

WYLD Leadership Summit
October 8-10, 2014
Lander, WY

The WYLD Governing Board, Regional Council, and committee chairs met at a Leadership Summit in Lander, WY on October 8-10, 2014 to discuss WYLDCat & its governance structure. In attendance were:

Missy White – Facilitator

Lesley Boughton – Wyoming State Librarian

Governing Board –

Jill Mackey – President

Marci Mock – Vice President & Regional Council Chair

Brad Matthies -- Academic Library Representative

Mary Jayne Jordan – K-12 Library Rep & member of Governance/Bylaws Committee

Jason Grubb – Larger Public Library Representative

Karen Jean Funk – Smaller Public Library Representative

Rebecca Lehman – Member at Large

Regional Council --

Adam Van Sickle – Region I representative

Donna Capellen – Region II representative

Brenda Mahoney-Ayres – Region III representative

Deb Sturman – Region IV representative

Becky Lorenz – Region V representative

Wendi Walton – Region VI representative

Committee chairs --

Edie Phillips – Training Committee

Cara Nett – Online Quality Committee

Carey Hartmann – Governance & Bylaws Committee

The meeting kicked off with a Wednesday evening gathering over dinner, with introductions & icebreakers led by facilitator Missy White of Lander.

Thursday morning began with a discussion of what we think the purpose of WYLD is. Several commonalities emerged during the discussion --

1. All Wyoming citizens
2. Share
3. Informational needs
4. Help/support libraries
5. Lifelong learning
6. Shared resources equalizes small/large libraries

It was agreed that there was confusion regarding the difference between “Big” WYLD and “Little” WYLD. “Big” WYLD is actually the statewide library community, consisting of all libraries in the state – includes electronic resources. “Little” WYLD, or WYLDCat as it is sometimes known, is made up of the libraries who pay to use the Integrated Library System (ILS), provided by SirsiDynix.

Wyoming State Librarian Lesley Boughton spoke on the history of WYLD & how it developed into “Big” WYLD and “Little” WYLD, and the role of the Wyoming State Library. She also spoke about

some of the ramifications of working with the legislature and state government departments, specifically:

- Specific needs for budget requests
- Sell collaboration – show return on investment – specific dollar figures
- Value of the WYLD office & its sustainability
- Need for better marketing

Discussion then centered on a proposed mission statement for the WYLD ILS Users Group, with this result -- **"The purpose of the WYLD ILS Users Group is to assist the WYLD office in making decisions regarding the ILS and ensure all users have timely access to training, information relating to current usage and are made aware of trends and opportunities for visioning the ILS into the future."**

Discussion moved on to our operational diagram/flowchart, keeping in mind strategic, tactical, operational, and executional goals of the user's group – including a timeline for implementation of new ideas (e.g. quarterly review) and how to hold accountable. Missy began the discussion by asking us to dream about WYLD in 5 years, what it would be or should be doing, with the following result:

I. WYLD Structure/ Being Agile Organization:

- Faster implantation of new services
- All libraries be part of system changes/upgrades unless cost is an issue
- Ability to opt out of features and add others- ILS Products committee
- Overall increase speed of everything
- Change how we implement and respond
- How we share materials
- More uniformity in records and quality of records- Cataloging Committee
- Different training services/ process for shared systems
- Orientation program for new committee members
- Quicker implementation of new products
- more streamlined channels of communication between members
- Small, nimble group that can make decisions for WYLD
- Formal process for WYLD office WSL options communicated earlier to users
- Ability to move forward with consensus not unanimous decisions
- Unified system of electronic meetings
- Clearer way to link ILS Users Group to WYLD
- There is great benefit for a larger pool of minds as different and beneficial perspectives emerge
- Small exec board able to make decisions quickly
- Quarterly webinars on what's new in SIRSI
- Some way to share tips and ideas easier with other libraries
- more in-person WYLD meetings
- Develop ROI for WYLD relationship & member savings- Lesley
- Establish connections w/in regions between WYLD point people
- Increase library knowledge of 3rd party offerings; know the clear process to acquire them
- Board and committees need to be more active and involved
- Revamp regions
- Communication development w/ decision-making a priority. Communication from committee to committee and meeting set goals

- Name change for little and BIG WYLD (Done! ILS Users Group)
- Bring others from WYLD to the table with ILSUG to shape mission/vision
- Create job description for councils
- Ease of use for WYLDCat Databases; library vs home use
- More uniformity in how systems work with users from outside their system
- Clearer Organization Structure- more understanding of WYLD on a very local level
- Easier customization of unique options for those who are willing to pay

II. CONTINUITY

- Fill Deputy State Librarian position
- Move WSL to State Parks and Cultural Resources department of state gov't

III. INCREASE PARTICIPATION

- All school (elementary, junior and high school) part of WYLD
- One big WYLD: all schools, special, public, academic
- Bring more libraries into the group
- Participation by 100% of libraries in state

IV. SPEED

- Centralized cataloging/ tech services
- *True Wyoming library card*
- ILL that works without exceptions
- No fees for ILL; no grumbling about costs. It's a service to customers
- Quicker ILL and enforcement for those who delay processes

V. MARKETING

To public

- On-going marketing campaigns
- Community education about WYLD: college, museum, special, public; to local people, chamber, other NP—WYLD is about Life Long Learning
- Stronger marketing so patrons know cards can be used statewide
- MARKET MARKET MARKET I need a well-known name across state for \$\$
- Facebook posts about what WYLD could do with more \$
- Meet with the public- what do they want from libraries?
- Everyone in the state would know WYLD and how to use it
- Get residents of WY to learn about all the information they have access to
- Everyone in Wyoming *knows* WYLD
- Be proactive with ILS system- have positive user experiences for staff and patrons

To other libraries

- 1 easily accessed wiki for WYLD members
- Communication so ALL libraries are excited; regional or similar
- Proactive- seek out new ideas, things

VI. PARTNERS

- Join together community education entities, groups, independent programs
- Collaboration is great. However, to move forward on key decisions we need a

- group of folks with some authority, otherwise we'll never progress
- True partnership with WDE as experts in delivering lifelong learning
- Possibility of better partnerships with Ed.
- Formal recognition for PreK literacy work
- Invited to sit in Gov's cabinet to represent value of lifelong learning and role/importance of libraries
- Collaboration with community colleges for Family Literacy programs
- NO chasm between libraries/local communities and schools
- Partnership with Workforce Services; support/funding from their huge federal grants
- More awareness/support at local government level of libraries and what libraries offer their communities
- Representative from ILSUG educating legislators
- WLA- offer trainings at WLA conferences (people can't travel to every conference, so team up for training); WLA legislative support
- Invite a legislator to lunch
- Active relationship between state legislature and member libraries

VII. MISCELLANEOUS

- We need to communicate with those w/ power why systems librarians are separate from IT. There is a national perspective on this. Grave concerns if traditional IT takes on library systems
- Assessment, assessment, assessment of products, services, governing structures, etc.
- FB and education- in my district we have been cautioned not to use FB in our personal lives by our system administrator
- Find new conference center in Casper
- Independent agency status for WSL- why not?
- Full state funding for operations and databases. 600,000 people @ \$10 per capita= 6,000,000. Why not?
- Get Microsoft Academy ASAP
- Shared Purchases—ability to respond to data/ reports in more timely manner
- Ancestry.com at home for patrons
- Libraries should be part of Unified Network (Broadband). Fully funded by legislature. Why not?

The ensuing discussion resulted in the following:

Changes in ILS User's Group committees:

- The Governing Board would absorb duties of the Governance and Bylaws Committee and the Fees and Budget Committee.
- The president would appoint a Nominating Committee as needed.
- Ad hoc committees would be appointed and disbanded at discretion of the WYLD ILS Users Group President.
- Change the name of the Online Quality Committee to Cataloging Quality Committee.
- Training Committee will remain a standing committee.
- Addition of a committee called the ILS Product Committee to identify, evaluate and recommend new products to be used with the ILS.

One of the big changes would be to move the Regional Council out of the WYLD Cat Governing Board and into the realm of Big WYLD. It was suggested that two members per region be selected. This council would be an advisory to Big WYLD. Some duties might include:

- Serving as a bridge between the state library and all the libraries in the regions, including special and school.
- Serving as an advisory to federal LSTA (Library Services and Technology Act) project selection.
- Facilitating regional meetings and possible training opportunities.
- Involving schools.

Other needs expressed:

- Moving the state library from the Wyoming Department of Administration and Information to a more fitting department, such as State Parks and Cultural Resources which includes the Wyoming State Archives and Wyoming State Museum. This would necessitate legislation.
- "Return on investment" documentation to demonstrate to legislators the value of Wyoming libraries.
- WYLD members developing more "library champions" on the legislature.

Friday morning began with a review of the WYLD Cat bylaws, with changes including the committee changes and consolidation of redundant descriptions of the Governing Board's positions and duties. The Governance & Bylaws committee will continue working on bylaws revisions.

State Librarian Lesley Boughton then spoke on several issues:

- She is tentatively planning to meet with current Regional Council representatives possibly before the Wyoming Library Association Legislative Reception which is scheduled for January 22.
- She spoke on nonprofit incorporation of WYLD. The procedure would be very simple & would only cost \$25.00. However, the ramifications could be quite difficult. The WYLD office would no longer be able to provide operational services. WYLD would have to contract with them for services and most likely have to pay the full cost of the WYLD staff (salaries, benefits, and overhead).
- Something to keep in mind for the near future, the WYLD servers are 5 years old, in the middle of their useful life.
- Interlibrary loan -- VDX end-of-life will probably occur first quarter 2016. SirsiDynix is working on a product which could replace it.

Lesley led a discussion on how to spend our \$21,000 BlueCloud Rewards credit from SirsiDynix. Options include:

- MobileCirc, which would provide tablet and phone apps for mobile circulation and inventory with SirsiDynix software. You can also get little receipt printers to work with it. (\$7,170)
- BookMyne+, the app that allows interaction with your local catalog on tablets and phones. It would allow scoping to your local holdings and customization like Enterprise. (\$7,000)
- API (Application Programming Interface) classes for Des and Marc. (\$10,000)

The Governing Board will decide which options they want to pursue after more information is obtained from Desiree Saunders and Marc Stratton of the WYLD office.

Discussion was held on establishing an "Expectations Document" which would detail what each entity expects of others and within what time frame. The Governing Board will continue working on this document, to include:

What does the Governing Board expect of the WYLD office/WSL

- Updates in a timely manner (1 month) regarding new products at COSUGI
- Notifications of consistent cataloging problems to cataloging committee
- Prompt billing of quarterly fees

What does the WYLD office expect of the Governing Board

- Check website for updates (with what frequency?)

What does the WYLD office expect of the WYLD committees?

What do the WYLDcat members expect of the WYLD office?

What does the WYLD office expect of the WYLDcat members?

What do the WYLDcat members expect of the Governing Board?

What does the Governing Board expect of the WYLDcat members?

The summit concluded with the following action points:

- Mary Jayne Jordan offered to set up mentoring system for new regional council members
- Lesley Boughton
 - Issuing cards to out-of-state residents is up to individual library systems
 - Calling January meeting to better define regional council new format
 - Review MOU WSL and libraries for protection of the relationship
 - Work to change location of WSL in state government
- Missy White will follow-up with Jill, Marci, and Lesley
 - Discuss putting to-dos/ tasks into 6 month, 1 year, 3 year plan with supporting goals

Submitted by Jill Mackey