

NICE Team Meeting Notes

Tuesday, February 20, 2024 | 9:00 am - 11:00 am

ATTENDEES: Tammie Blomberg (Rib Lake), Alexander Johnson (MCPL), Jackee Johnson (NWLS), Sara Kelmann (Eagle River), Laurie Ollhoff (Merrill), Molly Lank-Jones (Hayward), Rachel Metzler (WVLS), Peggy O'Connell (Minocqua), Gina Rae (NWLS), Katelyn Sabelko (MCPL), Kelly Wiisanen (Superior), Katie Zimmermann (WVLS)

ABSENT: Sue Heskin (Superior), Teresa Schmidt (Mercer),

PROJECT MANAGERS: Melody Clark (WiLS) Melissa McLimans (WiLS)

Meeting started at: 9:00 am

Meeting Agenda

1. Formula and Budget Workgroup Update

Project managers reported that the subgroup, made up of system staff, presented the workgroup with a simplified budget and two funding formula scenarios. The workgroup was very happy with the system's new approaches and used the NICE principles rubric to assess the two possibilities. The group has recommended a funding approach calculated on the percentage of the total shared cost based on the previous three-year average of collection size and circulation, with a per-site base cost of 1% of the total budget. This is essentially the formula that NWLS currently uses.

The workgroup felt that the application of a unified base fee for shared cost is a way to ensure a shared sense of buy-in and ownership of the ILS. This funding approach allows every library an equitable investment or financial commitment. This approach also acknowledges that certain data points (circulation and collection size) may change from year to year in an effort to build agility and sustainability.

The group also simplified the shared budget, and it reflects only ILS items that must be shared (i.e., there can only be a single invoice). The approach allows each system to maintain the local practices that its libraries are familiar with.

The workgroup is reviewing the drafted recommendation, and there will be a final version for this group at the next meeting.

S. Klemann shared that the decision was very clear-cut for the workgroup.

2. Collaborative Decision-Making Workgroup Update

The team reviewed the recommendation from the Collaborative Decision-Making Workgroup. The workgroup recommends that a decision-making structure be put into place for shared decision-making. That structure begins with ILS experts at the systems who are well-positioned to make functional decisions regarding the ILS. When needed and appropriate, the system experts can activate an ILS Advisory Group. This group will liaise with member libraries and either make decisions to be implemented by the ILS Experts or, when a decision could fundamentally change how patrons access materials or libraries do business, refer the decision to the ILS consortia at each system for a vote. The final piece of the decision-making structure is the two ILS consortia, which will use each ILS consortium's established procedures to vote on decisions that fundamentally change how patrons access materials or libraries do business.

The team discussed the recommendation. Project managers asked the team if there were questions for the Collaborative Decision-Making workgroup that would require another meeting.

It was asked how the appointments for the advisory group would take place. K. Zimmermann shared that each consortium would follow what they normally do for committees. V-Cat would ask for people who are interested as well as reach out to folks who are experts. It was suggested to include that appointments follow existing system processes in the recommendation document.

3. ILS Recommendation Discussion

Additional information was shared with the Team from the project leadership. With this new information, the group was asked if they wanted to pursue taking this information back to the ILS Vendor Workgroup.

A. Johnson shared that the workgroup would not likely change its recommendation since the NWLS directors and information from the vendor did not have a significant change to offer the collaboration. Additionally, the comments shared on the recommendation from library stakeholders reflect opinions that the workgroup had already considered.

The group did not think the ILS recommendation workgroup needed to be re-activated and will keep the recommendation as it already stands. The new information can be shared in the final report.

4. Appoint Targeted Workgroups

The group reviewed the [Record Standards](#) and [Holds Fulfillment](#) Targeted Workgroups.

The leadership team is recommending that the holds fulfillment recommendation be handled by the NICE Team. They reviewed and determined the following questions that need to be addressed.

It was noted that The delivery workgroup had recommended a priority on local holds, and this should be considered.

- Standardization of hold/transit slips
- Review of current hold practices along with clear definitions

MCPL requested swapping in two people with holds expertise in place of A. Johnson and K. Sabelko. After some discussion, it was agreed that the group needs to meet outside of the NICE team as so many other experts were identified as needed for the workgroup. The group revisited and refined the list of workgroup members.

The workgroup will be scheduled for the second week of March to start. The workgroup will need to review other workgroup recommendations to make sure any recommendations align with other groups

The group reviewed the Record Standards workgroup membership, charge, and questions.

It was clarified that the record standards workgroup is focused on patron and item records, not bibliographic records. The group discussed and refined the workgroup membership. The system members shared the purpose of this group is to define and agree upon minimum standards and what is necessary to migrate and should not focus on details that can be determined in implementation.

The group then discussed anticipated work:

- Review of a comparison of current set-ups at each system
- Create a list of needs of what needs to be included
- Evaluation of what exists that is not being used and can be cleaned up pre-implementation
- Discussion of patron and item barcode standards and practices

The workgroup will meet in late March or early April.

5. Standing Item: Communication

The leadership team asked if the information sent out is getting to staff members and beyond library directors and how it can be better shared. There has been some feedback that people have not kept up with NICE because they do not have time, and there is some basic information that does not seem to be getting through. The group discussed and brainstormed ideas:

- L. Ollhoff asked if highlights could be shared with directors and made easier to share with staff and boards.
- G. Rae shared that people need to have more discussions about how the changes could impact work and move it towards this discussion point and past just sharing information.
- T. Blomberg noted that the timeline is important to communicate as well. We are making decisions about items that may not be in place for a long time. It feels abstract to a lot of people. There was consensus on this.
- S. Klemann asked if it would be possible for the group to host office hours or a webinar to answer questions in real time. K. Sabelko also suggested this method and that more specific questions be posed to help people formulate their feedback.
- A. Johnson shared that the ILS committee in the system did not receive much feedback either. Busyness and trust are both factors in this.
- K. Sabelko shared that an update email for directors with three points: Where we've been, where we're at, and where we're going could be helpful.
- G. Rae noted that is critical that system boards have a clear sense of what work has been done and who has done it to help them trust the process and decisions.
- J. Johnson asked if members of the NICE team would be willing to present or share at other libraries' staff meetings, and there was willingness.

The group agreed that a real-time session to update and solicit feedback was a good idea, and it would be beneficial to do two sessions to accommodate different schedules. The leadership team will meet and schedule and will include folks from the NICE team. Project managers will provide a slide deck and script to cover the process overview.

The next meeting of the NICE Team is March 19, 2024 at 9:00 am.

The meeting ended at 10:18 am.