

System Services Ad Hoc Committee

Meeting 9/14/12

Directors present: F. Rees; G. Thorpe; G. Governan; J. Bogino; F. Baldwin; T. Lawrence; J. Dempsey

MHLS staff present: R. Drake; E. McCarthy; M. Advocate; M. Nygeres

Minutes:

1. Boopsie for libraries- Marketing Committee looking into the possibility of a mobile app. Cost would be \$10,000 per year. If mobile theme works is it worth it? Recommendation to have Marketing committee review further.
2. How to share start-up costs for consortium-priced products and services that are incurred by a member library when other members opt to purchase the product of service at a later date. Desire to encourage early adoption of modules. Would like a mechanism for early adopters to recover some of the initial cost. Cost of equipment in one library has never been shared.
Recommendation: In the case of Self- checkout the committee recommends the initial cost of purchase comes out of the Capital Fund. As libraries adopt self-checkout they each pay the buy in fee, maintenance fee and a prorated amount of initial cost back to the Capital Fund. Beacon gets reimbursed from the Capital Fund \$5300 minus their prorated fee. Any future purchase comes before the system funding task force for evaluation on a case by case basis.
3. Member's satisfaction survey: Discussion on what MHLS BOT is looking for and hoping to gain from the survey. There are 3 separate entities- MHLS BOT; Executive Director and System. Could be 1 survey covering all 3 or 3 separate surveys. Need to have different survey for directors and trustees. Questions should be more quantifiable with a fair range questions including negative that measure impact. Focus should be on just a few aspects of POS each year not all. Potentially 2 surveys a year and 2 director focus groups (break out session during DA) First survey that goes to Board Presidents should focus on MHLS trustees- "What can they do for You".
Recommendation: Hold off on all until they are more fully developed. November will be first DA focus group session. Discussion topic will be on the communications element. Committee feels MHLS BOT should have more frequent communication with Boards.

Merribeth and Mike will draft the survey and share with the group via email.

Respectfully submitted,

Julie Dempsey