

Member Contributions Committee  
with Directors Advisory Council  
Dormann Library, Bath  
September 29, 2009

Present:	<u>Term</u>	<u>Population Served</u>
Jenny Peer, Savona	2009	0 – 1,900
Barb Radigan, Pulteney	2009 – 2010	0 – 1,900
Karen Deutsch, Wayland	2009 – 2011	2,000 – 4,999
Cindy Dutton, Cuba	2009 – 2011	2,000 – 4,999
Lana Meissner, Alfred	2009 – 2011	5,000 – 14,999
Brian Hildreth	2009 - 2010	5,000 – 14,999
Pauline Emery, Corning	2009 – 2011	15,000 and over
Owen Frank, Steele Memorial Library	2009 - 2010	Central Library
Jim Sleeth, Elmira	2009	At-large

Absent: Lynn Overgaard, Penn Yan (15,000 and over)  
Luke Rondinaro, Montour Falls, (0 – 1,900)

Present: Sherry Collins and Bonnie Webber, STLS Trustees;  
Ken Behn and Ristiina Wigg, STLS staff

### **1. Reviewed discussion points from August County meetings**

- Jim Sleeth – future priorities will be information technology, delivery, cataloging and processing, interlibrary loan
- Jenny Peer – how is STLS trimming costs? See if libraries are willing to pay for additional services
  - Monroe County library system looked at delivery service conducted by commercial organizations.
  - Instead of STLS drivers sorting materials, everything could be brought back to STLS, sorted by minimum-wage staff, and sent out in next deliveries
  - A book was delivered to Savona when it was available in the library  
“Books are occasionally sent through the delivery service to the pick-up library when the title is on the shelf at the pick-up library due to the manner in which the Holds Lists are generated. If this could be remedied we would save on the number of items sent through delivery”
  - Premature for STLS to ask libraries for money
  - “If we could create an electronic template for adding bib records we would also save on the number of items sent through delivery”

- Libraries have access to large-print titles owned by other libraries – “Large Print books can be requested from other libraries in lieu of a rotating collection if cost is a factor”
- Jenny would rather request large print through ILL than have a rotating collection
- STLS must get leaner and meaner
- Sherry Collins – may want to ask members to evaluate services. STLS Board Committee has started a cost analysis of STLS services
- Priorities for services
  - Pauline Emery – automation, technical support, delivery, ILL ; cost-share for cataloging and processing, important to maintain accuracy of the database
  - Cindy Dutton – have to weed (her library’s?) audio cassettes and large print collections
  - Karen Deutsch – is weeding library’s large print books – would donate them to other libraries. Popular reading rotating collection goes out; others circulate minimally; would only need popular reading collection. Love using Director’s Station
  - Lana Meissner – same four priorities. Some patrons use neighboring libraries. Would pay for rotating collections
  - Barb Radigan – rotating collection really important to us: Large Print, Youth is amazing for young adult and juvenile, audio-books; popular reading is the least important. A lot of libraries pay for processing themselves. Need bib records, can get physical processing other places. Should have a fee for ILL requests
  - Jenny Peer – Agree on fee for Interlibrary loan. Much ILL is for fiction or specific non-fiction titles, when other titles cover the same subject
  - Jim Sleeth – as stated above
  - Owen Frank – Directors Station is an essential analytical tool and enables libraries to make more informed decisions. When Steele provided ILL for the System, they calculated that the services costs \$20 -\$25 per item filled.
  - Ken Behn – STLS IT department analyzes every line item annually. This year STLS reduced the number of user licenses for Directors Station, and is considering further cost-saving through longer term contract with Sirsi/Dynix. Changes in telecommunications and use of Federal E-rate further reduces costs, as has implementation of remote assistance to members
  - Sherry Collins asked about enhanced content – book jackets, reviews. Patrons want STARCat to be more like Amazon. Ken described upcoming features like spell-checking, recommendation, my own list, tagging
  - Jenny Peer asked about data showing that patrons want advanced features
  - Ken explained that updates are part of the annual maintenance service provided by Sirsi/Dynix
  - Brian Hildreth – Appreciates all the services STLS provides. If core services are cut it will affect local customer services, patrons would notice it. Processing and

data entry are needed to maintain a level of professionalism. Members are 80 – 90% funded with local tax support; getting a great return on investment for my taxpayers. Logistics are a huge issue for delivery – may be an opportunity to save funds by studying other delivery services. To save local funds, Wellsville has changed health insurance, frozen wages for 2010, and cut \$20,000 from the book budget. Patrons are feeling it

## **2) Reviewed member contributions made in other library systems**

In other systems, member pay based on factors such as base fee, circulation, per hold received, routine technology maintenance, staff, circ and public workstations, rotating collections, web hosting, holds received, out-of-System ILL, portion of System services, cataloging and physical processing

Member contributions have to be balanced against services provided in each system.

- Bonnie Weber asked what other system was most similar to STLS – perhaps Pioneer

## **3) STLS Services and options for increased member contributions**

- STLS subsidizes processing (\$.50 per book) for those libraries that take advantage of the service.
- Baker & Taylor charges \$.89 for a full package
- Contributions could be across the board or ala cart. Members would opt in or out  
Question: What if a member didn't pay  
Answer: Member would receive minimal service – e.g. no delivery
- Cindy Dutton and Jenny Peer commented that a number of items in audio and video collections were out date; their libraries do not display the out-of-date items in rotating collections
- Options for STLS members
  - Flat fee
  - Per capita
  - Item, by circulation, by bibliographic record
- There will be an increase in contributions to STLS; what is the lowest possible amount we need?
- Barb Radigan reported suggestions from a member library she represents (population serviced 0 – 1,900)
  - Cut number of deliveries
  - Can't afford more cost-share
  - Rotating collections are valuable
  - Get a lot of help from Mary Passage and Lorie Brown
- If services are reduced, what would be eliminated?
- Pauline Emery referred to the annual evaluation of System services, where members reported on whether they use a category of services or not

- Jenny Peer said there was too much emphasis on anecdotal information. Ask if there were a fee attached to this service, would you use it?
- Karen Deutsch reported that Pioneer does not contribute to the cost of rotating collections; members pay annually, a member committee chooses the titles

**Next meeting – October 13, 2009 12 noon Dormann Library**

**Information needed:**

Expanded information from other library systems

- # members, # counties
- Supported by county funding?
- Other funding sources?

Ways STLS has obtained outside funds and reduced costs

Cost analysis of STLS services

Options for increased member contributions