Public Library System Revision Steering Committee Meeting Minutes

Committee Members Present:
Jon Mark Bolthouse, Director, Fond du Lac Public Library
Beth Carpenter, Public Services Supervisor, Appleton Public Library
Bridget Christenson, Director, Hatch Public Library, Mauston
Kristie Hauer, Director, Shawano City-County Library
Paula Kiely, Director, Milwaukee Public Library (Vice-Chair)
Jessamyn Lee-Jones, Director, Platteville Public Library
Bryan McCormick, Director, Hedberg Public Library, Janesville
Stephen Ohs, Director, Lakeshores Library System (Secretary)
John Thompson, Director, Indianhead Federated Library System (Chair)

DPI Liaison:
John DeBacher, Director, Public Library Development, DPI (DPI Liaison)

Committee Members Absent:
Kent Barnard, Director, Patterson Memorial Library, Wild Rose

Others Present:
Project managers: Stef Morrill (WiLS) Bruce Smith (WiLS), Kate Clark (WiLS) Melissa McLimans (WiLS)

Guests:
Alli Chase, Alice Baker Memorial Public Library of Eagle; Amy Birtell, Monarch Library System; Anne Hamland, Wisconsin Valley Library Service; Becky Petersen, Manitowoc-Calumet Library System; Betsy Bleck, Oconomowoc Public Library; Bradley Shipps, Outagamie Waupaca Library System; Charles Clemence, Winding Rivers Library System; Inese Christman, Wisconsin Valley Library Service; Jamie Matczak, Nicolet Federated Library System; Kathy Klager, Pauline Haass Public Library of Sussex; Marla Sepnafski, Wisconsin Valley Library Service; Martha Berninger, DPI; Mellanie Mercier, Bridges Library System; Ben Miller, DPI; Beth; Sherry Machones, Northern Waters Library System; Steve Platteter, Arrowhead Library System; Susan Lee, Madison Public Library; Vicki Teal Lovely, South Central Library System; Shawn; Roxane Bartelt, Southwest Library System; Augo Hildebrand, Wisconsin Valley Library Service; Elizabeth Neuman, DPI

The meeting was called to order by Committee Chair, J. Thompson, at 1:01 p.m.

Guests were welcomed to the meeting.

Public Comment
There was no public comment.

Approval of the minutes from the March, 20, 2017 meeting
Committee members made the following changes to the minutes:
• Add the word minutes to the title of the document
• Spell out the acronym SOMBAW
• Remove Director from B. Carpenter’s title

With the changes suggested by Committee members, S. Ohs moved approval; J.M. Bolthouse seconded. There were no questions or comments on the minutes. Minutes with changes were approved unanimously.

**Ongoing Business:**

**Review of communication from the Community**

*Template for response to communications from the community*

The Steering Committee discussed a plan to respond to communications from the community. J. Thompson has been working on a draft letter that community members would receive in response to their feedback. The Committee decided that acknowledgement of the feedback should occur soon after the feedback is received but that decisions or a more thorough response would be communicated after the next Steering Committee occurs. The Committee agreed that this acknowledgement and any other response would take the form in which the feedback was received (if a letter, the Committee will respond with a letter; if a phone call, with a phone call, if email, then email, etc.).

The Committee also suggested that language about feedback be tweaked to indicate that the standard operating procedure would be to discuss at the next meeting, and have the communication on the agenda and included in the materials distributed prior to the meeting.

The project managers are also working on getting an email address for the Steering Committee so all members can receive the community emails directly.

*Review and discussion of notes from SRLAAW Meeting* (See [SRLAAW – PLSR discussion notes](#))

There was a lot of really good feedback from the SRLAAW group and it was helpful that K. Kiefer was in attendance and to hear the DPI perspective that the outcome of the process must be in the best interest and in support of the library community. The honest input will help the Committee as they go forward and the feedback offered that the Steering Committee meetings lack content and connecting more with System directors and Resource Library Directors were very valuable.

*Review and discussion of notes from WAPL Community Conversation event* (See [WAPL 2017 Community Conversation](#))

All comments, both those generated before and during the event are included in the notes from the evening.

J.M. Bolthouse addressed a comment that was specifically about the Fond du Lac Public Library. He clarified that the library makes the choice to not take part in services provided by System and state law or county divisions does not mandate it. He hopes to help be a voice for libraries that do not actively participate in System services.
The participation from the community was appreciated and the honest, informal feedback was helpful. Many of the comments could be part of the FAQ. The Committee felt that future events need to have a longer timeframe.

At one of the tables, there was more of a negative feel, which seems to be different over the last couple of months. Another table had some negativity but there were also people who were part of the process and could talk about the process in a more positive way. Many comments needed to be said and it was good to gather the questions and feedback that are percolating in the larger community.

The Committee felt that having an event like this allowed them to share facts and try to dispel misperceptions. Having monthly Steering meetings and infrequent opportunities for gathering feedback and providing information to the community make it difficult to continue sharing the reality of what is going on.

The Steering Committee noted that it is important to keep the guiding principles in mind and it might be a good idea to poll the library community to find out their perception of the principles and tenets of the process to see if the Committee is meeting the objectives that have been set. For some reason, some individuals have lost trust in the process and the Committee needs to make sure they are doing everything possible to exemplify the principles. In chat there was a comment that, “concern doesn’t have to be characterized as negativity.” The Committee agreed, but noted that at this event there were some concerns that were communicated in a less than constructive manner.

**COLAND Biennial Report** (See [COLAND Biennial Report - PLSR](#))
Biennially COLAND provides a report to the DPI State Superintendent and there was a request to provide a 1-2 page PLSR update to be a part of this report. The draft was due last Friday and it provided an overview and summary of progress to date. The only addition was that in Phase II, dates were added. COLAND members appreciated the report and it will go to July meeting for approval.

Superintendent Evers has also received a Phase I formal report and J. Thompson and the project managers have had two in-person meetings with Dr. Evers and other Cabinet members. The project managers and some members of Steering meet regularly with DPI to provide updates.

**June Virtual PLSR Q & A Session**
The Event Subcommittee would like Steering members to offer ideas about what they would like addressed in the June Q&A session. During WAPL, some questions came up regarding the Steering retreat in July. It might be possible to discuss what will happen at that meeting and what will be the outcomes. Another possibility would be talk about the confusion and tension surrounding the HR subcommittee.

**Other sharing by committee members**
Nothing reported by Steering Committee members
Workgroups and Topic Teams Update (See May 2017 Workgroup Updates). The Workgroup Updates document is a new tool intended to offer a bullet point workgroup status update for Steering Committee meetings. It is the responsibility of committee members to be aware of the status and progress of the workgroups they are liaisons on but it is hoped this document will provide concise information about the progress of the workgroups.

Steering Committee members are liaisons on the following workgroups:
B. Carpenter – Collections
B. Christiansen / K. Barnard – CE and Consulting
J.Lee-Jones - Delivery
S. Oh / K. Hauer – ILL/ILS
B. McCormick – Resource Libraries
J.M. Bolthouse – Technology

This information will be included in subsequent workgroup updates.

Discussion of next steps with the PLSR process
Based on information from Assistant State Superintendent Kiefer that the timeline can be extended to allow the time that is needed to craft a plan that is supported by the library community, the Committee discussed possible adjustments to the Steering Committee work plan and the remaining project roadmap.

Some members noted that the timeline may be too quick and that the desire is to make sure that whatever is created is beneficial and not rushed. K. Kiefer has indicated that we can extend the timeline. If an extension is needed, the Steering Committee would propose it to DPI. The appointment window to the Committee is three years and an extension would likely be within that timeframe. However, it is likely a simple request if the Committee needs time past the three years.

J. DeBacher of DPI said that sounded reasonable and the contract with the project manager would go until next May and, at that point, the managed part of the process would be done and the remaining work would be determined and completed by the Steering Committee. It was clarified by the project managers that there are two timelines – one for workgroups and one for Steering and this second is the timeline that can be extended. Workgroup timelines would remain essentially the same.

The Committee noted it does not want to extend without good reason and it would be a good idea to use the retreat to go over the timeline. There was a concern that discomfort in the community might be from the ambiguity and if the process is slowed down too much, it might add to the ambiguity. B. McCormick stated that the COLAND would be supportive of members not rushing the process and making sure it is done right.

It was also pointed out that the Steering Committee's time is a finite resource and members need to weigh potential increases in community communication versus moving forward on structure considerations.
The Steering Committee has not met in-person to discuss the process and it would be good to do that at the July retreat. An open and frank conversation that lasts longer than the monthly meeting would provide a chance to learn more about the workgroups and provide those groups with important information.

Project managers need to know the plan in order to make the logistics work; therefore, the Committee will keep the schedule the same, but prioritize discussing and redefining the roadmap. Because the Committee will need detailed information about where the workgroups are at, including their plans, their lingering issues, and how those things might impact the timeline, the Committee would like to request workgroup leadership and DPI liaisons participate in the retreat.

The project managers expressed that it is their responsibility to deliver workgroup reports to and it is their responsibility to work through the difficulties. The project managers would prefer that the retreat is not used to assess workgroups, but rather Steering’s timeline. It was clarified that it is more to understand the workgroups output, not assess the workgroup process.

It was decided that the project managers will reach out to workgroup leadership and get information back to the events subcommittee. The Committee will talk further about the retreat at the next meeting.

**PLSR Steering Committee recommendation development process**

*Additional members for HR & Funding subcommittees (See [PLSR HR & Funding Sub-Committee Applicants](#))*

Applicants were received for both sub-committees:

- **HR** – K. Goeden (member of SOMBAW); A. Hildebrand; S. Miller; B. Williams-Van Kooster
- **Funding** – K. Goeden; V. Teal Lovely; J. Klingbeil

After discussing the skills and locations represented, it was decided that J. Thompson will talk with A. Hildebrand about joining the Funding subcommittee and because of overlap, J. Klingbeil may be asked to serve in the process in some other capacity.

The Committee reviewed their appointments to the subcommittees:

- **Funding** – J.M. Bolthouse
- **HR** – K. Barnard, P. Kiely, S. Ohs, and J. DeBacher (Paula is willing to step down to make room for someone else)

It was noted that it would be helpful to find a small library director with some HR expertise to bring in for that perspective.

P. Kiely moved to invite K. Goeden, S. Miller and B. Williams-Van Kooster to join the HR subcommittee and A. Hildebrand to join the Funding subcommittee. B. Carpenter seconded the motion. There was no discussion. The motion passed unanimously.
S. Ohs moved to ask A. Hildebrand and V. Teal Lovely to join the Funding subcommittee, with J. Klingbeil to be used if possible in the process in a different capacity; P. Kiely seconded the motion. There was no discussion and the motion passed unanimously.

J. Thompson will work reach out to individuals to determine subcommittee chairs.

**Phase 3 project manager contract update**
The current bridge contract ends at end of May, but statewide projects should continue through LSTA funding. J. Thompson proposed drafting a contract with the project managers that may be tweaked after the July retreat. J. Thompson stated that in a past meeting the Committee had approved drafting contract with the WiLS as the project manager.

**New Business**
**Discussion about placement of public comment on the agenda.**
J. Thompson introduced that there was a suggestion that the Committee try placing public comments at the end of the meeting to allow for more feedback from the library community. S. Ohs moved to try placing public comments at the end of the meeting. J. Lee-Jones seconded the motion. There was no discussion. The motion passed unanimously.

**End of Meeting Business**
**Upcoming Meeting Dates**
- June 19th at 1:00 p.m. via GoToMeeting
- July 12th & 13th Steering Committee in-person meeting (details TBD)

**Meeting review**
The Committee read through chat questions, which included a note that the June Q and A as scheduled is in conflict with ALA in Chicago. It may be possible to reschedule to the Tuesday of that week. A second comment asked if Q and A attendees could submit questions prior to the session. The PLSR contact form could be used for this and sessions are recorded so that question can be answered even if person could not attend.

**Adjourn**
P. Kiely moved to adjourn; B. Carpenter seconded the motion. The meeting was adjourned at 2:47 PM.