

## **RAILS CONSORTIA COMMITTEE MEETING**

Monday, April 15, 2019 | 10:00 a.m.

RAILS Burr Ridge, Videoconference Sites, and Conference Call  
125 Tower Drive, Burr Ridge, IL 60527 | 630.734.5000

Conference calling: 800.747.5150; access code 7345137

### **AGENDA**

1. Welcome—Paul Mills
  - a. Videoconference Sites:
    - i. RAILS—Bolingbrook
    - ii. RAILS—Burr Ridge
    - iii. RAILS—Coal Valley
    - iv. RAILS—East Peoria
    - v. IHLS—Edwardsville
    - vi. Illinois State Library
    - vii. Cherry Valley Public Library District
2. Designation of Minute Taker—Jody Rubel
3. Roll Call of Members—Jody Rubel
4. Introductions of Guests; Announcements
5. Public Comment
6. Adoption of the Agenda
7. Approval of Minutes of the January 14, 2019 Consortia Committee Meeting
8. Unfinished Business
  - a. Update on The MARC of Quality issues—Anne Slaughter
  - b. Exposing Consortial Holdings Working Group charge—Anne Slaughter
9. New Business
  - a. Simply E—Deirdre Brennan
  - b. Data needs and issues in shared catalog consortia—Discussion
  - c. FY2020 committee representatives—Jane Plass
  - d. FY2020 meeting schedule—Jane Plass
10. Reports
  - a. Consortia Committee Chair
  - b. Consortium reports
  - c. RAILS report
  - d. Report on the systems meeting with CARLI and the Illinois State Library—Deirdre Brennan
  - e. ICOLC meeting report—Jane Plass
11. Adjournment

Final vote or action may be taken at the meeting on any agenda item subject matter listed above, unless the agenda line item specifically states otherwise.

### **Consortia Committee Members**

- RAILS Board: Paul Mills (Chair), Gwen Gregory (both voting representatives)
- Consortia Representatives
  - Cooperative Computer Services (CCS)—Kate Hall (alternate), Rebecca Malinowski (voting representative)
  - I-Share—Kristine Hammerstrand (voting representative)
  - LINKin—Betsy Adamowski (voting representative), Lindsay Braddy (alternate)
  - Northern Illinois Cooperative (NIC)—Jane Lenser (voting representative)
  - Pinnacle Library Cooperative (PLC)—Matt Hammermeister (alternate), Scott Pointon (voting representative)
  - PrairieCat—Carolyn Coulter (alternate), Emily Porter (voting representative)
  - Resource Sharing Alliance NFP (RSA-NFP)—Barbara Love (alternate), Kendal Orrison (voting representative)
  - Rock River Library Consortium (RRLC)—Jennifer Slaney (voting representative)
  - System Wide Automated Network (SWAN)—Aaron Skog (voting representative), Rich Wolff (alternate)
- Ex Officio:
  - Illinois Heartland Library System—Cassandra Thompson
  - Illinois State Library—Gwen Harrison
  - RAILS—Deirdre Brennan; Jane Plass; Anne Slaughter; Laura Turner as RAILS Board President

## RAILS CONSORTIA COMMITTEE MEETING

Monday, January 14, 2019

RAILS Burr Ridge

125 Tower Drive

Burr Ridge, IL 60527

### MINUTES

#### 1. Welcome

Paul Mills, RAILS Consortia Committee Chair, welcomed everyone and called the meeting to order at 10:00 a.m.

#### 2. Designation of Minute Taker

Jody Rubel, RAILS Administrative Assistant, was designated minute taker.

#### 3. Roll Call of Members

*Burr Ridge:* Gwen Gregory, Kate Hall, Paul Mills, Scott Pointon, Aaron Skog

*East Peoria:* Kendal Orrison

*Phone:* Kristine Hammerstrand (phoned in at 10:03 a.m.), Jane Lenser, Emily Porter (phoned in at 10:04 a.m.), Jennifer Slaney

*Absent:* Betsy Adamowski, Rebecca Malinowski

#### 4. Introductions of Guests; Announcements

*Burr Ridge:* Deirdre Brennan (*ex officio*), Nincy George, Matt Hammermeister, Jane Plass (*ex officio*), Jody Rubel, Anne Slaughter (*ex officio*)

*Coal Valley:* Carolyn Coulter

*IHLS Edwardsville:* Cassandra Thompson (*ex officio*)

*IHLS Champaign:* Pamela Thomas

*Illinois State Library:* Karen Egan

Nincy George, RAILS Cataloging Services Coordinator, introduced herself to the committee and gave a brief background on her cataloging experience and expertise.

#### 5. Public Comment

There was no public comment.

#### 6. Adoption of the Agenda

Ms. Hall moved, and Mr. Pointon seconded, that

THE RAILS BOARD CONSORTIA COMMITTEE ADOPT THE AGENDA AS PRESENTED.

The motion carried.

#### 7. Approval of Minutes of the October 15, 2018 Consortia Committee Meeting

Ms. Hall moved, and Ms. Gregory seconded, that

THE MINUTES FROM THE OCTOBER 15, 2018 RAILS BOARD CONSORTIA COMMITTEE MEETING BE APPROVED AS PRESENTED.

The motion carried with one abstention.

## 8. New Business

### a. Strategic planning: process and goals

Consortia representatives discussed approaches used to develop their consortium's strategic plans and timeline of their current plan. The discussion highlighted key items in the plans:

- Governance structure
- Goals and objectives, including
  - Affordable training
  - Developing an institutional knowledge base
- Consortium identity
- Demonstrating value and impact

### b. OCLC batchloading and The MARC of Quality

Ms. Plass provided an historical overview of The MARC of Quality (TMQ) bibliographical services and funding. RAILS receives grant monies through the Illinois State Library to support OCLC batchloading for several consortia. TMQ will continue services only through FY2020. Ms. Slaughter added that cataloging managers from several consortia recently formed a group to identify design specifications for TMQ replacement.

Based on committee discussion, it was agreed that a working group needs to be formed. The working group's charge will outline what needs to be achieved and identify solutions beyond TMQ. Anne Slaughter will lead the working group's efforts and report back to the RAILS Consortia Committee. Ms. Slaughter will draft the working group charge to be presented at the April meeting.

### c. Cataloging Maintenance Center

Cassandra Thompson (SHARE Director at Illinois Heartland Library System) and Pamela Thomas (IHLS Metadata Cataloger) summarized Illinois Cataloging Maintenance Center (CMC) services available to system member libraries and LLSAPs. The CMC can assist with database cleanup and with original and copy cataloging for eligible collections (including genealogy, local history, and special collections). Carolyn Coulter (PrairieCat Director) shared that the CMC is assisting with cleanup of bibliographic records from the PALS legacy system and submitting a proposal for additional services. CMC staff will distribute marketing materials to systems.

## 9. Reports

### a. Consortia Committee Chair

No report.

### b. Consortium reports

- CCS reported that Morton Grove Public Library went live on January 14.
- Pinnacle implemented a chat service, and staff are configuring the SimplyE e-book reader app.

c. **RAILS report**

- No additions to the written report.

**10. Future Meetings**

- April 15, 2019 at 10:00 a.m.

**11. Adjournment**

The meeting adjourned by acclamation at 11:48 a.m.

# DRAFT

## Exposing Consortial Holdings Working Group

### Proposed Membership

Includes representatives from all consortia currently working with TMQ for OSMOSIS.

- Carolyn Coulter, PrairieCat
- Rebecca Malinowski, CCS
- Kendal Orrison, RSA
- Dawne Tortorella, SWAN
- Suzanne Schriar, Illinois State Library (*ex officio*)
- Anne Slaughter, RAILS (*ex officio*)
- Cassandra Thompson, IHLS (*ex officio*)

### Charge

Five Illinois consortia (CCS, PrairieCat, RSA, SHARE, and SWAN) currently batchload holdings information to OCLC via a service called OSMOSIS. This is being funded by grants from the Illinois State Library. As of July 1, 2020, OSMOSIS will no longer be available. To help determine strategic priorities for exposing consortial holdings on the web and facilitating resource sharing in the absence of the OSMOSIS service, the working group will seek to answer the following questions:

- What options exist to help meet the objectives of exposing library holdings on the web and facilitating resource sharing?
- Is it necessary to have a single solution? What are the potential pathways that may or may not include OCLC?
- Discrepancies in fees and prohibitively high cost to some libraries erode statewide investment in OCLC. What is the Illinois State Library's long-term commitment to OCLC, and WorldCat specifically?
- How important is it to consortia to require OCLC membership?
- What is the long-term or medium-term need to keep holdings updated in OCLC? If this is needed, what are the core issues facing each consortium in updating holdings? Is there an existing provider that can develop and/or deliver the service?

### Time Period

The working group will begin its work in May 2019 and present its final recommendations to the Consortia Committee at its October 2019 meeting.

# Consortia Committee

## Proposed FY2020 Meeting Schedule

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Quarterly meetings, usually on the third Mondays at 10:00 a.m. at RAILS Burr Ridge, other videoconference sites, and via conference call

- July 15, 2019
- October 21, 2019 (The ILA conference is October 22–24 in Tinley Park.)
- January 13, 2020. Second Monday. The third Monday is Martin Luther King Day. The fourth Monday falls during the ALA midwinter meeting (January 24–28, 2020).
- April 20, 2020

# Consortial Reports

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## CARLI/I-Share

- Ex Libris Alma has been chosen for our next I-Share platform, replacing Voyager and SFX in 2020 for the 91 institutions that are part of CARLI's I-Share resource sharing system. CARLI's Ex Libris Alma Primo VE migration project has three major phases:
  - Phase 1: Onboarding, January 2019–February 2019
  - Phase 2: Vanguard, March 2019–June 2019
  - Phase 3: Implementation, July 2019–June 2020

CARLI created an Alma Primo VE web page on the CARLI website, including an FAQ for the project:

<https://www.carli.illinois.edu/products-services/i-share/alma>

- The first in-person session of “CARLI Counts: Analytics and Advocacy for Service Development” was held at the I Hotel in Champaign on February 19–21, 2019. Forty team members and eight mentors participated. Evaluations from both days were overwhelmingly enthusiastic, citing the power of teamwork and the consortium. Many attendees were excited to learn about ways to get started on this important initiative. CARLI Counts, an Institute of Museum and Library Services grant project, is a continuing education library leadership immersion program that prepares librarians to make effective use of research findings on the impact of academic libraries on student success for the twin purposes of service development and library advocacy.
- CARLI is wrapping up negotiations on a new agreement for the database package provided at no direct cost to all members. CARLI is also pursuing an RFI for consortially-sharable e-books.
- New CARLI services include a website design service based on LibGuides and designed by NC Live, the North Carolina library consortium. A webinar for interested members is slated for April 18 at 10:00 a.m.
- CARLI will welcome the Chicago History Museum as a new Governing Member on July 1.
- CARLI has a wealth of wonderful continuing education offerings on the horizon.
  - OER Forum, April 29, Loyola University, Chicago
  - 2019 New Directors Institute, May 15–16, CARLI Office, Champaign
  - CARLI Instruction Showcase, May 23, North Park University, Chicago
  - Mid-level Leaders Symposium: CARLI's Next Deans and Directors, date TBD, Holiday Inn, Champaign (Registration fee to be charged)
  - ACRL Roadshow: Standards for Libraries in Higher Education, date and location TBD (Registration fee to be charged)
- Don't miss any CARLI news! You don't need to be a CARLI member to sign up our Announce email list; it's open to all. Sign up at <https://carli.illinois.edu/mailman/listinfo/announce>

## Cooperative Computer Services (CCS)

- Morton Grove Public Library's go-live was a success. CCS libraries were able to resume circulation ahead of schedule, and Morton Grove began circulating on January 15.
- In January, the CCS Governing Board approved Indian Trails Public Library District's request for membership. CCS staff are working with ITPLD and Innovative towards an October go-live.
- CCS will host a Governing Board retreat in June as part of our evaluation of our governance structure. We are continuing work to update policies after reorganizing our policy manually thematically.
- In March, the Governing Board voted on an extended strategic plan. This plan updates our 2016–2019 plan and extends it until December 2020. Two new goals were added to existing initiatives:
  - Determine ideal membership size based on CCS goals and values, staffing, and geography.
  - Gauge member interest in centralized cataloging and research potential models.

- CCS staff worked with Innovative and StackMap to resolve ongoing issues. Innovative developed a patch to resolve issues with conflicting SQL jobs. StackMap revised its code to stop interference with some PowerPAC features.

## LINKin

- No report

## Northern Illinois Cooperative (NIC)

- The Northern Illinois Cooperative migration to PrairieCat continues to move forward. The go-live date is set for May 21, and we are on target to meet that. Staff training is a priority for the next couple of months. Sessions are being held both in person and online. Fortunately, since NIC is migrating from Millennium to Sierra (both under the Innovative umbrella), many things are similar, so that is making it easier for staff.

## Pinnacle Library Cooperative (PLC)

- Pinnacle recently upgraded to the latest version of Polaris—Polaris 6.2. One of the features in the new update allows the OPAC to display similar titles in a patron's search results. When a user searches the catalog, if no copies of a particular title are currently available, a carousel will display with related materials that are currently available at the patron's library. The update also included further enhancements to Leap, the web-based version of the ILS.
- Work continues on the SimplyE pilot project. So far, we have ingested collections for OverDrive, cloudLibrary, Axis360 and BiblioBoard. We'll soon be given access to an early version of an app that will allow us to begin preliminary testing.
- The Pinnacle Library Cooperative Governing Board is in the process of revising its bylaws. The primary changes include the removal of outdated sections, updates to use consistent language throughout, and an explanation of the Cooperative's cost-sharing formula.

## PrairieCat

- PrairieCat is still very busy with the upcoming go-live of the NIC libraries. The eight NIC libraries will join PrairieCat on May 21, 2019 and begin circulating on our system. We are currently working hard on data configuration, migration, and training for these new members.
- Our spring round of Member Updates were held from March 25–29. Member Updates are meetings with our membership throughout our service area for the purpose of outreach, information dissemination, and feedback, and have been held every spring and fall for the last two years.
- PrairieCat has implemented a new learning management system, Talent LMS, to help with our training initiatives. An evaluation of current training practices is underway. Our goal is to create a more responsive and effective training program for members.
- Nominations are open for Administrative Council and standing committee seats, with elections set for May 13–24.
- Our next Resource Sharing Summit will be held on Friday, May 17. We will again engage Amanda Standerfer to facilitate our open discussion of “hot” topics from our Resource Sharing Committee.
- Planning is also underway for the 2019 PUG Day (PrairieCat User Group Day), which will be held on September 20 at Northern Illinois University’s Rockford center. More information will be forthcoming as we get closer to the event.

## Resource Sharing Alliance NFP (RSA-NFP)

- RSA continues to work with three new libraries that are joining RSA.
  - Flanagan Public Library District is mostly finished with cataloging.
  - Ransom Memorial Public Library in Altona is cataloging.
  - Williamsfield Public Library District is cataloging.

- We have filled our Senior Cataloging and Database Specialist position by hiring Jane Bradbury. Jane brings an academic library background and perspective to the RSA staff. She started in January and has fit in well with the team.
- RSA's FY2020 budget was approved by the Board of Directors. The Board also approved the start of a strategic planning process that will also help us determine new membership levels and a new fee structure. We expect this process to run in two phases and last approximately two years. The second year will be for the fee structure revamp.
- In project news, staff continue working on long-term projects, including our new BLUEcloud Mobile app. We've run into some e-book configuration issues and are working with SirsiDynix to find the correct configuration. We are also in the final phase of reworking our job descriptions and adding a new Member Services User Experience Coordinator job description so we can fill that position soon. Finally, RSA staff continue to define our priorities and data elements in preparation for moving our help desk and customer relationship management (CRM) functions into Salesforce.

## Rock River Library Consortium (RRLC)

- RRLC met in March and approved working with RAILS to implement NCIP with Find More Illinois and The Library Corporation software RRLC uses, beginning in FY2020. Sterling High School has decided to join Find More Illinois.

## System Wide Automated Network (SWAN)

- Green Hills Public Library District is now live on SWAN. The data migration and January 29 go-live were very smooth events. The first week at Green Hills was planned with SWAN staff on site to help answer library staff questions. Due to the polar vortex the Chicago area experienced that week, we extended our on-site presence into the following week when Green Hills patrons returned to the library. Green Hills is the 25th library to join SWAN over the past 10 years.
- The SWAN FY2020 budget was approved by the membership at the March Quarterly meeting. This budget reflects operating budget increases with SirsiDynix, OCLC, EBSCO, and Unique Management Services. Some increases are from software licensing adjustments due to SWAN adding 20 libraries, and others are due to additional SirsiDynix services. The personnel, benefits, and facility budget lines have no increases from FY2019.
- In March, SWAN announced an internal staff reorganization on our staffing arrangement. Details on the changes and the vision behind them are detailed in the [staff restructuring plan](#). SWAN will be arranged into four service units:
  - Administration
  - Bibliographic Services
  - Information Technology and Support Services
  - User Experience

This eliminated the Member Services department; those six staff were moved into the four service units.

- [SWAN's 2019–2023 strategic plan](#) is now posted on the SWAN Support website. This plan contains six objectives for the next five years.
- SWAN has moved to infrastructure-as-a service. We migrated to Microsoft Azure in January. Overall, the experience in the new server environment has been positive, with increased server performance amounting to the completion of many reports in a fraction of the time previously needed. Most notably to the membership, weekday morning reports (including acquisitions) are running on schedule most days, occasionally with long periods of report queue inactivity. In our previous environment, morning reports could often run up to an hour behind schedule, with the only breaks in the queue during the midafternoon.
- In an effort to ensure the efficiency and success rate of our patron notification emails from the Azure environment, SWAN IT staff have spent extensive time researching and seeking quotes for third-party volume email delivery services to improve the overall reliability of SWAN emails, provide a monitoring

dashboard to keep track of the bounce rate, and even potentially provide graphic templates to enhance our notification service.

- SWAN is providing a mobile app to all libraries as part of the current and FY2020 budget. We sent out a survey to our member libraries to request their events RSS feeds and a review of their library's name and locations served as it will appear in the app stores. The expected go-live in the Apple and Google Play stores is late April.
- SWAN's 2019 annual patron record purge is now complete. The criteria for this year's purge were:
  - Records with an expiration date before 01/01/2016 if the library expires their cards
  - Records with a last activity date before 01/01/2016 if the library does not expire their cardsWe used BLUEcloud Analytics reports to identify the patron records that fit the purge criteria. Records cannot be removed if there are any bills, checkouts, reading history, or holds. Once we created a list of user records that fit the purge criteria, we removed the reading histories for the records. We confirmed that access via Enterprise, as well as direct access through the e-resource app (e.g. Overdrive, Axis 360, Hoopla), updates the last activity date of library patrons with each provider. Confirmation of this allowed us to move forward with the reliance on last activity date to determine inactivity.
- SWAN rolled out several changes to the Enterprise catalog in February. These changes were made as a result of the Fall 2018 Enterprise usability study conducted with library patrons.
  - We added the following facets to the Format facet in Enterprise:
    - eBook
    - eAudiobook
    - eVideo
    - eMusic
  - We provided new icons for all of our formats, including new downloadable format icons that feature a unifying "download cloud" to make it clearer what is a download and what is a physical item.
- The SWAN User Experience Team is conducting an evaluation of the current landscape of online catalog (OPAC) and discovery platforms. The goal is to establish a shared understanding of the options available to us. From there, our membership can better determine the next steps for our online catalog. We shared a draft of a discovery platform evaluation matrix with our Discovery & User Experience Advisory Group and defined what discovery platforms will be in scope for our evaluation.
- SWAN's strategic plan objective 3 specifies that SWAN will review its governance structure and provide recommended changes. Committee work will begin after the SWAN Board is presented with an overview of the process of converting the SWAN organization to a 501c3 entity. Based on the tactical plan, the 501c3 analysis should be completed by July 2019. The committee will begin work some months after the SWAN Board decides on the 501c3 status. Once the pros and cons of the 501c3 conversion are understood, the SWAN Board Governance Study Committee can decide on how bylaws should be revised and what the SWAN membership agreement would look like, along with representation.
- The planning group for the annual SWAN event (SWAN Expo 2019, aka the "SWANx19" Event) held its first meeting. We are envisioning the event as a SWAN library community "expo" where libraries can showcase efforts taken in programs, collections, and technology to engage the communities they serve.

# RAILS Report

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## **FY2019 RAILS Catalog Membership Grants**

The second and final application deadline for FY2019 grants is April 17, 2019. Anne Slaughter is preparing budget estimates for FY2020 grants. If you know of libraries that want to join your LLSAP in FY2020 (July 2019–June 2020) and have not yet let Anne know, please contact her at [anne.slaughter@railslibraries.info](mailto:anne.slaughter@railslibraries.info) or 630.734.5127 as soon as possible.

## **Annual Library Certification**

Thanks to all consortial staff who assisted their libraries and RAILS with the required ILLINET ILL Traffic Survey and the annual certification process. Most RAILS members certified successfully, including all members of shared catalog consortia.

## **Membership Standards Data Collection**

Many RAILS libraries have already completed the RAILS membership standards data collection form. However, to get as many responses as possible, we have extended the deadline to April 15, 2019.

Consortial staff may be asked for reports to help their libraries gather data. Collection is being done via a web form, but the form can be previewed in PDF format at <https://standards.railslibraries.info/special/StandardsFormPreview.pdf>.

## **RAILS Staffing Changes at Burr Ridge**

RAILS has filled six open positions at the Burr Ridge office:

- Grant Halter began as Data Coordinator and Research Analyst on April 8. Grant will oversee data collection, analysis, and related research for and about libraries in Illinois and beyond to assist libraries, library systems, and other affiliated organizations in making informed decisions about services, resources, and developing trends or issues. Grant was previously the Data Analyst at Oak Park Public Library and is also working with SWAN.
- Anna Duff will begin as an Administrative Assistant on April 9. Stacy Palmisano will begin as an Administrative Assistant on April 15.
- Margae Schmidt and Diana Rusch will begin as Consulting and Continuing Education Specialists on April 15. Margae has worked at RAILS since 2014, first in the Illinois Talking Book Outreach Center and more recently as Administrative Assistant, and she also has previous library experience. Diana comes to RAILS from the Tinley Park Public Library, where she was the Adult Reference Librarian.
- Leila Heath will begin as Library Resources and Programs Manager on April 29. She will manage RAILS' cooperative purchasing and vendor discounts, work with Anna Behm (E-Content Specialist) on RAILS e-content programs (including BiblioBoard Library and the eRead Illinois Axis 360 collection), and oversee the RAILS Explore More Illinois program, which will connect libraries and their patrons with museums and other attractions. Leila has most recently worked as Head of Public Services at Warrenville Public Library District.

We welcome all our new staff and extend our congratulations to Margae.

## Find More Illinois

Find More Illinois now includes 37 library agencies and connects 10 catalogs—the consortial catalogs of PrairieCat, RSA, and Rock River Library Consortium, as well as three I-Share library catalogs and four catalogs of libraries with standalone integrated library systems. The list of current participants can be found at <https://www.findmoreillinois.org/libraries>. Four more libraries are in the implementation process.

Auto-Graphics continues to work on developing patron authentication via OpenAthens (an identity and access management service) to meet SWAN's needs and is working on software development to support reciprocal borrowing (Patron Lookup functionality). Both development projects are based on Auto-Graphics version 6 code base.

RAILS and Auto-Graphics plan to upgrade to SHAREit version 6 in early May. Version 6 will provide improved security, enhancements to the search interface, more options for RAILS super user administration, and a more flexible platform for future software development.

## Explore More Illinois

Explore More Illinois launched on April 1, 2019 with 86 participating libraries, 13 cultural attractions, and 15 offers. RAILS expects to add some additional attractions in the next few weeks and to start adding more participating libraries by April 15. There are already libraries on the waiting list. Libraries that want to join are encouraged to fill out the authentication form at <https://exploremoreillinois.org>.

## Replacing L2 Grant

RAILS has been awarded special grant funding from the Illinois Secretary of State, through the Illinois State Library, to replace L2. Originally conceived as a continuing education calendar and membership directory, Library Learning (L2) has evolved into a critical tool for library staff and library systems across Illinois, and the platform can no longer support our evolving needs. This replacement project will allow us to continue this important work. RAILS anticipates the project will take the full 18 months of the grant period.

It's important that RAILS hears from as many stakeholders as possible, so we've scheduled several town hall meetings in April:

- Friday, April 19, 2019 from 10:00 a.m. to 3:00 p.m. at RAILS Burr Ridge
- Wednesday, April 24, 2019 from 10:00 a.m. to 3:00 p.m. at IHLS Edwardsville
- Thursday, April 25, 2019 from 10:00 a.m. to 3:00 p.m. at RAILS East Peoria

Details are available on L2 at <https://www.librarylearning.info>. Please register in advance if you're planning to come.