

URSUS Directors' Retreat
July 28-29
University of Maine at Machias

Present: Bryce Cundick, Shiva Darbandi, Chris Hepler, James Jackson Sanborn, Leslie Kelly, Linda Lord, Barbara McDade, David Nutty, Joyce Rumery, Kim Siebold, Marianne Thibodeau, Ben Treat

We thank Marianne for her hospitality and for arranging the rooms and the meals.

Agenda

Two items were added to the agenda, floating collections and adding libraries to the URSUS group.

Review of goals from 2013 retreat.

The group reviewed the goals we set last year. We met with the Vice Chancellor and provided the Roadmap document. We have not been able to achieve the connections or a way to improve information literacy for incoming students in a consistent manner.

We still need to work on the Maine Shared Collections Strategy and how that might impact the URSUS libraries that were not part of the grant.

The work of the three sub committees (reference, circulation, and special collections) is underway.

Discussion on the future of libraries using the two articles - *Libraries in the Digital Era* and the *ALA Task Force on the Future of Libraries*

Our libraries as a third place, as community centers. The third place concept is not all or nothing. Libraries can be third places and still have the resources and services that are now part of the library. But we do need to diversify, our portfolio needs to include the services and resources that matter to our communities – writing center, tutoring, spaces to create or make, spaces for quiet contemplation, and other areas. We also need open, welcoming library staff to assist users. We do need to change and respond to what our users want or need.

How do we get users involved with the library at all ages, we all have the community of users, but for public libraries there is a loss of the 20 to 30 age group. This is a problem for us all. Libraries have to be made relevant for this group, how do we achieve that and make the library a place for all age groups.

Even in the world of fiction, there are too many self-published books for the library staff to determine the best – this was once readers’ advisory, but now there are so many titles it is a much more difficult task. If we are daunted by this we know users are too, how do we navigate all of the resources for our users.

Information literacy should be our role at all libraries. Fort Kent library staff work with their students on competency in information fluency. They benchmark at the first and second year. How do we get users who think they found what they needed with a Google search to change to more appropriate resources? Users need to know how to find the information they need in the most efficient manner using the most appropriate resources. Faculty do not all model good searching, so this may be a place where we can start. We can survey the faculty and staff to find out what the library can do differently. What are the needs and do we have the right staff. The ACRL Information Literacy Competency Standards for Higher Education (<http://www.ala.org/acrl/standards/informationliteracycompetency>) are being revised this year.

The I Lead project may be one way to have information literacy be a part of a larger conversation including all libraries and age groups.
http://www.maine.gov/msl/libs/ce/ilead_usa/index.shtml

How does the lifelong learner approach searching do we all have a role in their information needs? We need to have a way for life-long learners and others to have access to the information they need. The licensed databases that they may have used during their education are not available after they leave school. Public libraries have a big role in this aspect, not only for the individual learner, but for businesses and organizations.

In the ALA Task Force article it was reported that the role of libraries will be active, collaborative, and developmental. We should use these three words as we look at our libraries. We should apply principles, outcomes, and techniques to those three words.

How can we help each other, we should be able to train and mentor staff across the libraries. We will share our training manuals as a first step. This can evolve to job shadowing or other types of shared training. The staff are our most important asset.

Presenting our message to users and our boards or provosts

We need to be consistent about messages, we know the themes – collaboration, efficiency, and shared resources – but we need to demonstrate this going forward.

We need an annual report of our work together. We need branding, are there places where we can say “this resources is brought to you by the library”? Maybe a splash page, this was tried once, but rejected because staff thought it interfered with the access to the database. Maybe we need a statement on the web page or elsewhere that notes that the access to the resource is provided by the library.

We should also consider other marketing ideas and ways to connect with our users. We should share these with each other when appropriate. How do we get the information about the libraries out to users and others. How can we work with K-12 more systematically. The library

brand has been books, but now it is also information and ideas. We need to cultivate relationships with our communities, but the relationships will take time and trust.

Floating collections

This idea connects with our eleven libraries, one collection document. Not all collections would be a part of this, like the new books at BPL or other collections where the usage is known to be high for a period of time. We could promote this as a new initiative or development in our conversations with boards or provosts. The initial quote from Innovative was \$3900/year for the URSUS libraries.

This software is normally used between branches so we will have to investigate how it would be used here. We will explore CS Direct and see if other libraries using the floating collection software could share their experiences. But to make it work there should be liberal policies so that most of the items can be in the floating collections. We should all take a look at the Request Function statistics to have a sense of the total amount that we may receive in a year.

Maine InfoNet Report

Sierra will be operational by Thursday morning. All staff have been notified and it is expected that this will be a smooth transition.

URSUS may have other libraries join in the future. Portland Public Library is a candidate for adding sometime in the future.

We may want to use a kickstarter type of crowdfunding platform to get resources most of us would use, statewide. One idea is to get Mango or Rosette Stone. Or Flipster or Zinio. This does mean that some libraries will get the use of the resource without paying. This is not a pay and use type of access like the Download Library. Having just the libraries who pay get the resource is much more difficult to manage. We might be able to put the income tax check-off funds into this initiative this year.

Succession Planning

We need a mentoring system for new directors. We have begun this, but it is important to continue to be available for questions or other help.

We should try to be on the search committees for directors so that the information about collaborations in the state are part of the discussion. If we cannot be a part of the search committee we should at least try to be a resource for the committee so there is an understanding of the work we do together. This information from the interview process on would help new directors understand the library climate within the state.

The library director job descriptions should include the collaborations and work with other libraries. If it is in the job description applicants would have a better understanding of the role from the beginning.

URSUS Directors' Council Leadership

Leslie Kelley is the new chair of the group and will manage the scheduling, agenda, and other work. She will take this role for two years.

There was a short discussion about having a rotation for this leadership role. For this group we need someone who wants to do the job and has the staff to make it happen.

Next meetings

The meeting schedule and location for September 2014 through June 2015 will be set soon, we will all get a poll about possible dates. There was a request not to have the URSUS meetings the same week as the Maine InfoNet meetings. The MIN meetings are already scheduled.

We also need to determine location. The Bangor Campus has rooms with conferencing equipment. The University of Maine has space and is available with enough planning ahead. The Maine State Library has space. We need to plan for other spaces while Bangor Public Library is under reconstruction.

URSUS Library Directors' Goals 2014-2015

- Annual Report – the URSUS Directors will write an annual report that can be used to describe and promote our collaborative work. We need to determine a due date for the report and where it might be promoted. We do want it posted in the URSUS section of the Maine Infonet pages.
- Training manuals – we will share our local training/mentoring manuals so that we can all benefit from the work done by our departments. These may also be posted in the URSUS section of the Maine InfoNet pages.
- We will review the URSUS page on Maine InfoNet and suggest revisions and additions. We may create a subcommittee to work with MIN for this task. The page is here: <http://www.maineinfonet.org/ursus/>.
- Floating collections will be explored. We should look at CS Direct and other libraries currently using floating collections to get more information. We do feel that the goal is to implement this for URSUS.
- URSUS directors will explore the possibility of participating in I Lead USA Maine as part of a team for information literacy. Information is at: http://www.maine.gov/msl/libs/ce/ilead_usa/index.shtml. We noted that it requires an application to
- Each URSUS Directors' meeting will have an agenda item regarding how the libraries are active, collaborative, and developmental.
- Demand Driven Acquisitions will be explored for the consortium.
- The URSUS Libraries will create a task force, in coordination with Maine InfoNet, to investigate new technologies and related applications that have the potential to change the structure and processes involved in how libraries do business and interface with their patrons.
- We will work on employing the Strategy Screen concept for the URSUS libraries for our collaborative work.
- The URSUS Library Directors will work on succession issues including mentoring and other assistance for new directors.
- The URSUS Directors will work on shared mentoring of staff and work on the sharing of library services that may include cataloging and interlibrary loan.