System Services Committee Meeting
March 8, 2013

Committee Members attending: F. Rees, (chair); G. Governan; T. Lawrence; F. Johnson; E. Freudenberger; C. Rodriguez; J. Kelsall-Dempsey; J. Bogino; P. Kaufman
MHLS Staff attending: M. Nyerges; M. Advocate

Meeting called to order at 12:07 pm by Chair Rees.

1. Merging of System Services and System Funding Task Forces into a single advisory committee: While generally in favor of this action, there was discussion involving guidelines of the future committee. It is felt that the two groups should meet and define these guidelines. Once these are established, confirmation of representatives will need to go back to the county directors groups. Until then, everyone currently serving on both committees are encouraged to continue to participate.
    Recommendation: Systems Services recommends the merger and requests that the first joint meeting of the two groups occurs after the April 5th DA meeting.

2. Directors Association Focus Groups on effectiveness of system communication: Much discussion on the information collected. While these focus groups exclude people who are not in attendance at the meetings, this type of forum makes it easier for people to give feedback and feel heard, especially those who are not comfortable speaking in a public setting. Hopefully this will translate to increased attendance at DA meetings. Points raised in the focus groups include the following:
    a. Bulletin: It's a good way for the system to have direct contact with all member libraries. There was discussion regarding whether the amount of staff time devoted to it is worth the value and also the 'In the News' emails. MHLS feels it is worth the time and there was general agreement that both these actions are a low impact way of keeping everyone up to date.
    b. Member library trustees: There is some suggestion that library trustees don't know enough about system services. Additional training for trustees could be helpful along with attendance at Trustee Essentials and Advocacy Boot Camp.
    c. Midhudson Trustees contact with member libraries: According to the focus group feedback, there does not seem to be a strong desire for board-to-board contact. There was much discussion regarding the qualifications of MHLS trustees. Currently terms are 5 years and trustees can serve for 3 consecutive terms. There is no requirement that trustees should serve on a member library board and there was discussion regarding whether they should. Nominations for BOT trustees come from the county groups. Possible recommendations for MHLS BOT appointees is that they attend Trustee Essentials prior to election and be required to be serving on a library board at the time of election.
    d. Technical Support: It was suggested that hours for technical support should mirror library open hours, typically 10:00 am to 6:00 pm.
    e. Billing: It was requested that bills be produced in a timely fashion. E-bills were suggested. A schedule of charges for each individual library was requested.

3. Report on 2012 MHLS Annual Member Survey: This year's survey was open-ended, making it harder to tabulate that previous years. This report did not contain actual comments from the survey. They will be sent to committee members for review prior to being sent to the full DA. **Recommendation: Committee will review comments, then discuss at the next System Services meeting.**

Meeting adjourned at 1:11 pm.