

FULFILLMENT TASK FORCE (FTF)
NOVEMBER 16, 2007
HELENA, MT

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

Attendees:

Gale Bacon, Honore Bray, Bill Cochran, Patricia Collins, Della Dubbe, Mary Guthmiller, Marsha Hinch, John Meckler, Bruce Newell, Ann Rutherford, and Carolyn Wells.

Not in Attendance:

Ron Moody, Jodi Moore, and Martha Thayer.

Staff:

Ken Adams, Bob Cooper, Sarah McHugh, Darlene Staffeldt, and Julie Stewart.

Introductions were made, lunch orders were gathered and then we moved on to Reports.

Reports/Updates:

Oregon experience: Bonnie Allen joined the meeting via conference call. She stated that Oregon needed a statewide database. They started licensing a single database in 1999 with libraries being required to pay a reduced rate for its service. There were some libraries that couldn't afford it; there were struggling budgets while others were doing better. This started a movement to expand licensing in the libraries. A task force on library cooperation was created in the senate; membership included three senators, library directors from large libraries and academic libraries, Oregon's State Library, and representatives of other public libraries as expert witnesses. The charge of the task force was to find ways to increase library cooperation and improve services to Oregon patrons. Vision 2010 was an interest group for statewide licensing and they were charged with looking at funding for equitable access for existing collections. This was in 2001-02 and they recommended legislation that ended the net lending program and required libraries to continue ILL without charge. This program for Oregon was given \$800,000. The concern was the net lender reimbursement program was not sustainable as it would be growing and would take LSTA funds away from other programs in order to fund the net lender program. The data all came together saying that program needed to be eliminated and authorized statewide licensing of databases instead. Allen will send the documents and rationale via email to Darlene. The courier system was paid for partly by Oregon's State Library. Cochran asked what the Oregon State Library is paying for now. Staffeldt will check with the current Oregon state librarian.

NW Interlibrary Loans (ILL) Conference: Sarah McHugh gave a presentation on the Montana/OCLC NCIP/Home Delivery pilot and attended the Northwestern Library Loan and resource Sharing conference in Portland. The subtitle of conference was ILL 2.0 : Tools to Meet the Demands. Jennifer Pearson from OCLC did the presentation with McHugh. Pearson talked about where OCLC is heading. McHugh came away sensing that Montana is ahead of the game in a lot of ways. She did have a conversation with Annette Milliron, Executive Director of the North Bay, North State, and Mountain Valley Cooperative Library Systems, where state ILL reimbursement monies were repurposed within the last 5 years to help pay for a multi-consortia courier system. She also talked with Debbie Baker who is the business manager with Orbis Cascade. That conversation led to a follow up conversation as to where they are going. They are in middle of cycle with current courier vendor and starting a new cycle in 2010 and are interested in other states that may be interested in joining for a new Request for Proposal (RFP). McHugh felt the conference was really good and felt that Montana is doing good stuff. She reported that Montana is not the only state struggling with the issues of ILL, couriers, etc.

Federation Meeting Reports:

Hinch attended the Pathfinder meeting. She asked to be on the program as she feels strongly that FTF needs input from the various librarians. She encouraged them to bring up any concerns or ideas. There was about 90 minutes of discussion. None of the libraries in this federation are part of Montana Shared Catalog (MSC) or Partners. They are rural libraries. One of the suggestions was that since it is a small amount of money for ILL, why not do away with that and help the state pay for OCLC database. This would be helpful for the smaller libraries. All of the libraries there agreed with that suggestion. The courier service that works best in this area is effective use of the United States Postal Service. The state library card was discussed and there are concerns about materials being stuck in rural libraries. Nonetheless, most everyone thought the state wide library card would be a good thing. Dubbe was also in attendance at the federation meeting and was surprised at the librarians wanting the state wide card and not wanting a courier service.

FTF activities were included as part of the State Librarian's report at all federation meetings. With the exception of the Pathfinder Federation, there was very little discussion of the FTF issues at the meetings. Most federations were wondering where the State Library was going with courier services, ILL, etc. Staffeldt mentioned that we have not received any comments on the web site recently.

PLD Retreat: Cooper attended the PLD retreat. There was discussion about ILL. One problem with ILL noted at the retreat was getting everyone to update their policies with OCLC. Della Dubbe spoke at the meeting. She found it interesting that ILL reimbursement had worked, but she was surprised that people don't see it as a core

service. Martha Thayer added to the discussion about ways she speeds up document delivery. Patricia Collins explained the role the Universities play as a lender. She continues hearing that large academics are different from the other libraries. Newell asked to see what the percentages are for using Orbis as to lending and borrowing for academic libraries.

White paper from Partners Group: Ken Adams presented a PowerPoint presentation explaining the Partners group.

Definition: After much discussion it was decided that the State Library staff would use the discussion notes to draft working definitions of the following terms for the FTF's future work: Courier Services, Interlibrary Loans, and Statewide Library Card.

Summary of discussion points on the three terms follow:

Courier Services:

- Calling it document/materials delivery as that would be all encompassing.
- Dependable, Reliable and predictable delivery service.
- Returnable, non returnable
- Physical and/or electronic – the group agreed that they should separate electronic and physical documents. At Mansfield Library electronic delivery is 80% of what they do.
- Library to library, library to patron
- Courier Service (Physical material delivery)
 - Types and costs
 - US Postal
 - Alternative services – Orbis Cascade
- Electronic Document Delivery
 - Types and costs
 - Odyssey

Interlibrary loans (ILL):

- Loaning or providing copies of materials from one library to another.
- Different “governmental” units ARM10.102.4001
- Holds placed by patrons
- ILL request forms

Statewide Library Card:

- All types of libraries
- Patron walk in service only
- Use local libraries
- Return to local libraries
- Check with CT, IA, WY to see how their statewide library cards work

Additional discussion was generated regarding the three tasks before the FTF and the FTF members all agreed to make the potential recommendations at this time. Additional research, discussions, public comments will be considered before these recommendations become the FTF's final recommendations.

Task One:

- It was asked if there is strong support in the state for Task One.
- Pathfinder federation discussion showed them leaning towards doing away with ILL reimbursement program and pay for the OCLC charge instead

Potential recommendation would be: The Interlibrary loan reimbursement program and associated monies be repurposed to provide for programs, services and/or benefits that will help libraries across the state provide better services to Montana's citizens.

Task Two:

- Share, train, spread the word on Odessa
- NRIS - plot population and library holdings - where buses run, list of buses, UPS, FED Ex routes, where the colleges are located
- Find out cost for state to join UPS contract - Mary will look into this

Potential recommendation would be: Implement a voluntary statewide materials delivery system.

Task Three:

- Statewide funding for OCLC
- Explore additional electronic content statewide
- Statewide funding for MSC
- Statewide training on appropriate statewide tools
- Training materials
- Discovery of technology that would help reduce staff work load (resource sharing applications)
- Statewide funds or efforts toward increased collection resources in the state
- More teeth in public library standards
- Build one big library locally
- Request more state aid - state aid/fine relation; leveraging state library mandates vs. state aid.
- Ask for help from appropriate partners i.e., OCLC

Explore and if possible implement the following recommendations:

- Secure statewide funding for OCLC services for Montana's libraries.
- Provide additional electronic content statewide.
- Secure statewide funding for all costs/partial cost for all libraries to participate in the Montana Shared Catalog.
- Provide increased collection resources in the state.
- Requesting additional state aid to provide appropriate leveraging of best practice mandates of public library standards and amount of state aid distributed to Montana's public libraries.
- Implementation if possible a voluntary statewide library card program.

Tasks as follow up from this meeting:

1. Get Oregon's information from Bonnie/Jim S. (OR state librarian) to FTF - Darlene
2. NRIS Map(s) - population collection, vendors - Bob, Bill
3. UPS contract - Mary
4. Map resource sharing for/from academic, special, schools, public, resource, data
 - numbers in collection (OCLC, data)
 - numbers in ILL
 - Numbers to Orbis Cascade
Patricia, Mary, Bruce, John
5. Statewide library card - check with Iowa, Wyoming, Connecticut, and Maryland - Sarah, Honore, Ken
6. Get recommendations to FTF first and then Wired - Darlene
7. Check list of statewide library cards - how do they work with different systems? Sarah, Honore, Ken
8. Investigate reciprocal borrowing software.
9. National large scale complicated resource sharing - Darlene, Bruce, Sarah (will share short list with FTF)

Wrap Up

The group said they felt the meeting was positive and accomplished quite a bit. Bacon said there is a good mix of experience around the table including McHugh and Adams. The only negative expressed was the lack of chocolate and/or cookies.

The next meeting will be the end of January. The group agreed January 25 would be good. This meeting may be in person or via teleconference.

Those with assignments will get their information to Staffeldt by Dec 15, 2007.

Meeting adjourned at 2:40