

Workgroup updates for PLSR Steering Committee May 2017

Chapter 43

The workgroup will meet on May 18, 2017.

- The workgroup has been gathering a lot of detailed information about how other states are structured in relation to governance, administration, funding and provision of services, including documenting the various entities involved. This information will be compiled and provided to the Steering Committee.
- Over the summer, the workgroup will begin more closely following the development of the service workgroup models to learn any potential legislative factors that might need to be considered the Chapter 43 workgroup with any potential service model recommendations.

Collections Workgroup

The workgroup is scheduled to meet on May 18. They are collecting information from other states about electronic resources and digitization services.

Consulting and Continuing Education Workgroup

The workgroup met on April 18, 2017 via GoToMeeting and will next be meeting on June 15, 2017 in-person.

- The workgroup has split into 3 sub-groups to work on specific areas of their model.
 - The administrative group is identifying the support needed for the staff that will be providing the services. This includes what tools staff will need to communicate and collaborate. Identifying specific support needs such as equipment, subscriptions, etc. that are needed by staff to perform duties.
 - The portal group is determining what specifically Consulting and Continuing Education desires to have available via a central web portal site. This team has information from the Defining a Help Center Topic Team to help define its scope.
 - The services group is determining what services will be provided and how they will be accessed and provided by and to libraries. This team has developed a questions that will be sent to the survey panel to help them with their work.
- At the June 15th meeting the workgroup will begin assembling a framework of their services model based on the work of the 3 groups. This will help the workgroup identify what is missing and what their next work plan activities will be over the summer.

Delivery Workgroup

The workgroup will meet in person by June 16, 2017.

- The workgroup has been coordinating a statewide gathering of all delivery volume handled during a sample week to use for understanding demand as they start their next steps, which will

be gathering and determining in-house and vendor service model capacities and costs over the summer.

ILL and ILS Workgroup

The workgroup met on May 9, 2017. This summary is being prepared before the meeting.

- At their last meeting, the group worked toward a unified model for their merged workgroup. Four sub-groups were formed to do work between meetings:
 - Reviewing and detailing the new model
 - Patron database: Part of the proposed model involves sharing patron information, either through a shared database or by querying individual ILS databases. This group was considering the potential models.
 - Best practices: Part of the output of this workgroup will be a list of best practices to make the proposed statewide discovery layer effective. This subgroup began discussions about the best practices.
 - Local ILS staffing: group was considering recommendations/best practices that would be suggested for local ILS staffing to support the proposed model.
- Other topics of discussion at their meeting included:
 - Information from the topic teams and impacts on the workgroup models.
 - Non-public and out-of-state libraries and how they will fit into the model.
 - Reviewing the list of services included.

Resource Libraries Workgroup

The workgroup met on April 4, 2017 via GoToMeeting and will next be meeting on June 15, 2017 via GoToMeeting.

- Workgroup members are assigned to closely follow the development of the other service workgroup models and communicate with workgroup leaders as needed. Members are gathering information about how any of the service workgroup models might be considering any provider roles for Resource Libraries and/or libraries in their models.
- The workgroup will meet in person at the end of the summer to begin discussing potential workgroup recommendation ideas and how the role of Resource Libraries and/or libraries in the ecosystem of statewide coordinated library services may or may not be articulated legislatively.

Technology Workgroup

The workgroup met on May 2, 2017.

- The group discussed the necessity of a survey for individual libraries about the amount spent on technology support services and decided they would move forward with such a survey, with systems acting as the conduit for distribution.
- The results from the topic teams were presented. The workgroup is being asked to do some work on the platform for the help center, and they felt that they needed more information to do so. They also wanted some clarification on primary and secondary hubs. Individuals would need to be located at some of the secondary hubs in their model.

- The group discussed the ramifications of the ILL and ILS Workgroup's model, which does not align ILS regions with the proposed hubs. Further conversations with the ILL and ILS Workgroup will be necessary to fully understand the issues and work toward solutions.
- The group began to review the list of services. Next steps will be to determine which of the services are core required, core optional (services that would be included with the core package but would not be required), and opt-in. They discussed the need to discuss how services will be provided, and will start identifying those areas, too.
- They will meet again on June 6th for a check-in meeting.