NorthNet Library System
Sustainability Retreat, part 2
Sheraton Four Points
4900 Duckhorn Drive
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November 15, 2011
9:00 AM – 4:00 PM

Agenda

Purpose of today's meeting: Identification of the most promising service model(s), for action at the December 5 Council meeting

1. Welcome and introductions

2. Brief recap of process to date

3. Building blocks - alternative service models, by program (Attachment A)

4. Initial recommendations

   a. Results of small group evaluation
   b. Cost implications of the alternatives
   c. Summary observations

5. Rethinking the NorthNet service mix

6. Rethinking the NorthNet approach to cost sharing

7. Next steps

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PART I: CLSA-RELATED PROGRAMS

Direct Loan/Universal Borrowing/Interlibrary Loan/Delivery:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Scan, link, or print on demand wherever possible, rather than ship hard copy. Near term, this makes sense for non-fiction, rare content, and public domain titles only. Over time, increased availability of downloadable titles and cost reductions in "desktop" POD may make this a reasonable alternative to traditional hard copy resource sharing.	Deconstruct this service into components and offer pricing that reflects the origin, purpose, and usage patterns of the delivery traffic. Allow members to opt in at any or all of these levels on an annual basis: • Loans generated within a shared ILS – technically ILL but more akin to branch deliveries in volume and frequency • "Classic" ILL across library jurisdictions and automated systems • Courtesy returns of materials borrowed directly by patrons but returned at another library Delivery needs and activity levels are diverging, and "classic" ILL accounts for a smaller and smaller percentage of loan and delivery activity. Considering different strategies for these different needs may be the key to funding this service equitably and sustainably.	Apportion delivery fees on a net imbalance basis rather than straight volume or number of stops. Net lenders' contributions of materials to resource sharing would be reflected in credits against their share of delivery costs. Alternately, reduce delivery load and frequency by treating loan traffic within shared ILS systems as floating collections, and do not return items immediately to the owning library.

System Advisory Board:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
WebEx or Skype meetings only; no travel.	Not applicable if you want to retain CLSA eligibility.	Each member library pays expenses of its own SAB representative. Members take turns serving as liaison to the SAB and hosting SAB meetings.

Second-Tier Reference:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Member libraries with reference capacity participate in QuestionPoint on behalf of the entire system.	Member library or libraries with reference capacity offer to handle referred questions for any other member on a paid subscription basis. Subscribing is optional.	Member library or libraries with reference capacity offer to handle referred questions on a fee per question basis. The asking library deposits funds with NorthNet. NorthNet transfers payments into answering library's NorthNet account as service is reported by answering library. Alternately, member libraries with reference capacity agree to handle referred questions on a "round robin" basis. Asking libraries submit questions to a centralized tracking service, similar to an IT help desk tracking system.

System Administration:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Conduct all system-funded business online. Go paperless, making all system operational documents – beyond hard copy needed for audit – available in a shared repository, accessible to all the members. Member libraries pay for their own participation in any face-to-face meetings.	Divide management responsibilities from leadership/consultative/research and development responsibilities. Make one systemwide arrangement – either a system employee or outsourced to another organization – for basic, day-to-day administrative tasks, e.g. filing state reports, accounting for system funds. Use contract(s) for work on all other specific projects, e.g. grant writing. Libraries opting to participate in these contract projects would bear both costs and liaison responsibilities for working with the contractor(s).	Same as cafeteria plan, only use member library staff instead of contractors for all leadership/consultative/research and development responsibilities.

PART II: BEYOND CLSA

Cooperative Collections:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Share a collection of downloadable e-books, audio books, and databases (current approach).	Negotiate prices for shared collections on a systemwide basis, but make buying into shared collections optional in any given year. This requires an "enrollment window" approach, as well as thresholds for minimum number of participants. Negotiate systemwide (or statewide) pay-per-use database licensing, similar to State of Wyoming contract with Gale, to license databases on a just-in-time rather just-in-case basis. Both these approaches require a significant amount of analysis and liaison work – see System Administration options above.	Member libraries agree on common collection diagnostic tools/reports, and share statistical information about ongoing purchases and usage of collections of all types. Consider committing to collection specialties.

Integrated Library Systems:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Create a platform for direct access to shared services by pursing development of a systemwide (or statewide) patron authentication/digital identity scheme, along the lines of Identity 2.0. Take a systemwide approach to development of library-related smart phone apps.	Continue to offer incentives and support to member libraries to share or link an ILS. The intention of this is to move away from a separate operational layer at the system level and embed resource sharing activities entirely in local workflows. Libraries that opt into a shared or linked ILS would be eligible for full participation in the cooperative system. Libraries that cannot share or link would have a more limited menu of services from which to choose.	Member libraries with technology capacity and expertise offer consulting and/or services to other members on a barter basis.

Staff Development and Training:

Virtualized	Cafeteria Plan	Barter/Credit/Piggyback
Conduct all system-funded training online. Conduct all "affinity group" or committee meetings online. Rotate responsibility among the membership for facilitating WebEx discussion/problem solving meetings on topics of interest to the broader membership.	Contract for systemwide training opportunities and make participation optional (current approach). Seek fixed price training opportunities, such as Infopeople contract workshops, rather than offerings based on per-person training fees. Alternately, only participating member libraries divide cost of training among themselves.	Member libraries agree to invite staff from other jurisdictions to their own local training events. Alternately, member libraries exchange training content by "loaning" trainers to one another on a barter basis. Alternately, member libraries rotate responsibility for developing training on topics of interest to the broader membership. Alternately, member libraries offer to mentor one another's staff.