MINUTES
CCS GOVERNING BOARD
NILES-MAINE DISTRICT LIBRARY
6960 W. Oakton St. Niles, Il 60714

WEDNESDAY, January 22, 2020

1. CALL TO ORDER
    The meeting was called to order by President Hall at 10:00 AM. President Hall welcomed Sara Brown, the director at Grayslake Area PLD as well as C. Rademacher from Niles-Maine and Emily Compton-Dzak, interim director at Winnetka PLD.

2. ROLL CALL
    The attendance sheet was passed.

Algonquin	S. Murray	Lake Villa	A. Lentine
Cary	D. McNulty	Lincolnwood	J. Tucci
Crystal Lake	K. I. Martens	McHenry	J. Scholtz
Des Plaines	J. Bonell	Morton Grove	P. Leffler
Ela	M. Womack	Niles-Maine	S. Lempke
Evanston	K. Danczak Lyons	Northbrook	K. Hall
Fox River Valley	L. Rosenthal	Palatine	J. Dilger
Fremont	S. Davis	Park Ridge	H. Smith
Glencoe	A. Kim	Prospect Heights	A. Todd
Glenview	T. Room (alternate)	Round Lake	J. DiDonato
Highland Park	J. Conway	Wilmette	A. Auston
Huntley	F. Novak	Winnetka	E. Compton-Dzak
Indian Trails	B. Shepard	Zion	M. Jacobsen
Lake Forest	C. Lemmer		

Also present: S. Brown, Grayslake; C. Rademacher, Niles; R. Malinowski, CCS; B. Stoneburner, CCS; Kathleen Weiss, CCS: D. Wischmeyer, CCS.

3. ADDITIONS TO THE AGENDA
    None.

4. PUBLIC COMMENT
    None.

5. CONSENT AGENDA

Dilger MOTIONED; McNulty SECONDED to

ACCEPT THE CONSENT AGENDA AS PRESENTED INCLUDING APPROVAL OF THE MINUTES OF NOVEMBER 20, 2019.

APPROVED BY UNANIMOUS CONSENT

6. BUSINESS
    a. Potential Membership Size – There was a lengthy discussion regarding the pros and cons of adding to the CCS membership. The Governing Board agreed that resource sharing and lower costs were driving growth. Additional considerations include the expertise of the CCS team, leverage with ILS issues and buying and negotiating power. There was agreement that resource sharing and membership growth is healthy for CCS and patrons.

       President Hall asked if there were any concerns about growth. There was a discussion about how to identify if CCS gets to a tipping point regarding systems or staff work, and there was agreement that the Executive Committee will let Governing Board know if they reach a point of concern regarding growth. The Governing Board agreed with the suggestion to contact non-member libraries to gauge their interest in CCS and potential timeline, and agreed it was important to be welcoming to all. There was agreement that a formal plan to bring in new members was not needed at this time, but that CCS will be thoughtful in the approach to membership and look at geographic region when determining fit.

       The Long Range Planning Committee will meet on January 23 to start discussing the next strategic plan, which will be an opportunity for further discussion and to determine what CCS should focus on next.

    b. Grayslake Area Public Library District Membership – S. Brown said that Grayslake is very excited about the prospect of joining CCS and that resource sharing is part of their library's strategic plan.

Scholtz MOTIONED to

ACCEPT GRAYSLAKE AREA PUBLIC LIBRARY DISTRICT AS A NEW MEMBER OF CCS.

Ayes: Algonquin, Cary, Crystal Lake, Des Plaines, Ela, Evanston, Fox River Valley, Fremont, Glencoe, Glenview, Highland Park, Huntley, Indian Trails, Lake Forest, Lake Villa, Lincolnwood, McHenry, Morton Grove, Niles-Maine, Northbrook, Palatine, Park Ridge, Prospect Heights, Round Lake, Wilmette, Winnetka, Zion-Benton
Nays: None
Abstain: None
Absent: None

MOTION CARRIED BY ROLL CALL VOTE

The Governing Board welcomed Grayslake with a round of applause.

c. User Experience Methodology and Recommendations – K. Weiss presented an overview of the three rounds of usability testing completed in 2019, including background information, goals and focus of each round, methodology used, participants, findings and recommendations. K. Weiss outlined the three levels of recommendations from the UX Advisory Group and explained the recommendation process:

- Require – adopt by all member libraries
- Suggest – Recommend as best practice, libraries may opt to adopt
- Explore - Recommendation may be possible in the future

S. Brown left the meeting at 11:04 AM.

There was a discussion around the UX process and implementation, and K. Weiss fielded questions from the Governing Board. CCS encouraged libraries that if they have a suggestion for testing based on issues patrons are encountering, to either bring to PAS for discussion or open ticket with CCS.

i. Standardize Library and Catalog Home – The UX Advisory Group is proposing the addition of Library Home and Catalog Home buttons in PowerPAC to assist patrons with navigation. Standardizing Library and Catalog Home buttons was the only item listed that is required for all libraries that is new standardization.

R. Malinowski distributed a sheet requesting libraries list the contact information of who is authorized to make catalog changes. CCS will contact any libraries unsure of their contact.

Murray MOTIONED; Leffler SECONDED to

STANDARDIZE THE LIBRARY AND CATALOG HOME BUTTONS IN THE POWERPAC.

APPROVED BY UNANIMOUS CONSENT

K. Weiss will work with libraries and web designers to make the necessary changes.

d. Hold Slips and Patron Privacy Update – At the January Governing Board meeting, the board asked the Circ/ILL Advisory group to review and make a recommendation on system-wide standards for self-service hold slips. The Advisory group decided:

- Libraries with self-service holds must use the Polaris Hold Pickup Slip with held items
    - Hold slips must display 4 or fewer characters of the last name, plus the first and middle initial
    - The hold slips must display the hold unclaimed date
- Optionally, the hold slips may display
    - The last 4 or fewer digits of the library card barcode
    - The item barcode
- The hold slips may not display any part of the patron's phone number

With this decision CCS will be in compliance with the new language as outlined by ILA. There was a lengthy discussion as to whether this standard will make it difficult for patrons to find their holds and there was a suggestion to include in future UX testing. President Hall reported that the decision could be revisited in the future if necessary and that any library who wishes to discuss at a future meeting should reach out to herself or R. Malinowski. CCS have begun working with libraries to implement the change.

7. COMMITTEES AND GROUPS

   a. Advisory and Technical Groups – Several libraries reported an increase in the number of items on picklists over the last several months at the January 20 Circulation Technical Group meeting. CCS reviewed hold trends and initial findings show that most libraries are seeing an increase in holds of +/- 10% and that while circulation of physical materials continues to trend downward, there is an overall increase in the number of holds placed. CCS would like to partner with a library that uses LEAP to do picklist to time and track picklist and workload. There will be further discussion at the upcoming ILL meeting and CCS will look for volunteer libraries. CCS will also continue to research the types of materials being put on hold.

   b. RAILS News and Groups – President Hall reported that there currently is no one from CCS on the RAILS board. Elections will take place in the spring.

   c. Library and Vendor News – CCS has not heard of any changes related to the sale of Innovative to ProQuest but CCS continues to work with the current site manager. R. Malinowski will be at PLA in February.

   d. Governance Committees – Committee reports were included in the packet. There were no additional questions from the Governing Board.

8. REPORTS

   a. President – ILA Legislative Day is scheduled for February 17 in Buffalo Grove. She encouraged all directors and their boards to register and sent a link to the list of legislators to libadmin.

   President Hall conducted a straw poll regarding fine free with the following results:
   - Libraries that are fine free - 9
   - Libraries that have voted fine free but have not yet implemented - 2
   - Libraries are discussing fine free with their board by end of calendar year 2020 - 13
   - Libraries not considering fine free - 3

   There was a question regarding the status of Innovative wiping out fines for libraries that go fine free. R. Malinowski reported that CCS still does not currently have a method for removing fines and Innovative is not currently taking custom development requests. R. Malinowski has requested a service quote from Innovative, but this work would be a one-time request per library. R. Malinowski will communicate the individual charge once

received from Innovative and recommended this issue be brought up at the Innovative midwinter conference.

b. Secretary – No report.

c. Treasurer – No report.

d. Executive Director – R. Malinowski reported that Rachel Fischer started with CCS on January 20 as the new Member Services Librarian for Technical Services.

President Hall recognized A. Lentine for her service as director of Lake Villa and there was a round of applause by the Governing Board. A. Lentine thanked the board.

9. ADJOURNMENT

President Hall adjourned the meeting at 12:02 PM.

Respectfully submitted,
Jane Conway, Secretary