

April 10, 2007

**Members Present:** Carol Brill, Leslie Christensen, Sally Drew, Karen Grothe, Peter Hamon, Leanne Hansen, Rita Magno, Mark Rozmarynowski (for Marc Boucher), Ed Van Gemert, Janet White (for Lisa Jewell)

**Excused:** Kathy Boguszewski, Carla Burmeister, Marc Boucher, Lisa Jewell

**Others Present:** Karen Boehning, Patrick Wilkinson, Kathy Schneider

Chairman Peter Hamon called the meeting to order at 10:00am.

**Minutes and Introductions:** Approval of minutes from November 17, 2006 was moved by Van Gemert, seconded by Grothe and passed by voice vote. Schneider explained that two items from the November minutes — the WHO grant and Ask Away — will be followed up on differently than determined in November. Board members introduced themselves.

**Scenario Planning:** The Board had extensive discussions on the scenarios. Three scenarios had been fleshed out previous to the meeting and another three have yet to be expanded upon. The Board made some suggestions regarding the completed scenarios and also discussed how to assign focus groups for all of the scenarios. It was decided to include the scenario regarding Google with the three completed scenarios for a focus group to work on first. The other two scenarios will be completed later. Nominations, including phone numbers and e-mail addresses, should be made by each Board member to Schneider by the end of April. The focus group will have the same constituency make-up as the Board to reflect WiLS membership. The focus group will then work in June. Van Gemert and Schneider will find a facilitator for the focus group. The ultimate goal is to include the results of the scenario planning in an overall strategic plan.

**Nominations:** The Nominations Committee of Van Gemert (Chair), Brill, and Hansen reported that Kathy Boguszewski agreed to be nominated for the position of vice-chair/chair-elect. No second was required for the Committee motion which was approved by the Board.

**Priorities and Activities for FY08:** A motion was made by Hansen to approve the WiLS Action Plan and seconded by White. Discussion included the use of Rapid ILL and a desire to learn more about it, worldcat.org and a coming test pilot, WHO's transition from demonstration to program, and the membership survey. Motion approved. (see [2008 Action Plan](#))

**Action items from Finance Committee:** The proposed fees structure for FY08 was approved as was the committee motion to purchase the Traverse Accounting Software. The software has modules designed specifically for OCLC billing and is also used by other OCLC networks.

**Finance Report (July 2006 – February 2007):** Budgeted interest income has already been exceeded. The budget is looking good for the year-to-date and is more accurate than previous year comparisons because of now having an in-house accountant.

**Need for Additional Board Meetings:** As WiLS becomes more complex, there's a tendency for the Board to have more work. Schneider asked the Board to consider having more meetings so there's less time between meetings. Van Gemert made a motion to add one meeting so there will be four Board meetings including the briefer one at WiLSWorld. Hansen seconded. Motion approved. Schneider will determine when to schedule the meetings.

**Members Council Report:** Wilkinson reported on his work on the task force that is studying how OCLC should handle the integration of electronic books into basic library services. He'll provide a report at the May WiLS Peer Council meeting as well as the WAAL Conference to get feedback. The report will also consider that types of services will be affected by digital books. There will be appendices.

Schneider reported that Wilkinson was reelected to OCLC Members Council for another term as the WiLS representative. WiLS is now down to one delegate with one alternate. The number of delegates vary depending on the amount of money spent on OCLC products so there's a possibility WiLS could again return to having two delegates. The alternate would be encouraged to attend the OCLC Council meetings since there are many meetings to cover and it's helpful for the alternate to have that background. The Board agreed that it would be valuable to have an alternate attend with the delegate and Schneider. It was agreed to ask Mary Bethke, the public library alternate to the WiLS Board, to be the alternate. If she is unwilling to accept, the Board will use the meeting at WiLSWorld to determine an alternate.

Boehning reported on her attendance at the meetings for the small and rural libraries as well as the cataloging and metadata interest group. Some of the attendees report having problems using OCLC records for cataloging. It might be possible to have a consultant group or best practices available for those who might have concerns about this issue.

**WiLS Director's Report:** A new half time academic staff employee was hired; her name is Sara Van Cleef. Schneider also reported more on the coming member survey, a proposal for a Midwest virtual network, and the summer WiLSWorld set for July 25-26.

**Other Business:** Suggested topics for the membership meeting at WiLSWorld included the scenario planning process, results of the membership survey, and an update on the action plan for this year. Schneider told the group to watch for advertising in national and regional magazines regarding OCLC networks. The ads stress the service aspects of networks. There was continued discussion about Google and how include this scenario. It was decided that Kathy's notes from the discussion can become a background paper for scenario number two (What if technical services and other operational activities in libraries move to the network level to achieve an economy of scale for reduced costs?)

The group accepted Van Gemert's motion to adjourn at 2:45pm.

Respectfully submitted, Leanne Hansen, Secretary

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## WiLS ACTION PLAN: July 2007 – June 2008

Approved 4/10/2007

### Areas of Focus: Current Programs

- Group Services

We have continued to add participants particularly in the Unlimited WorldCat Group. This will be helpful as we negotiate a new Agreement for the FY09-FY11 period. (FY08 is the last year of the initial Agreement with OCLC). We should be at the minimum needed for statewide, unlimited WorldCat before the FY 08 year begins.

- AskAway

Emphasis will be on marketing both to actively engage more libraries and to increase visibility of the service for library users. Our partnership with Illinois continues at least through December 2007.

- Wisconsin Heritage Online

We hope to move from “demonstration” to “program” by July 2007. In FY08 we will focus on creating a long-term development and business plan as well as continuing to solicit memberships/contributions and facilitating digital projects.

- Cooperative Purchasing

In response to member input we hope to make vendor license agreements accessible online from the WiLS website. This will necessitate a new system of authentication to assure access only to licensees.

### Areas of Focus: Implementation & Assessment

- Member Survey

Full attention will be given to analyzing the results of the WiLS Member survey and taking appropriate action.

- Accounting Software/OCLC Billing

Our goal is to install new accounting software in July and be ready to process the July OCLC bills when they arrive in early August. It will undoubtedly take several months to learn the new system, work out any bugs and establish a new workflow.

### Areas for Study

- Scenario Planning

Following completion of “discussion narratives” for the six issues identified by the WiLS Board in the scenario planning process, FY08 will be the time for conducting focus groups for member input and review. Subsequent to the focus groups there will be further discussion by the Board to ultimately turn the final scenarios into the next WiLS Strategic Plan.

- Rapid ILL

This is a membership organization with a centralized database and software that sends and receives article requests via the web. Member libraries load their serials data into a central database and fill requests for each other within 24 hours. Libraries are organized into groups of similar size and receive requests on a load-leveling reciprocal basis. Libraries currently participating include a wide range of academic and public libraries. UW-Madison is exploring membership in RapidILL and since WiLS handles lending for the library, we will see first hand how the system works. We hope that aspects of this participation will be useful for WiLS libraries either in terms of the database that is created, or as a system for some or all WiLS libraries.



November 17, 2006

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**Members Present:** Kathy Boguszewski, Marc Boucher, Carol Brill, Carla Burmeister, Leslie Christensen, Sally Drew, Karen Grothe, Peter Hamon, Leanne Hansen, Lisa Jewell, Rita Magno, Ed Van Gemert

**Others Present:** Karen Boehning, Patrick Wilkinson, Kathy Schneider, Deborah Copperud (Guest)

Chairman Peter Hamon called the meeting to order at 9:35am.

#### **Introductions & Minutes**

Board members introduced themselves and welcomed Deborah Copperud, a library student intern from St. Mary's Hospital (Madison) who attended the meeting to observe. Approval of minutes from July 27, 2006 was moved by Van Gemert, seconded by Christensen, and passed by voice vote.

**Scenario Planning:** Hamon explained the history and concept of scenario planning, how it works, and the steps for using it to plan for WiLS. Scenario planning identifies forces of change (eg. disasters, political shifts, technology, societal changes) to brainstorm and plan for organizational change. By developing stories characterized by "what if" this happened, potential impacts can be suggested and responses can be planned. Questions and much discussion ensued prior to and during the development of the attached "what if" statements. Board members selected six statements which seem most likely to happen; individual board members volunteered to provide more information on the six statements. WiLS will seek further feedback from the membership through focus groups during spring 2007. (see [scenario planning \(#scenario\)](#) )

**Financials:** An annual audit report was prepared by Wipfli LLP in September 2006 with an overall good evaluation. That firm will continue to do an annual report while WiLS staff will do monthly reports as recommended by Wipfli. They also suggested increasing the capitalization level. Schneider recommended a \$5,000 level, as other state agencies use, and the Board agreed. The firm also recommended that succession planning occur for financial processes. That work is occurring with the help of the Finance Committee and should be completed by the end of the year. The process will then be updated annually.

**Budget Adjustments:** The Board reviewed the budget and financial report for FY06. Schneider noted that work provided for the state of Illinois increased the income line as a one-time opportunity. A small project for the State Department of Transportation also nets a small amount of income. Schneider had one budget request which the Finance Committee had already approved. She also wanted approval from the Board. Since this was a Committee motion, there was no need for a

second. The budget adjustment request was approved by voice vote and will proceed to the next approval step.

**Wisconsin Heritage Online (WHO) Status Report and Discussion:** There are sixteen paid members of WHO. Schneider had budgeted for additional members causing budget income amounts to be lower than anticipated. The basic infrastructure requires a base line budget so membership fees will go up next year; sustainability is an issue. WHO needs more visibility to increase awareness about the site and to help historical entities understand the opportunities and help that exist for their digital projects. Getting started and funding seem to be the major drawbacks to participation. In October WHO representatives spoke at the WLA conference and had an exhibit. In November, WHO exhibited and spoke at the annual meeting of the state historical society. Drew made a motion to consider the development of a grant to fund WHO as a sustainable entity. Grothe seconded. After discussion Boucher made a friendly amendment to ask WHO to "pursue" rather than "consider" the grant. Drew accepted the amendment. The amended motion passed on a voice vote. This will be a group effort rather than just WiLS staff.

**BadgerCat (OCLC Group Services) Status Report and Discussion:** Nicolet Federated Library System and Outagamie/Waupaca Library System are new members and will be using OCLC WorldCat for ILL. There will be no added costs for schools that catalog using OCLC. BadgerCat, a subset of OCLC, is healthy and growing. Because the member threshold level will be reached by the next renewal in July, WiLS can start redistributing costs and reduce membership costs overall. OCLC costs are scheduled to rise 5% annually. The OCLC Group Services license is good for any library in the state.

**AskAway (Virtual Reference):** The consortium is going well with sixteen of the seventeen public library systems plus a small number of academic libraries participating. Funding will become an issue as money from the LSTA grant, that helps to fund this service, is in the second year of a three year commitment. Costs may need to be distributed to those participating unless another funding source can be found.

**Members Council Report: (WiLS representatives Boehning, Wilkinson)** Boehning reported on the October Members Council meeting that she and Wilkinson attended. Ian McPherson, the keynote speaker, talked about cooperatives and key values. When cooperatives get large, their organizational structures need to change. OCLC is currently dealing with that process. Boehning reported on the interest groups she is on. The small and rural library group is working towards a definition of what it means to be small and rural. The cataloging/metadata group is exploring social cataloging. Not much is happening in the international discussion group. There is concern in the joint school and public libraries group since their interests are very different.

Wilkinson reported that the Members Council will meet outside of the United States for the first time when they meet in Quebec City this coming February. That location and the first Members Council President who is not from the United States reflect the growing international flavor of OCLC. More European representatives are attending meetings. Their involvement may change OCLC since Europe OCLC does things differently than stateside OCLC. Wilkinson will chair a new task force on the integration of e-books and how libraries and OCLC should handle the growing number of them. Non-standardization of e-book readers is the big issue that needs to be addressed. WorldCat and the Discovery Interest Group discussed how OCLC

has wanted to make data work harder. They've done this in steps through FirstSearch, group catalogs and scopes, WorldCat and open WorldCat, and WorldCat.org. The next step is a pilot in spring 2007. OCLC is working with ILS vendors to move quickly towards using WorldCat.org as the front end of local OPACs with connections to some inventory control (circulation). OCLC is getting back to basics – decrease duplication, promote efficiencies, and control costs – but they are applying it differently to be better and faster. More products will be put out in beta since they are changing so rapidly.

**WiLS Director's Report:** Schneider reported that there are currently two halftime positions open. One position is being tweaked while the second position will remain vacant for now. OCLC ILL online training this fall was well received. The ILLiad server is no longer being hosted by WiLS; OCLC is now hosting. Although OCLC's charges are reasonable, funds will need to be found to cover these hosting costs.

**Other Business:** Van Gemert discussed the Google book project that UW Madison and the State Historical Society have joined. They've agreed to have not less than 500,000 items digitized, concentrating on historical documents from the Society, government documents, patents, and other public domain materials.

There being no further business, the Chair adjourned the meeting at 2:15pm.

Respectfully submitted, Leanne Hansen, Secretary

## SCENARIO PLANNING FOR WiLS

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Statements developed by WiLS Board November 17, 2006. Number in parentheses indicates the number of votes. Statements in **bold** received the most votes and so will be fleshed out first.

### What IF:

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The gap between have/have not libraries and library users grows ever wider (1)

E-rate disappears

Population growth and shifting demographics intensifies with impact on library services and use (8)

Tenure in academic institutions is eliminated

UW Madison re-assesses the value of lending (reduces the priority currently placed on role as lender) and the current level of lending services provided through WiLS (1)

Libraries stop or significantly reduce interlibrary loan lending

OCLC stops working with Networks, such as WiLS, as their partners in delivering OCLC services (5)

**Major growth in online education continues and builds – what does this mean for libraries, library services and WiLS (10)** [Sub-group: Boguszewski, Burmeister, Magno, Jewell]

WiLS begins to provide services directly to end-users by-passing libraries; WiLS begins to provide services to markets outside the library community (1)

**More (most) information is available on open web; web 3.0; Google takes over information access (16)** [Hansen, Jewell]

OCLC begins to provide services directly to end-users by-passing libraries; OCLC begins to provide services to markets outside the library community (4)

Libraries close (1)

**Technical services and other "back room" activities in libraries move to the network level to achieve an economy of scale for reduced costs; OCLC WorldCat replaces local OPAC (14)** [Sub-group: Boehning, Wilkinson, Van Gemert]

OCLC allows more enhancement of master records (reducing redundancy of local customization)

Public services, particularly reference services, are centralized to achieve an economy of scale for reduced costs (5)

**Library services are re-defined with a shift from traditional services to libraries taking on an expanded role within their community (serving as local government webmaster, handling voter registration etc) (10)**

[Sub-group: Brill, Grothe, Boguszewski]

Libraries become geographically based rather than type of user focused (schools, publics, technical colleges etc merge into one library organization) resulting in new structures of funding and governance (4)

**Local library consortia merge (10)** [Sub-group: Boehning]

WiLS takes responsibility for coordinated approach to funding across library lines (2)

WiLS takes on advocacy role in area of digital rights management (1)

*Fair use* is eliminated or re-interpreted (5)

WiLS becomes much more involved in scholarly communication issues and contract negotiations for electronic content (2)

Tenure within academic institutions becomes possible to achieve through publication in peer reviewed open access publishing (1)

WiLS provides "scan-on-demand" service - "good enough" rather than preservation quality - based on ILL requests to UW Madison

Libraries flock to new WISCAT and away from OCLC

**DPI resource contract, supporting interloan services from WiLS to public and school libraries through Reference & Loan, is eliminated** (11) [Sub-group: Boucher]

WiLS and R&L merger, or, one takes over the other

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July 27, 2006

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**Members Present:** Ewa Barczyk, Peter Hamon, Ed Van Gemert, Leanne Hansen, Mary Bethke, Karen Boehning, Patrick Wilkinson, Meagan Eggers, Karen Grothe, Leslie Christiansen, Janet White

Chairman Peter Hamon called the meeting to order at 1:15 p.m.

### **Introductions & Minutes**

New Board Members were welcomed to the WiLS Board, and all members and staff introduced themselves. Approval of minutes from April 6, 2006 was MOVED by Barczyk, SECONDED by Van Gemert, and PASSED by voice vote.

### **Budget FY07**

Approval of the proposed FY07 budget as prepared by Schneider was MOVED by Van Gemert and SECONDED by Barczyk and discussion followed. Schneider noted that WiLS staff is stretched thin, partially due to the impacts of the WHO project. The FY07 budget includes a half-time professional or para-professional vacancy that will not be filled until the exact responsibilities of the position are finalized. A half-time clerical position is also included in the budget and will be filled in the near future. Schneider reported that WiLS is currently in good financial condition. Following discussion, the MOTION to approve the FY07 budget PASSED by voice vote.

### **Election of Officers**

Schneider described the duties of the three officer positions and asked for volunteers. The new WiLS Board officers (Ed Van Gemert, Chair-Elect; Carol Brill, Treasurer; and Leanne Hansen, Secretary) were unanimously APPROVED.

### **OCLC Members Council Report**

Wilkinson reported on the May Member's Council meeting, which included discussions of OCLC's interest in expanding relationships with cultural heritage institutions, the role that OCLC should play in simplifying and unifying e-content, and OCLC's growing interest in international markets. OCLC's recent merger with RLG will help OCLC expand access to cultural heritage institutions. Boehning indicated that representatives of smaller US libraries expressed some concern that their needs might not be met when OCLC shifts focus to museums and global markets. The theme that OCLC has selected for the coming year is "OCLC Organizational Dissonance: The New Harmony," focusing on OCLC's movement away from its current identity as a North American cooperative organization and towards international vendorship.

### **WiLS Director's Report**

Schneider reported that her interviews with staff regarding plans for retirement have been well-received and she foresees no major problems with this issue. WiLS staff will be looking at possible purchase of software for processing monthly statements; the software would save significant staff time and should help WiLS develop billing statements that are easier to understand. Because this \$20,000 item was not in this year's budget, Schneider will bring any recommendations for purchase back to the Board for further discussion.

OCLC's relationship with its networks continues to be a contentious issue. Recently, some very large New England consortia were offered a "deal" from OCLC with network pricing but not network responsibilities. The Network negotiating team that worked on the Partners Manual last winter will meet with OCLC leadership for fact-finding and airing of concerns. This topic will undoubtedly be discussed at the next Members Council.

WiLS will no longer use an outside firm for monthly accounting services. At the suggestion of the Auditor, WiLS will use our own contract accountant to prepare monthly reports.

Schneider raised the issue of possible legal liability of WiLS Board Members or Officers due to the fact that WiLS does not have "Errors & Omissions" insurance. She is pursuing information on this. Members surmised that WiLS' status as a corporation might offer some protection to the Board, and suggested that Schneider might request the opinion of a corporate lawyer.

### **Update: DLTCCL RFP & WiLS**

Schneider reported on DLTCCL's Request for Proposals for a new WisCat. WiLS/OCLC are among the "finalist" proposals. Negotiations will start in August for a contract that will start in January 2007. Members discussed possible ramifications if a vendor other than OCLC is selected.

### **Adjournment and Orientation for New Board Members**

Schneider suggested that the next Board meeting should take place in early November; Tuesday, November 14th and Friday, November 17th were noted as possible dates. It was agreed that starting the meeting at 9:00 a.m. would be desirable.

There being no further business for the entire Board, a MOTION to adjourn was made by Hansen, SECONDED by Barczyk, and PASSED by voice vote. The meeting adjourned at 2:30. New Board Members remained after the meeting for orientation. .

Respectfully submitted,  
Cynthia D. Lynch, Secretary

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