

WiLS Board Meeting Notes
Monday, March 19, 10:00 a.m.
Warner Park Community Recreation Center
1625 Northport Dr., Madison, WI 53704

Board Members, in attendance:

Mark Arend, Winnefox Library System, Treasurer
Martha Berninger, DPI
Peg Billing, Tomahawk School District, Chair
Nathan Dowd, Edgewood College
Melissa Matz, Elmbrook School District
S. Morrill Morrill, WiLS (ex officio)

Steve Platteter, Arrowhead Library System, Chair-Elect
Jane Roisum, Fox Valley Technical College
Kristin Vogel, St Norbert College
Paul Waelchli, UW-Whitewater
Teresa Voss, Verona Area School District
Scott Vrieze, UW-Stout

WiLS Staff, in attendance:

Melody Clark
Andi Coffin
Sara Gold

Melissa McLimans
Emily Pfothenauer
Bruce Smith

Guests:

Katie Aldrich, Northwestern Technical College, CoopAC Representative
Megan Smith, UW Practicum Student with T. Voss

Call to Order: Changes/Additions to the Agenda

Meeting was called to order at 10:03 AM. There were no changes or additions to the agenda.

Approval of February 2018 meeting minutes: Joint meeting and Board

M. Arend moved to approve the Joint meeting minutes. T. Voss seconded. There was no discussion and motion passed unanimously.

M. Arend moved to approve the Board Meeting minutes. P. Waelchi seconded. There was no discussion and motion passed unanimously.

Reports of Committees and Workgroups

- Cooperative Purchasing (CooPAC) – K. Aldrich reported that membership has stayed the same. There are currently 12 members in CooPAC; five from academic libraries, three from public libraries, three from k-12 school libraries and one representing a special library. CooPAC has met twice so far this year. Their primary focus has been supporting the WiLS cooperative purchasing redesign. They are currently beta testing the survey that will be sent out to members. They have also provided feedback for the WiLS reseller agreement, made a recommendation to add functionality to MyWiLS for members to reference, as well as made specific product recommendations. Some CooPAC members have also volunteered to participate in informal feedback sessions at various conferences, including: WEMTA (Wisconsin Educational Media & Technology Association), WAAL (Wisconsin Association of Academic Librarians), and WAPL (Wisconsin Association of Public Libraries).
- Ideas to Action – The group will be meeting today after the WiLS Board meeting to discuss next steps.
- Finance Committee – The Committee met last week and did a six months financial review. The majority of the conversation was to understand when income and expenses occur during the year. S. Morrill will be writing documentation to detail the annual flow. As a reminder, the Finance Committee has restructured slightly and has one Committee member reviewing financials on a monthly basis. On a whole, the Finance Committee is doing more work to stay more involved.

Treasurer's report

S. Morrill reported on behalf of T. Klement. The balance sheet is done through January. Revenues are ahead slightly

compared to last year at this time. Events look off because of the way that WiLSWorld is budgeted. Cooperative purchasing is a little low because the mark-up percentage is down this year. American Express is a great revenue source and should hit budget at the middle of the year. Expenses are all on target and are solid. WiLS has a mutual fund manager for investments who views the investments as a long-term project.

Director's Report

The Directors' report was sent out in advance of the meeting. There were no questions on the report. It was commented that, with Lisa Marten leaving, it is interesting how much the contributions of an individual to the team come to light once they leave.

Discussion: WiLS annual report

The WiLS annual report was sent out in advance of the meeting. There were no questions or comments at this time.

Discussion: WiLS Cooperative purchasing revamp

In addition to having CoOPAC test the survey, a version of testing will be done at the upcoming WEMTA Conference to get feedback and have a solid survey to send out to members. WiLS is in the process of recruiting volunteers at WAPL and WAAL to do additional testing. The goal is to have the survey finalized by the end of May. The Board agreed that the plan was good and liked that multiple groups were reviewing the survey to gather different perspectives. The Board appreciated the time that was being put into this revamp process and the evaluation of the survey for all different member types.

Discussion: Proposed organizational restructuring

S. Morrill shared a document outlining a proposed new structure and the group reviewed the document together.

One of the goals of the realignment is to provide more support for everyone. S. Morrill wants to create a team of people to be peer support for others. That group will check in with people, but not be in a supervisory role. They would not be expected to reallocate time but redirect issues to either the director or, if appropriate, the newly developed strategy group. Meetings/check-ins will be individual focused, not necessarily team or project focused. The support group will check in with each other as well as to help identify issues and trends. This might require more shifting/evolution of the positions. This will be an additional "job" for some but will be considered in the time allocation.

In addition to the support group, a strategy group would be formed to focus on budget, short and long-term business development, and to consider new services areas. This group would also be responsible for reviewing time allocations and organization-wide issues. Most likely this team would include the small team leaders.

Staff meetings will be retained with potential of reporting out from the strategy and support groups and with the intention of gaining feedback at staff meetings for input on various issues.

Teams will stay in place (WPLC, Coop, Consulting, Digital Projects, etc.) Some teams will have a more formal coordinator/leader put in place. Some of the groups may potentially have a rotating coordinator position for the meeting facilitation role. Rotation could be quarterly or every six months.

Both the strategy and sponsor groups would meet together on a regular basis to discuss issues, themes, etc. This will help build a little redundancy and support for the whole organization.

The Board asked questions and offered suggestions:

- *Is there any kind of flex with the sponsor group based on projects?* S. Morrill is visualizing that it would be more permanent and the match is based more on the staff's skills, not projects.
- There was a concern about overload of staff since the WiLS staff is relatively small and the Board member wanted the WiLS staff to be careful of this.
- *What type of training would be provided for the sponsor group?* This is an unknown element at this time.
- Perhaps sponsors could be organized by strengths, time management, gaining buy in, organization, etc.
- Be conscientious of meeting times, so that staff are not continuously tied up in meetings.
- Strategy group: lay out the roles in advance. Are they advisory? Are they setting strategy? Etc.
- It might be beneficial to have the team leads on the strategy group.

- Time allocation may not align with priorities and what is important and there needs to be an awareness of this.
- *How is this going to be evaluated to see if this is a successful model?* A full evaluation may take a long period of time as some things only occur on an annual basis. There was a suggestion to maybe have staff journal/check in once a quarter to assess the process.
- Think about how a new hire would fit in with this structure.
- The HR role should be considered and outlined in the sponsor group role.
- *Who determines strengths?* A lot of this is already known, however there will need to be conversations about strengths within the organizations.

As WiLS moves into this structure, the tools used by staff will also be evaluated (Smartsheets, Megsheets, etc.).

It was asked what suggestions the Board has for training. For the sponsor group, having the HR component will be helpful as well as the emotional/caring support component. It is thought that a lot of the training will happen within the groups.

The Board agreed that this is a good plan to move forward with and implement.

There will be some budget implications to this as well which will be brought back to the Finance Committee.

Discussion & action: Report on the evaluation of the Executive Director and action on compensation plan for 2018/19
22 people responded (Board and staff members) to the director evaluation. Confidence in S. Morrill's ability was overwhelmingly positive. There were great comments and some concern that the director was stretched too thin and overworked. P. Billing felt it was time to discuss this and the possibility of an assistant director. The new organizational structure should help. It was suggested to create a task group to make a recommendation for a salary increase for the director. It was felt that the work that the task group did last year was relevant and should be a starting point for the conversation. M. Arend, M. Berninger, P. Waelchli, T. Klement, and P. Billing volunteered for the Task Force. This group will convene online via Basecamp.

Discussion: Review of feedback

A few years ago, WiLS implemented a continuous feedback project. Surveys for projects are issued upon project completion. Consortium are surveyed on an annual basis. S. Morrill asked the Board how it is helpful for them to see this information. It was felt that the Board only needs to see this on an annual basis. A yearly comparison would be helpful to identify trends. In addition, description of the process would be beneficial as well.

Feedback shows that for consulting, WiLS is very approachable. For events, feedback shows that the K-12 space is one that is not typically reached. It was suggested to do some yearly comparisons for satisfaction of events. For consortium management, WISPALS was surveyed. Cooperative Purchasing had some more concerns than in other areas. Timeliness of response was one of those concerns. WiLS is currently working on addressing this and services in the revamp process.

There was a question of how will this evaluation be addressed or incorporated with the new staff restructure. How this is addressed will most likely be a case by case situation or addressed differently by different teams.

Discussion: Any suggestions/concerns as we create the operational budget for 18/19?

This item in the agenda was meant to be an area to express concern for budgeting as a result of any discussion from today. There were no concerns, suggestions or questions.

Next meeting

The next meeting will be on June 11, 2018 from 10:00 AM – 12:00 PM via GoToMeeting. Focus for the meeting will be to create a nominations committee for the Chair-Elect position and to take action on the operational budget for 18/19.

Adjourn

T. Voss moved to adjourn the meeting. M. Arend seconded. There was no discussion and the motion passed unanimously. The meeting adjourned at 1:06 PM