



**PrairieCat Administrative Council
Agenda
April 7th, 2023**

The Council met on Friday, April 7th, 2023, 10:30 am –1 pm
In person at the Bourbonnais Public Library District, 250 W John Casey Rd,
Bourbonnais, IL

The meeting will also be available online via Zoom:

https://railslibraries.zoom.us/meeting/register/tJItcuquqjsjHdQeyaOWELi-tuB5BdBk_k9-

I. Call to order, Welcome and Introductions

Present at Bourbonnais: Carolyn Coulter (PrairieCat), Chelsey Knippel (PrairieCat), Elizabeth Smith (PrairieCat), Kelly McCully (BD), Emily Faulkner (DK), Beth Ryan (JO)

Present via Zoom: Laura Watson (HC), Ashley Huffines (FP), Kimberly Brozovich (RP), Megan Gove (TF), Victoria Blackmer (CV), Michelle Krooswyk (NL), Melissa Landis (PrairieCat)

Absent: Laura Long (EM), Penny Bryant (PT),

Faulkner (Chair-DK) called the meeting to order at 10:30 am.

II. Introduction of Visitors and Public Comments

There were no visitors or public comments.

III. Review Agenda for Additions/Changes

There were no revisions.

IV. Consent Agenda

- a. Approve minutes for March 3rd, 2023 PrairieCat Administrative Council meetings
- b. Approve financial report for February 2023
- c. Approve check registers.
- d. Statistical reports

MOTION #1

McCully (BD) moved and Ryan (JO) seconded to approve the consent agenda as presented. There was no discussion on the motion.

***Motion carried by roll call.**

Ayes: 9

Nays: 0

Abstentions: 0

V. Membership Update

a. Update on new and upgrading members.

- Update on current training and engagement projects
Smith (PrairieCat) gave an update on the Membership. She explained that Lostant's Go Live was successful and they are officially a Basic Online member of PrairieCat. Coulter plans to attend Lostant's board meeting to make a connection with Lostant's board and answer any questions they may have. The Byron Schools project has been moving along. They have been meeting their goals, which is great. PrairieCat has a follow-up meeting with them in May. Mt. Carroll is in the process of upgrading their membership to Basic Online. They are amid a construction project so that has caused some delays in their Go Live. Freeport Memorial Hospital has not sent a formal notice to cancel their membership, but we still foresee that happening.

PUG Day has been scheduled for September 29, 2023 at Wabaunsee Community College. This is a one day, in person conference. Smith put a call out for program proposals and encouraged the Council and their libraries to submit program proposals. Faulkner (DK) asked if there were topics that people want to see. Smith responded that the survey results showed customer service, ED&I, and leadership and management. People are always interested in programming sessions, as well.

Smith said the new PrairieCat website is moving along. Cherry Hill has told us they will have it completed by the end of April. We hope to have a launch date toward the end of May.

Coulter (PrairieCat) mentioned Winnebago Public Library is entertaining joining PrairieCat. They would come in as a Fully Participating member. They are near Pecatonica and planned on calling Penny Bryant at Pecatonica to find out more information. Coulter will be going to their board meeting on April 20, 2023.

VI. Administrative Issues

- a. Review of Delegates Assembly discussion regarding eRead Illinois
Coulter (PrairieCat) asked the Council if they still want to bring eRead Illinois to a vote. The Council did not object. eRead Illinois will be put up for a vote at the Delegates Assembly meeting on April 26, 2023.
- b. Update, Vega Discovery progress
Coulter (PrairieCat) stated that PrairieCat is currently working on

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eMaterial integration. We have five libraries that are integrated with OverDrive: Johnsborg, Dekalb, East Moline, Freeport and Princeton. The next round of libraries will be Bourbonnais, Rock Island, Byron and New Lenox. We could take one more if anyone would like to volunteer. PrairieCat is still meeting with Innovative every one to two weeks depending on any concerns we have as we go. We are in continued contact with their project manager, Samantha. We are making progress. Coulter would really like to step up our efforts with the pushing the membership to link the Vega catalog on their websites and encourage their patrons to try it out. Coulter added we have left Encore in the budget for FY24 as a reference tool. Faulkner (DK) asked if keeping Encore would only be short term. Coulter replied, yes, we will only keep Encore for the short term. Gove (TF) stated she is waiting to post the Vega catalog to her patrons until eCommerce is integrated. Coulter explained we are holding off on eCommerce integration because we want to avoid causing potential problems with Vega eCommerce conflicting with Encore. This is something that we need clarification on. She will discuss it with Innovative.

Coulter said we will add the survey links to the collection sites instead of only on the kiosk sites. We will also add questions to the survey to include eMaterials. Some of the survey results have relayed confusion regarding the kiosk sites and their restriction to only search materials found in that library, not throughout PrairieCat. Our patrons are used to being able to search all PrairieCat. It might be best to forego the kiosk sites and only use the collection sites. Faulkner agreed, especially for small library patrons, it would be nice to know the book they want might not be at the library, but they can still get it in a couple days. Ryan (JO) countered that it would still be helpful to know what is in the library if the patron really needs the material quickly. Coulter said this is a decision each individual library can make for themselves. Faulkner asked if the "Concepts" description could change to "Subject" in Vega. Coulter can make that change. Coulter brought up that when checking out an eBook it says "Get It Now." Should that be changed the "Check Out Now"? The Council agreed to this change. Faulkner asked if there is a patron help page for Vega. Coulter answered yes, but believes that help PDF should be linked on each library's Vega Collection site and there should be a separate help document for eMaterials. Watson (HC) said she would be interested in joining the next round of libraries to ingest eMaterials from OverDrive into Vega.

c. Review of final FY24 budget and fees

Coulter (PrairieCat) shared the draft budget for FY24. She mentioned a capital reserves savings of \$10K is reflected in the budget. A 4% staff salary increase for all staff is included, as well as a 1% merit increase. The merit line was requested by the Administrative Council. The 4% amount is based on information received from HR Source regarding average payroll increases in libraries. The per-library fee for both fully

participating and basic online circulating members has been increased. The FY23 levels were \$3328 Fully Participating/\$2329 Basic Online. A 3.5% increase was added to the Fully Participating cost and the Basic Online also adjusted, to bring the new per library charge to \$3427 Fully Participating/\$2399 Basic Online. Our inflationary percentile of the ILS contract did decrease with the new Innovative contract, but Coulter suggested we retain the 3.5% in these fees as well as the Capital Reserve fees for FY24. This "evens out" the costs to smaller and larger libraries more equitably and helps absorb the doubt digit increases we are seeing in insurance and other costs, as well. Capital reserves costs were also adjusted up 3.5%.

Hosting fees were adjusted up 5%, as the Finance Committee desires to recoup this cost in the fee formula. Union List per library and capital reserve fees have been recalibrated to reflect the rate of 25% of the Fully Participating rates, as detailed in the General Policy Manual. This budget reflects increased amounts for Delegates Assembly and Administrative Council, both of which will be held in person for FY24. An in-person PUG Day is reflected, as was instructed by Administrative Council. This was based on feedback we have received from members via the recent Strategic Planning survey that reflected a desire to return to in-person conferences. At this point, Administrative Council would like to return to an every-other-year in person structure for PUG Day. Increases to insurance that we experienced in FY23 are reflected, as well as an estimate of a 10% LIMRICC increase in the last six months of FY24. This budget also includes short term disability insurance. This budget reflects our new IMRF rate for FY24, which will be 12.92%, a reduction from the 14.02% we have had in the previous year. It also reflects costs for the addition of Vega Discover as our production online catalog, per our contract with Innovative. Also included is the cost for Encore hosting (approximately \$8,600) in case we wish to keep Encore up for an extended period. This does not include, however, Syndetics Unbound (book covers, add-value content) for Encore if we do this. That cost (approximately \$41,000) seemed exorbitant to maintain for a secondary catalog interface. All of this results in an aggregate increase of 8.13% for FY24.

Faulkner (DK) stated the budget seems very reasonable considering the other cost increases that have happened around the nation. The Council agrees to send the FY24 budget to the Delegates Assembly for approval.

- d. Review of membership level eligibility, FY24
Smith (PrairieCat) stated that The Administrative Council annually reviews Membership Levels and Eligibility as outlined in governance documents. All public libraries are in the appropriate membership level based on their eligibility. The exception is Mt. Carroll Public Library; however, this library is already upgrading to Basic Online membership with an expected Go Live in 2023 so no action is needed. All school libraries are in the appropriate membership level based on their eligibility, so no action is

needed at this time. It is recommended to clarify the language regarding the school eligibility at an upcoming meeting. For public libraries, the report details the 3-year average of total operating expenditures as reported in the IPLAR. The PrairieCat fees as a percentage of that is also shown. Most libraries that spend more than 5% of their operating expenditures on PrairieCat fees are eligible for a lower level of PrairieCat membership yet are choosing the higher level for the services it provides. All Fully Participating members spend less than 5% of their operating expenditures on PrairieCat fees, with an average of 2%.

For school libraries, the report details the 3-year average of enrollment. Membership eligibility for schools is based on the following from GPM Appendix A:

- School libraries with a housing count (students) of 1400 or more are eligible for Basic Online or Fully Participating membership.*
- School libraries with a housing count (students) of 1399 or fewer are eligible for Union Listing membership, Basic Online or Fully Participating membership.*
- If a school district consists of multiple member schools and is already using a shared circulation system, admission to PrairieCat at union list level is allowed despite student body size.*

- e. ACTION: Approve Public Library representation levels (Tiers) for FY24
Coulter (PrairieCat) explained that tiers are how libraries vote and represent the membership based on each library's fees. A few libraries will be moving around this year. Reddick will move from Tier 2 to Tier 1. Kankakee will be moving down from Tier 1 to Tier 2. Flagg-Rochelle will move up from Tier 3 to Tier 2. Lastly, Harvard Diggins will move down from Tier 2 to Tier 3. There are 13 libraries in Tier 1, 26 in Tier 2 and 52 in Tier 3. We are moving a couple libraries around, but maintaining the balance.

MOTION #2

Gove (TF) moved and Brozovich (RP) seconded to approve FY24 Public Library representation levels (tiers). There was no discussion on the motion.

***Motion carried by roll call.**

Ayes: 9

Nays: 0

Abstentions: 0

- f. ACTION: Approve changes to General Policy Manual regarding eCommerce Chargeback policy
Smith (PrairieCat) explained that every month we process the eCommerce report and we reconcile the payments with the payments we have received via PayPal. Our policy is that we do not do credit card refunds. However, chargebacks where the patron is disputing the charge

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with their bank is happening more often. Our policy does not address chargebacks and RAILS Accounting has said that we can accept these, it just needs to be updated in the General Policy Manual. It is recommended to add the following regarding chargebacks: *Chargebacks occur when a cardholder asks their bank to reverse a transaction. PRAIRIECAT will not dispute chargebacks of Ecommerce payments. PrairieCat will accept the chargeback, notify the member library, and direct the member library to discuss the issue with the cardholder. PrairieCat will deduct the chargeback from the ecommerce pay-out in which the chargeback occurred.*

MOTION #3

Ryan (JO) moved and McCulley (BD) seconded to approve changes to the General Policy Manual regarding eCommerce Chargeback policy. There was no discussion on the motion.

***Motion carried by roll call.**

Ayes: 9

Nays: 0

Abstentions: 0

- g. ACTION: Approve changes to the Circulation Manual regarding collection agency policies
Landis (PrairieCat) stated that it was recently brought to our attention that the existing policy regarding collection agency use in the PrairieCat Circulation Policies and Procedures Manual did not address the process whereby one library would submit another library's patrons to collections. The Circulation Committee took up this discussion and arrived at the recommended adding in the following to the Collection Agency Policy:

-PrairieCat libraries can choose to have their patrons submitted automatically to a collection agency regardless of the materials' owning library.

-Libraries can also submit patrons to a collection agency manually using the following guidelines:

-A library can submit another library's patron if the patron owes \$50.00 or more on the submitting library's materials. The \$50.00 threshold is for materials owned by the submitting library only.

Collection fees and fines are not included in the threshold amount.

-The submitting library is not required to contact the patron's home library regarding the patron's collection status.

-No patron under the age of 18 without a parent's name on the account will be submitted for collections.

-Libraries may purge/waive collection fees owed to other libraries only if the fee is 7 or more years old. It is best practice to notify the submitting library of the waiver and the patron's name.

Gove (TF) commented that the first part of the policy where patrons

are submitted automatically regardless of the materials' owning library. She has surrounding libraries' patrons that solely visit her library and use her materials and because those patrons' home library has a collection policy, they get sent to collections even though her library does not send patrons to collections. Landis replied that there is no way in Sierra to base collections on the owning library's materials. It can only be based on the patron and their home library. Faulkner (DK) asked, for example, a Dekalb patron who only visits Talcott library owes \$50.00 on Talcott materials, why are they being sent to collections if Talcott does not care if they owe on their materials. Landis explained that it is because Talcott is not the patron's home library. Faulkner asked if we should take out the automatic and make it so a library must manually send patrons to collections. Coulter (PrairieCat) said making it manual may upset and create a lot of work on the bigger libraries. Landis agreed. Faulkner asked if this change is up to the Council to approve. Coulter replied yes, and you do not have to approve it, but that does not change the problem at hand. Faulkner asked if anyone else experiences this problem. Huffines (FP) said she is in the position where this situation could arise but has not had complaints regarding this. Brozovich (RP) explained that Rock Island was one of the first PrairieCat members to join and use collections. The logic behind sending a patron to collections based on the home library instead of the owning library of the materials was that the home library is paying for this patron's membership fee. Gove asked how many people are sent to collections and would this be a lot of work to manually go through those. Ryan (JO) said when she worked at Woodstock, it was a considerable amount of people sent to collections each month. But at Johnsburg we probably have 1 person a month sent to collections. Brozovich stated that Rock Island went Fine Free at the beginning of the year, so our collections have reduced, but in March only 15 people were sent to collections. Manually going through 15 people would be manageable, however, 50 would be very time consuming. Gove asked if Unique Collection Agency could send a verification spreadsheet to the libraries so they can confirm the submissions. Ryan answered that is probably would not matter. The libraries would probably just confirm and not go through the list.

Coulter suggested reaching out to the 16 libraries who are using the automatic collection process and gage how they feel about switching the policy from automatic to manual.

MOTION #4 to approve changes to the Circulation Manual regarding collection agency policies was tabled until next month's meeting.

- h. Approve board resolution for voting procedures

Coulter (PrairieCat) stated the voting resolution was drafted by our

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lawyers and if agreed upon by the Council, this will go to Delegates Assembly for approval. The Council agrees to send the change to Delegates.

- i. **ACTION:** Approve changes to Resolution Establishing The Process For Participation By Electronic Means In Meetings
Coulter (PrairieCat) explained we would like to change "The Process for Participation By Electronic Means in Meetings" To clarify the rules regarding remote attendance at PrairieCat meetings. The existing resolution includes some language that is more restrictive than the Illinois Open Meetings Act, and thus precludes voting changes that the Council would like to make. We removed the requirement to do roll call voting if there is anyone attending remotely and removed the requirement to list and announce the names of those attending remotely. These changes have been reviewed by our lawyer and meet the requirements of the Illinois Open Meetings Act.

MOTION #

Gove (TF) moved and Huffines (FP) seconded to approve changes to Resolution establishing the process for participation by electronic means in meetings. There was no discussion on the motion.

***Motion carried by roll call.**

Ayes: 9

Nays: 0

Abstentions: 0

- j. Review of Delegates Assembly Agenda

Coulter (PrairieCat) shared the agenda for the Delegates Assembly. This will now include the voice affirmation voting as previously discussed. Coulter asked if there was any presentation the Council would like to present at the meeting. The Council suggested having Monica Harris with RAILS and introduce herself to the membership and go over the new RAILS website. McCulley (BD) suggested showing how the integration of OverDrive and eMaterials with Vega looks. Coulter will start by reaching out to Monica Harris.

VII. Ad Hoc Committee Updates

- a. Resource Sharing Committee – No report
- b. Finance Committee – no report

VIII. Review of Meeting – what worked and what didn't.
The meeting went well.

IX. Public Comments
There were no public comments.

X. Adjournment
The meeting adjourned at 12:00pm.

Next Meeting – Friday, May 5th, 2023, New Lenox Public Library, New Lenox, IL