

BC Libraries Cooperative  
March 3, 2010  
Board Room, Bob Prittie Metrotown Branch, Burnaby Public Library  
Minutes

Attendees:

Edel Toner-Rogala (Chair), Rhian Piprell, Debbie Schachter, Greg Buss, Shannon Ellis, Jacqueline van Dyk (PLSB), Ben Hyman (PLSB), Allan Carlson (PLSB)

By telephone: Kevin Kierans, Lauren Stara

**A. Welcome and Introductions**

The meeting was called to order at 11:10 a.m.

**B. Announcements**

There were no announcements.

**C. Consent Calendar**

**i. Minutes**

The Minutes of the January 20, 2010 meeting of the Board were approved as distributed.

**ii. Operations Update (Ben Hyman)**

As outlined in his submitted report, Ben informed the Board that the Sitka group has been in touch with all 2010 migration sites. Once schedules are confirmed Ben will send them out to the sites.

Allan is collecting and organizing all of the Cooperative's documentation for later handover to the Cooperative once there is a staff member in place.

Ben reported that the next plan is to overlay the features requirements with the known planned functional development of Evergreen, and will take specific feature requests to the Business Function Group for consideration and prioritization. There may also be a need for a new features focus group to ensure the prioritization of features is appropriate.

Five contract renewals, including hosting services and Sitka team members completed with two year and one year contracts negotiations completed.

TNRD implementation and bugs are being worked out for specific stubborn error problems. End to end analysis and system performance optimization are ongoing. Scope of work: 24 data bases were merged and all indexes need to be re-indexed and the amount of time required for this is lengthy, given that it is being scheduled only during closed hours. Sitka team expects to complete the re-indexing this week or

next. They have learned a lot from these experiences and will consider re-indexing on a quarterly basis in future, or building a nightly index rebuild to keep the data current in future.

### **iii. BFG Report – Sitka (Lauren Stara)**

The report was postponed.

## **D. Major Discussion Items**

### **i. Banking Resolution**

In order to complete the opening of the B.C. Libraries Cooperative Bank Account with RBC, instructions to the bank are required, with the following three motions:

Motion: That the B.C. Libraries Cooperative assign three signing authorities to the RBC account, as follows:

- Treasurer, Greg Buss
- Chair, Edel Toner-Rogala
- Secretary, Debbie (Deborah) Schachter

Moved by Rhian Piprell, seconded by Shannon Ellis, carried.

Motion: That the B.C. Libraries Cooperative require the signature of any two signing authorities from the three signing authorities assigned in Motion 1, for the purposes of cheque or contract signing.

Moved by Rhian Piprell, seconded by Shannon Ellis, carried.

Motion: That the B.C. Libraries Cooperative assign the RBC Client Card to the Treasurer, Greg Buss, for the purposes of online banking access, deposit and withdrawal purposes, with a maximum withdrawal limit of \$200 per day, and assign Agent Cards for deposit purposes only, to the Chair, Edel Toner-Rogala and Secretary, Debbie (Deborah) Schachter.

Moved by Rhainn Piprell, seconded by Kevin Kierans, carried.

Future changes to the signing authorities will require a new resolution in the minutes.

### **ii. 2010 Planning Update – Discussion**

There was general discussion of how future planning will take place between the BFG and the Board. The shift on the part of the board toward greater focus on governance versus operations can take place with the hiring of a staff member, who will coordinate information and planning between the Board and the BFG.

The Board is the voice for members who have not implemented yet, and helps to set priorities for those who don't have a voice on the BFG. The Board noted that we must plan for the increasing numbers of libraries implemented on Evergreen by focusing on developing additional internal administrative and operational capacity.

Ben reminded the board that this is a 5 year project and we need to make it clearer with members that this is an evolving process. There is an urgent need for most of the 2010 planned library migrations to come onboard, as these are libraries which either do not have an on-line catalogue, or they are past their support date for their existing ILS. Post-migration should be considered a one-year process, with problems from migration requiring time to resolve, as with any ILS migration.

Ben stated that the Sitka group believes the 2010 schedule is attainable and will result in 60% of BC libraries on board by year end. Ben noted that members of the Sitka Team do multitask and that customer service is a key focus. The Team prioritizes, and re-prioritizes, depending on the needs of members. The build-out of infrastructure and functionality will increasingly become a focus once the majority of implementations are complete.

Edel reminded the Board that the BC Library Cooperative is not a vendor. Sitka is a member organization building its own service delivery vehicle for its members. We need to remember that members are not customers but owners with a vested interest. The Member relationship is vastly different from a typical vendor/client paradigm and is not profit-driven but motivated by mutual and reciprocal benefit.

Greg was concerned about the amount of funding required to develop modules and features required to bring the “Big 16” on board. Ben believes that community development, such as the King County financing of the Acquisitions Module work will benefit BC’s implementation, by making our need to invest in development that much less.

The Cooperative felt that it is important to underline the fact that we are building relationships and partnerships, rather than a vendor relationship, and we need to message that more strongly to our members. The Board has a strong commitment to small libraries that need a system, and also ensure that the needs of larger libraries are identified and addressed.

The Board will need to consider the development of a business plan and financial plan at a future meeting, to begin planning for the transfer of funds to the Cooperative.

### **iii. “Big Libraries” event (Edel Toner-Rogala/Shannon Ellis/Kevin Kierans)**

It was determined that it wouldn’t be possible to hold the event in the spring, as originally planned. The Board discussed holding the event in May but it was felt that September would be a more realistic time frame. The current proposal is to hold the event in September at ABCPLD with the need for the planning group to clarify the location and timing. The table topics format was confirmed as still appropriate for this event.

### **iv. Communications Strategy (Shannon Ellis)**

Shannon reported that Gordon Coleman will stay on the committee to develop the newsletter. Allan will work with Shannon on information sharing for newsletter content. Edel suggested doing profiles of Sitka team members and libraries involved, and stories on how Sitka has benefitted libraries. The Board

suggested the newsletter be issued twice a year. Shannon confirmed that the Committee is hoping to have the first issue published shortly after the AGM.

**iv.a. Sitka Sites Talk (Kevin Kierans)**

Kevin felt that the Sitka Talk site may be an opportunity to build better communication between Sitka sites. Ben explained that this was a listserv that is broader than B.C., and not likely to be a key communication stream for B.C. Ben will follow-up with a brief report to the Board on this topic.

Lauren confirmed that communication is currently being distributed to the following groups: Sitka Talks, Directors; Cooperative Board; Sitka Cat; Sitka Circ; Cooperative members; Sitka Sites

**iv. b. Satisfaction Survey (Kevin Kierans)**

This item was referred to the Communications Group.

**v. Separate instance of Evergreen (Kevin Kierans).**

Motion: That the B.C. Libraries Cooperative authorize TNRDL to host a separate instance of Evergreen as per SMA 23.2h for developing specific , Coop-sanctioned components/features of Evergreen (i.e. Telephony), in collaboration with the Sitka Team and Sitka Business Function Group. TNRD to specify project parameters and reporting through the Team and BFG. Moved by Kevin, seconded by Rhian, carried.

**vi. AGM (Edel Toner-Rogala/Allan Carlson)**

The AGM is confirmed for Friday, April 23 at 4:30 p.m. in the Penticton Public Library/Art Gallery.

A call for nominations has already gone out and there is a nominations committee of 3 members from among Sitka sites. All current board members have chosen to run again for election, with the positions distributed over two-year and three-year positions. After the two year term positions are completed, all terms will be three years, and this will allow for staggered replacement of board members. 30 days before the AGM nominations will close and the committee will determine if there will be any elections to be held.

The AGM agenda will include the presentation of financial statements and a brief administrative report. The Members Council meeting will be held separately, later in the year.

**vii. Expense Claims (Kevin Kierans)**

This item is postponed to the next meeting.

Kevin Keirans and Lauren Stara left the meeting at this time.

## **E. Emerging Items**

### **i. Bibliocommons – (Allan Carlson)**

The Board discussed the Cooperative taking on sponsorship of Bibliocommons, on behalf of Evergreen and non-Evergreen libraries in B.C. Allan and Ben will develop the agreements required. The revenue sharing agreement means some revenue stream opportunities may be possible. Currently the subscription to Bibliocommons is paid until January 2012, so any revenue received will be available to offset costs and for general revenue.

PLSB has created a fee structure for all libraries in B.C., with a target of \$300,000 revenue. The renewal cost for Bibliocommons has already been confirmed at \$500,000 for the two year period following the 2012 renewal (i.e. until July 31<sup>st</sup>, 2014). Negotiations may begin again prior to the 2014 renewal date, based on uptake and interest in continuing with Bibliocommons among member libraries.

Bibliocommons does not include content enhancement, only cover art (Amazon jacket covers), so there is potential for negotiating a provincial license to provide cover art in future, as an additional revenue stream for the benefit of members.

Motion: That the B.C. Libraries Cooperative become the assignee for the province's agreement with Bibliocommons. Moved by Rhian, seconded by Debbie, carried.

Motion: That the Board form a new provisional Licensing Business Function Group, and that a permanent business function group be established by a motion at the Members Council meeting, later this year. Moved by Greg, seconded by Rhian, carried.

Next steps:

Jacqueline will communicate with BCLA as the assignee for Bibliocommons is moving from BCLA to the Cooperative. The Cooperative will need to develop communications materials, including the pricing structure to libraries, through the newsletter or other means.

### **ii. Update on Transitions Plan (Ben Hyman)**

This was covered in the 2010 planning update, above. In addition, we are waiting for more information regarding space and the potential staff position to develop the transition plan more fully. Ben will identify the activities required for the staff position, with the expectation of transitioning the work to the B.C. Libraries Cooperative before year end.

## **F. Adjournment**

Adjournment: 2:35 p.m.

### **i. Date for the Next Meeting**

The next meeting will be held March 30 at 1:00 p.m. at Burnaby Public Library, Metrotown.

Forward agenda:

- Transition plan
- Budgeting and business plan development
- “Big Libraries” event
- Director Expenses

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Edel Toner-Rogala  
Chair, B.C. Libraries Cooperative

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Debbie Schachter  
Secretary, B.C. Libraries Cooperative