account payable, it would have to be paid from the contingency fund. Moved by Dawson, seconded by Frazier to pay this bill in full. Motion passed 10-1. Schneider indicated that the payment would be accompanied by a written communication indicating that the payment terminated the business relationship.
- b. Next Meeting. Indicating a preference for Fridays and a need to avoid the many spring conferences, the Board asked Schneider to select a few possible dates and email them to the members for feedback.

There being no other business, Arneson declared the meeting adjourned at 1:20 p.m.

Julie Chase
Secretary

April 12, 2002

Present: Bredeson, Stelter, Burckel, Arneson, Swanson, Blackwelder, Beaver, Chase, Frazier (departed 12:45), Drew (arrived 10:15), Blackwelder (arrived 10:15), Zuege (arrived 11:00), Schneider

Guests: Karen Boehning, Pat Wilkinson

Meeting called to order by Burckel at 10:10 a.m.

Adoption of Agenda

Moved by Bredeson, seconded by Frazier to approve the agenda as distributed. Motion passed 9-0.

Minutes of the October 19, 2001 Meeting

Moved by Arneson, seconded by Beaver to approve the minutes of the previous meeting. Motion passed 9-0.

Financials

a. Current year status and projection for year-end: Schneider reviewed this report, indicating that income was a bit behind, but she believed that would be made up. Overall, 62% of budget has been expended; 58% of budgeted income has been received.

b. Income proposal for next year along with proposed new fees: Schneider reviewed the document "WiLS Program Goals, Projected Activity & Income July 02-June 03", explaining the revenue adjustments she was projecting. There remains much uncertainty about some areas of the income side of the budget, and the expense side can not yet be developed. The Board has typically set the budget at a later date, but has adopted fees for the approaching fiscal year at its spring meeting. Schneider presented her recommendations for fee increases, indicating they were driven largely by what the market would bear. After much discussion, it was moved by Arneson, seconded by Beaver to approve the fees as proposed. Motion passed 11-0. Chase moved that the Board agree to adopt the FY2003 budget via email in early May, subject to any needed revision at a special meeting which could be called during WiLSWorld in July, 2002. Seconded by Beaver. Motion passed 11-0.

New Services/Fee Issues

a. WiLS support from new OCLC Digital Services: OCLC Digital Services will likely not produce any revenue this year, but WiLS does need to promote their availability. Frazier moved and Arneson seconded that the standard WiLS surcharge be applied to the OCLC fees related to digital services. Motion passed 12-0.

b. WiLS support for OCLC Collaborative Reference Service AND possible pilot project: The Board reviewed the proposal to initiate a pilot of digital reference from OCLC using QuestionPoint. They reviewed the project plan, timeline, and budget. Swanson requested that the technical colleges be included as potential participants. Chase asked if participants could, at least, be asked to contribute an amount equal to subscription costs. After much discussion about the project, it was moved by Arneson, seconded by Frazier to endorse the project in principle, to receive a progress report in May, and at that time for the Board to authorize a specific expenditure amount from the Project Development Fund. Motion passed 12-0.

c. Paying for delivering "distance" meetings and training. Schneider asked the Board to consider how best to choose remote sites and how to compensate sites for their direct expenses and for staff time. It was suggested that perhaps WiLS could establish the specific sites that would be asked to routinely host distance meetings and trainings, and that it would be helpful to develop and distribute a document detailing hosting responsibilities for these sites. There is already precedence for charging users if WiLS needs to recover a program charge. It could, at administrative discretion, charge a user fee to cover local site costs as well. Swanson recommended that BadgerNet sites (now over 400) might provide a less expensive alternative.

break for lunch 12:15-12:45

WiLS Membership Meeting

As previously decided, the membership meeting will be a breakfast meeting on the 2nd day of WiLSWorld. It will take place from 8-10 a.m. with the first hour being small table discussions by type of library, led by Board members (supplemented as necessary by alternates or draftees). This time is intended to give members an opportunity to talk with their Board representatives about WiLS services, developing projects, and future opportunities. It was suggested that a short

survey form could also be completed by each person attending the meeting. The second hour will feature a presentation by Robert Martin, director of the Institute of Museum and Library Services.

Wisconsin Library Community Environmental Scan

The board reviewed a draft of this plan, which is being developed in partnership with OCLC. Suggestions for additions and alterations were made; additional suggestions will be welcome until May 15. Swanson asked that the final version be provided to the Board.

Report from OCLC Members Council

Boehning and Wilkinson presented their report, commenting on the continuing efforts to transform OCLC into a truly global organization. They shared the February 10, 2002 "Statement on Principles of Membership of the OCLC Collaborative."

Organizational Business

a. Election of Officers FY 03: On behalf of the Nominating Committee, Arneson presented the proposed slate: Lisa Swanson for Vice Chair/Chair Elect; Julie Chase for Secretary, and Jim Bredeson for Treasurer. He then moved that nominations be closed. Drew seconded. Motion passed 11-0. Burckel indicated the slate was now before the Board. Motion to elect the slate passed 11-0.

b. Proposed amendments to Bylaws: Burckel presented the specific bylaws amendments proposed. The purpose of the changes are to facilitate the nominations process by establishing the officers as the nominating committee, to simplify the elections process by allowing the vote at a regular meeting; and to allow the Secretary and Treasurer terms to be flexible in order that they match the incumbants' terms on the board. Moved by Zuege, seconded by Stelter to adopt the bylaws amendments. Motion passed 11-0.

Other Business

a. WiLS Director's Report: Schneider presented the board with updates on her report. The NetLibrary access fee will increase from 50% to 55% of the price of the book on April 4 and the volume discounts will shrink, although it was felt that networks may be able to act together to stop or at least slow this trend.

b. Other: Burckel asked for an update on the membership fee for UWM School of Library and Information Science. Schneider indicated that they were now paying a membership fee equal to a basic level in that they only use OCLC as a teaching tool. This arrangement will not affect any other members, since UW-Madison School of Library and Information Services also uses OCLC to catalog their own special collections.

c. Next Meeting: Schneider will poll the members to establish a firm date; preferred dates are Friday October 18 and Friday, November 1.

There being no other business, Burckel declared the meeting adjourned at 2:15 p.m.

Julie Chase
Secretary

October 19, 2001, Wla Office

MEMBERS PRESENT: Bredeson, Stelter, Burckel, Arneson, White (alternate for Swanson) Dawson, Beaver, Drew, Blackwelder, Chase, Zuege (arrived 10:50), Schneider GUEST: Karen Boehning

Meeting called to order by Burckel at 10:12 a.m.

Adoption of Agenda

Burckel requested that adoption of the minutes of the previous meeting be added to the agenda. Moved by Bredeson, seconded by Arneson to approve the agenda as amended. Motion passed 10-0.

Minutes of the March 23, 2001 Meeting

Moved by Arneson, seconded by Bredeson to approve the minutes of the previous meeting. Motion passed 10-0.I.

I. Operational Items

1. Audit/Financial Report. The board reviewed the independent audit of financial statements for the years ended June 30, 2001 and 2000, as well as the management letter received from Williams Young. The Board discussed the recommendations made, asking that Schneider investigate further the benefits and structural changes needed to institute a sweep account. Schneider reported that the netLibrary surcharges had already been adjusted to cover administrative time involved. Moved by Beaver, seconded by Bredeson to accept the audit and financial reports. Motion passed 10-0. Schneider requested that \$10,000 of the \$41,540 increase in net assets be used to increase the equipment line in the current budget. Moved by Blackwelder, seconded by Dawson to make this adjustment. Motion passed 10-0. Schneider indicated that she would likely request that some of the remaining funds be used in the current budget for underwriting in-state training provided by OCLC. She'll present more information at a future time.

2. Allocation of Board positions/three year rolling average. Schneider distributed the current worksheet, noting that no changes were needed to the allocation of seats on the board.

3. Vice-Chair/Chair Elect election. Drew moved that Arneson serve as Vice-Chair/Chair Elect. Stelter seconds. Motion passes 10-0.

4. Membership Meeting. The board reviewed the notes of the meeting and discussed what was learned relative to the Strategic Plan. Schneider will integrate the meeting outcomes with the Implementation Steps. The Board reviewed Burckel's suggestions for the next Annual Meeting at WiLSWorld and concurred. Board members will be expected to attend the next meeting, August 1, 2002.

II. Strategic Directions: Next Steps

1. Cooperation in promoting/training on use of electronic resources. The concept of WiLS serving as a clearing house for locally developed promotion and training materials for electronic resources brokered by WiLS will be developed into a pilot project, with libraries asked to allow WiLS to link to local sites that contain such materials. Drew raised the issue of what would happen if BadgerLink expanded to include other products that WILS currently sells to libraries. Burckel suggested that if such a development seemed likely, Drew should contact Schneider to facilitate an orderly transition.

2. Interactive Reference technology for training and support. The Board discussed what this service was and was not. Dawson offered his definition of a real-time, web-based interface. Drew asked how it fit in with the strategic plan. Should WiLS be brokering software that allows libraries to do interactive electronic reference? Schneider suggested that an initial first step might be a meeting or some kind of forum for libraries to discuss the implications of such a service. This idea will be explored further.

[The Board recessed for lunch 12:00 to 12:30 p.m.]

3. OCLC initiatives update from Members Council. Boehning distributed a written report on the October 7-9 Meeting. She highlighted three challenges that were discussed during the meeting: The internet used as the first, last, and only source for information/research (to the exclusion of libraries); Selecting the next language sets for cataloging; and, within the Technical Services Committee the impact of ceasing to catalog each manifestation of a work. Schneider distributed an overview of the OCLC Digital and Preservation Resources, from her work on the Preservation and Electronic Collection Committee. In light of Wisconsin now having only a single delegate, Schneider suggested that, if the funds could be found, that WiLS send the alternate as well as the delegate to Membership Meetings. This was supported by the Board.

III. Board Member Reports/Updates

1. WAICU workshop on the practical application of new ACRL standards for college libraries. Burckel and Beaver reported that a workshop will be held in June at Carthage College to assist college libraries in implementing these outcome-based standards. Beaver will verify that non-WAICU members will be able to attend.
2. UW Libraries Strategic Plan. Arneson distributed copies of this plan, which has one overarching goal: "One System, One Library". The plan has a structure for revisiting and revising its content over the next decade, and delineates a number of strategic directions, including enhancing digital information resources. Burckel urged that private/public partnerships not be overlooked. He noted that private colleges may have fewer resources, but they frequently have greater flexibility in deploying them.
3. Wisconsin Public Library Consortium going beyond ebooks. Peter Hamon joined the group to discuss future plans of this group. The Consortium has decided to continue after the first year. It currently consists of 13 and _ systems (thirteen systems and the city of Milwaukee). Its membership fees generate \$34,000 annually, with grant funds providing additional resources. Its 2003 budget is \$63,000, with \$40,000 devoted to electronic books and \$15,000 to experimentation. Future experiments may involve 24/7 reference, interactive reference, and cataloging Wisconsin web sites. There has been discussion about merging with the academic consortium and there are plans to offer ebook resources to the schools. At present, plans are pending and somewhat dependent on the future of netLibrary.

IV. Updates

1. Update on Movie Project. Schneider reported that other priorities had not allowed much development, but that the staff should be able to turn their attention to the project in November.
2. Electronic Licensing Advisory Committee. A subset of the Committee will meet at the WLA conference with Gale. Discussion will begin with Literature Resource Center. Over the last year, WiLS has added many electronic products to its line.
3. Director's Report. Schneider presented her report. Burckel suggested that the FY 01 Year End Report include "next steps" from the Strategic Plan. Membership numbers were reviewed, as were interloan statistics. Schneider acknowledged that interloan activity levels will cause that part of the WiLS operation to shrink over the coming years.

V. Other Business

1. Burckel urged members to check in with their constituents before and after board meetings. Chase asked if the names and email addresses of the various constituent groups could be provided to members.
2. WiLS role in the privacy/security issues currently surfacing in the state and around the country. Dawson suggested that WLA/Library Development and Legislation Committee might be a more appropriate place for such discussions.
3. UW-Milwaukee School of Information Studies has requested that WiLS membership be waived because they only use OCLC as a teaching tool. It was the consensus of the board that a vote be deferred until Schneider could determine what other networks do in similar situations. Dawson expressed a preference that a membership category could be established for such teaching institutions that would involve a membership fee adequate to cover administrative costs. If appropriate, an electronic vote will be taken prior to the next meeting.
4. Next Meeting. Schneider will poll the membership to set a meeting in late March or early April.

Burckel declared the meeting adjourned at 2:57 p.m.

Julie Chase
Secretary

Strategic Plan: July 2001—June 2003

Approved by WiLS Board, March 23, 2001

Reviewed at WiLS Membership Meeting, July 26, 2001

Revised by WiLS Board, October 19, 2001

Mission: WiLS is a Consortium of member Wisconsin libraries that offers services in areas of shared bibliographic information, resource sharing, inservice training, and other cooperative activities relating to the changing nature of information technology.

Strategic Goal: I. Work together as a community to keep libraries relevant and important in the electronic age.

Most WiLS members offer a wide range of electronic resources for users and yet many people still turn to the web as their first choice for information. Governing bodies question the continued importance of libraries. In order to retain the role of primary information provider libraries must not only offer electronic materials but also need to make these resources easy to use and provide training and support for their patrons in filling their information needs

Objectives & Activities

1 Continue to seek the best possible price on electronic resources desired by member libraries
Facilitate selection of resources and streamline negotiation of licensing through consortia. To-date most consortia licensing coordinated through WiLS has been within the academic community where collection development people meet together on a regular basis. WiLS must develop a mechanism for communicating with the public library community in order to identify the resources needed by these libraries.

Continue and expand the cooperative purchasing service whereby resources are made available on a discounted basis without the need for creation of specific consortia. This area has been most effective with vendors targeting school libraries. Because of the size of this community most vendors view intermediaries such as WiLS to be a significant asset in marketing their products.

Work with vendors of electronic resources to develop new licensing strategies that allow for limited access at reduced prices for secondary markets and/or with agencies that offer access to multiple databases through a single interface with actual usage based pricing. The focus of this goal is to negotiate, for example, with vendors offering academic type resources to provide access to such resources to other types of libraries within the community where an academic library has licensed the resource. Also included is promotion of OCLC FirstSearch “search blocks” for libraries with need for variety of databases but low volume of searching.

2 Cooperatively investigate and implement systems that make searching for information as simple as possible. This includes methods for cross database searching, linking of local systems to facilitate resource sharing and expanded access to electronic full text material.

Monitor development of products such as WebFeat and WebExpress that aim to simplify searching of multiple resources.

Following DLTCCL full implementation of the Fretwell-Downing system investigate this system’s applicability to meet this need.

Develop cost effective training programs for library staff and patrons to assure effective use of electronic resources. This includes web-based training and on-site workshops as well as 24x7 access to support for users.

Coordinate sharing of effective training and promotional activities of WiLS members related to electronic resources.

Identify quality training and promotional tools available from electronic resource providers and link information to WiLS Cooperative Purchasing/Licensing website for use by members.

Develop a mix of web-based and on-site training offered by WiLS staff and/or staff in WiLS member libraries that can be shared across the community.

Facilitate discussion about and development of interactive electronic reference service as a tool for librarians to support users access to electronic resources.

Strategic Goal: II. Work together as a community to assure access to information resources for Distance Learners and take advantage of Distributed Learning Technologies to meet the information and training needs of WiLS members.

While Distance Learning continues to be a major emphasis within the world of education successful models for providing access to information resources as a critical component of this educational direction remain limited. Individual institutions offering distance courses often assume their libraries can provide needed services within existing budgets; courses offered cooperatively across multiple institutions often serve a constituency where equitable and consistent access to information resources requires a central coordinating body for which there is no funding.

Objectives & Activities

1 Seek a source of funding to support a focused development effort across all WiLS member institutions providing distant learning opportunities.

Investigate TEACH as possible source of funding particularly with emphasis on library service support for UW Online Learning focus on teachers. WiLS has been involved in distance learning programs for several years and has been funded to provide services for the Collaborative Nursing Program and most recently for the School Media distance program. However, without staff dedicated to DE it has been difficult to either focus on further development of the service or to play a coordinating role related to individual institution services.

2 Implement distance learning technologies to improve training opportunities for members.

“Placeware” or comparable product for delivery of WiLS updates to the desktop

“Web movies” for quick learning such as “creating a user account on NetLibrary” for members to link to on WiLS web

Strategic Goal: III. Adapt WiLS ILL Program to meet the changing needs and demands of the member community.

ILL request activity from members has been declining gradually for several years. During this time the volume of WIODD (out of state lending for UW Madison) requests has continued to increase. WiLS has also taken on additional lending roles for UW Madison - campus delivery (Library Express) and lending to UW Madison distance learners. The combined results are an overall growth in the ILL workload but distinct changes in the typical borrower. Separate but concurrent with these changes is a dramatic decline in the use of WiLS as a referral agency.

Objectives & Activities

1 Monitor referral activity closely while investigating options for members to do their own referrals. Libraries that use OCLC for interloan already have the option of sending requests directly to other lenders when UW Madison cannot supply need materials. However, some simply prefer the “one stop shopping” of WiLS and are willing to pay for this service. Libraries that do not currently use OCLC should be encouraged to consider the advantages of OCLC for direct borrowing. There are also new commercial document delivery services entering the marketplace that WiLS should evaluate as an option for members.

Provide training/awareness services to assist libraries in making cost and service effective referral decisions

Investigate commercial services such as “Infotrieve” and “InGenta” for use by WiLS members.

2 Assess the working relationship between WiLS and UW Madison and analyze current practices in determining costs of UW Madison specific services.

Services for UW Madison have always been priced separately from standard WiLS ILL requests. However as these services become a larger portion of the ILL program and as the services tend to have a high development cost in plan-

ning and implementation, it is becoming necessary to more thoroughly analyze costs. This should include formalizing the “start-up” arrangements.

3 Increase communication with ILL users to assure effective use of available services and assist libraries in making the best choices as borrowers. WiLS ILL is more than just lending of materials. The ILL mission is to make sure library users get the best and fastest service whether or not that involves use of WiLS as a lender. Libraries need to be reminded of this.

4 Improve fill rate on requests for materials owned by UW Madison As the primary role of WiLS has evolved to “access to UW Madison resources” it becomes even more important to assure a high fill rate for materials owned on the campus. This means a re-emphasis on tracking down items “owned and available” but difficult to find.

Place renewed emphasis on tracking down UW Madison items “owned and available” but difficult to find.

Strategic Goal: IV. Work closely with OCLC on development and implementation of the new “Three-Year Enterprise Strategy.”

OCLC is in the formative stages of enhancing its products and services and taking the resource sharing community in whole new directions. Many of their plans have the potential of meeting many of WiLS strategic goals in helping libraries meet the demands of the new millennium. It is imperative that WiLS keep members involved and informed of these developments and assure Wisconsin libraries take a proactive role in this process.

Objectives & Activities

1 Make sure WiLS members are appointed to the various task forces and advisory bodies of OCLC and that information from such activities is shared with the entire WiLS community.

2 Assure that WiLS staff stay active and knowledgeable of progress and plans of OCLC and share information with the library community

Assure WiLS member representation in OCLC developments in the area of digital archives.

Actively participate in OCLC investigations into “weaving libraries into the web” whereby information seekers are drawn from the web to their libraries.

Friday, March 23, 2001 — WLA Office —

MEMBERS PRESENT: Dawson, Beaver, Stelter, Chase, Blackwelder, Swanson, Bredeson, Arneson, Weinberg-Kinsey (alternate for Burckel), Struckmeyer (alternate for Drew), Frazier (departed 1:45 p.m.), Schneider

Guests: Anita Evans, Karen Boehning

Meeting called to order by Dawson at 10:06 a.m.

Strategic Plan

Schneider highlighted a few key strategies in the plan: the cooperative development of training materials for electronic products and the pursuit of “add-on” access to electronic products at a reduced price for secondary markets. The role WILS might play in encouraging vendors to develop more sensible pricing structures for their products was also discussed, as was WiLS’ assistance to libraries trying to solve authentication problems. Arneson asked for a status report on distance learning. Finally, the group discussed the strategic dilemma of the ILL referral service in that volume is continuing to decline making it difficult to recover costs.

Weinberg-Kinsey moved to adopt the Strategic Plan July 2001-June 2003 as presented. Motion seconded by Arneson. Motion passed 11-0. Frazier commended Schneider for the plan’s development.

OCLC Governance and Strategic Directions Report/Discussion

Schneider introduced Karen Boehning and Anita Evans; Wisconsin delegates to the OCLC Users Council. Evans discussed the Governance Study that has been a central issue for delegates over the last year. The last governance study was completed in 1976; this study was done to address the reality of the digital environment, increased competition, and the globalization of OCLC and its services. One recommendation of the study is to solidify the User’s council role as advisory to the OCLC board. The User’s Council will expand to 75, including more international members. An ad hoc committee has been appointed to address remaining issues relating to membership and contribution. Boehning discussed “Extending the OCLC Cooperative,” a strategic direction report that confirms OCLC as a membership based organization.

Membership Meeting

Schneider reviewed the schedule for the WiLSWorld Conference and pre-conference. There is no organizational requirement that a membership meeting be held, but WiLSWorld presents the best option for such a meeting. It was agreed that a membership meeting should be held, but that it must be scheduled earlier in the conference and earlier in the day than last year’s meeting. Since there is no business that must be acted upon, it was the consensus of the Board that the membership meeting should primarily be small group discussions designed to further develop the strategies and directions laid out in the newly adopted Plan. Board members would serve as small group facilitators. The small group discussions would be bracketed by an introduction by Terry Dawson, current chair, highlighting the first year of WiLS reorganization and a conclusion by Nick Burckel, incoming chair, focussing on the future direction of WiLS. Wine could be served at the small group tables. Boehning suggested an alternative would be a membership luncheon that could accomplish the same goals. Schneider will check the program and schedule what works best.

WiLS Member Categories

Schneider explained the three existing membership categories and definitions:

- Full (OCLC cataloging institution)—current membership \$650—115 members in this category
- Resource Sharing (ILL user: WiLS ILL and/or OCLC for ILL)—current membership \$350—26 members in this category
- Basic (Cooperative Purchasing only)—current membership \$125—300 members in this category

Membership fees continue to generate sufficient income to cover overhead. The Board decided not to recommend changes at this time.

Financial Report/Preliminary Budget & Fees for FY02

The Board reviewed current financial statements. Schneider reported that as of December 31, 53 percent of budgeted

income had been received; 52% of projected expenditures had been spent. Schneider then presented her budget goals for FY02 and her recommendations for fee increases necessary to generate revenue to accomplish them. Weinberg-Kinsey moved to approve the fees as presented and to authorize the Executive Committee to approve the specific expenditure budget for FY02. Motion passed 11-0.

Board Meetings & Nominations for the Next Year

Dawson asked the Board if two meetings per year were sufficient. Schneider believes that three meetings (October, February, May) would enable the board to deal more fully with strategic and financial issues. Dawson suggested that in FY 01 the Board stay with the scheduled meetings, allowing the Executive Committee to handle both the FY02 final budget and the nomination for Vice Chair/Chair-Elect. This met with the Board's approval. Dawson's term is the only one to expire in 2001; SRLAAW will appoint a representative to a new term. Future boards can schedule additional meetings as desired. It was suggested that in future years a new board orientation could be held at WiLSWorld in July.

Reports

- a) Update on Movie Project. Schneider presented the written report and indicated that the next project would be creating an account with NetLibrary.
- b) Electronic Resources for Public Libraries Advisory Committee. Dawson distributed copies of the Committee's charge and a list of those invited to serve on the committee.
- c) WiLS Director's Report. Schneider highlighted NetLibrary progress and plans for expansion. She also discussed the challenges of developing distance learning programs and support.
- d) Director's Performance Evaluation. After requesting that Schneider leave the meeting, Dawson summarized his performance interview with her. Weinberg-Kinsey suggested that the Board concur that her performance deserves the highest commendation and that the Board recommend the highest merit raise possible. All agreed.

Other Business

It was agreed that the next meeting would be Monday, October 1 at the WLA office. [the meeting has been rescheduled for Friday, October 19.]

Moved by Beaver, seconded by Arneson to adjourn. Meeting adjourned at 2:30 p.m.

Julie Chase
Secretary