

**VIRTUAL MEETING  
RAILS CONSORTIA COMMITTEE**

Monday, January 11, 2021 | 10:00 a.m.

**MINUTES**

**1. Welcome**

Paul Mills, RAILS Consortia Committee Chair, welcomed everyone at 10:00 a.m. and called the meeting to order. Mr. Mills read a statement deeming that it was in the best interest to hold a virtual meeting under Administrative Act PA100-0640.

**2. Designation of Minute Taker**

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

**3. Roll Call of Members**

*Telephone/Zoom:* Emily Faulkner, Kate Hall, Matt Hammermeister, Kristine Hammerstrand, Paul Mills, Kendall Orrison, Aaron Skog, Jennifer Slaney, Tom Stagg

*Absent:* Scott Pointon

**4. Introductions of Guests; Announcements**

*Burr Ridge:* Deirdre Brennan, (*ex-officio*)

*Telephone/Zoom:* Michael Campbell, (*ex-officio*); Carolyn Coulter, Karen Goyer, Grant Halter, Gwen Harrison, (*ex-officio*); Mark Hatch, Ryan Hebel, Rebecca Malinowski (joined at 11:34 a.m.); Julie Milavec, Stacy Palmisano, Greg Pronevitz, Jody Rubel, Anne Slaughter, (*ex-officio*); Liz Smith, Sharon Swanson

**5. Public Comment via Zoom**

There were no public comments.

**6. Adoption of the Agenda**

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

THE RAILS BOARD CONSORTIA COMMITTEE ADOPT THE JANUARY 11, 2021 AGENDA AS PRESENTED.

Roll Call vote:

*Ayes:* Emily Faulkner, Kate Hall, Matt Hammermeister, Kristine Hammerstrand, Paul Mills, Kendall Orrison, Aaron Skog, Jennifer Slaney, Tom Stagg

*Nays:* None

**7. Approval of Minutes of the October 19, 2020 Consortia Committee Meeting**

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

THE MINUTES FROM THE OCTOBER 19, 2020 RAILS BOARD CONSORTIA COMMITTEE MEETING BE APPROVED AS PRESENTED.

Roll Call vote:

Ayes: Emily Faulkner, Kate Hall, Matt Hammermeister, Kristine Hammerstrand, Paul Mills, Kendall Orrison, Aaron Skog, Jennifer Slaney, Tom Stagg  
Nays: None

## 8. New Business

### a. Delivery study report and recommendations – Greg Pronevitz, Mark Hatch

Ms. Brennan introduced Delivery Consultant, Greg Pronevitz who completed a delivery study for RAILS. The study focused on examining the quality and cost effectiveness, advisability of bringing outsourced work back to in-house, advisability of outsourcing in-house work, automate sorting services, and recommend solutions to provide the highest quality cost-effective delivery services. To assess the quality and cost effectiveness, Mr. Pronevitz visited the service centers, held focus group meetings, surveyed the members, reviewed a national survey, interviewed vendors, and published a Request for Information (RFI) packet.

Focus groups revealed positive comments, along with suggestions to simplify workflow and find ways to improve integration with consortia. Survey responses indicated a high level of satisfaction with in-house services and a good satisfaction level with contracted services. Cost effectiveness was assessed by comparing volume with a national survey. The comparison indicated that cost-per-item were in the “ball park figures,” stated Mr. Pronevitz. It was noted that cost effectiveness at Bolingbrook differs due to handling the bulk of sorting academic material unlike other service centers. Costs then compared to information received in the RFI. Only one RFI response provided costs, but did not take into account costs for operating a shuttle to Champaign; therefore could not make an assessment of the validity of the cost estimate.

Mr. Pronevitz recommended issuing a Request for Proposal (RFP) for services that are currently being outsourced. Issuing a RFP would reveal a more complete picture of cost effectiveness of in-house and contracted services. The recommendation is based on the level of satisfaction with delivery services from libraries. It was recommended to add incentives and clauses for quality service and penalties for substandard services.

Mr. Pronevitz had three recommendations for automation efficiencies; 1) initiate a statewide conversation about label-less sorting; 2) find consensus on the value of standardized barcode placement, and 3) explore alternate hubs and combining the busiest hubs. Mr. Pronevitz highlighted the benefits of sorting automation with label-less sorting and the value of standardizing barcode placement. Committee members discussed the benefits, barriers, and approaches to consider when implementing automated sorting processes. Automated sorting works best with a single consortium and is the most cost effective, but can work with more than one ILS. Trade-off is investment in purchasing equipment and defining what the return on investment is. Ms. Brennan added that it is important to continue the conversation with stakeholders statewide and explore options.

### b. Statewide database survey results

Grant Halter, RAILS Data Analysis Manager summarized findings from a statewide database survey. The purpose of study was to gauge preferences and dollars spent in electronic databases to shape future discussion. Link to the findings can be found at <https://datastudio.google.com/u/0/reporting/26909759-ce19-4fb2-b509-7614bee3407d/page/pYlsB>. The survey measured what databases are owned and the level of importance to member libraries. Ms. Brennan shared there is a strong interest statewide to

explore developing a core set of the top databases to benefit Illinois libraries. Ms. Heath, RAILS Library Resources and Programs Manager asked for input from committee on best ways to approach vendors. Members shared ideas how to approach and noted that library vendor agreements expiration dates may not align with group purchase commitment period. Ms. Harrison noted that she would share data from Try It Illinois trial. Mr. Skog shared SWAN's data on the EBSCO group purchase, which can be found at [https://support.swanlibraries.net/sites/default/files/meeting/21\\_01\\_12/84220/packet2021-01-12.pdf](https://support.swanlibraries.net/sites/default/files/meeting/21_01_12/84220/packet2021-01-12.pdf).

**c. Vendor Privacy Policies Project**

Ms. Heath reported on the Vendor Privacy Policy Project that members of ELSUM (Electronic Subscription Managers Network Group) took the lead on with the support of RAILS. The project goal was to provide transparency about electronic third-party privacy policies. RAILS supported ELSUM with providing space on the RAILS website for the searchable information to reside. All public libraries are welcomed to contribute their library's information at <https://www.railslibraries.info/privacy-policies>. Depending on the project feedback, there may be an opportunity to expand to include academic and school library types in 2022. Ms. Heath thanked RAILS staff who assisted with the project. SWAN noted that SWAN as an organization has its own Patron Privacy Policy, located at <https://swanlibraries.net/swan-patron-privacy-policy/>.

**d. Consortial membership ROI**

Liz Smith, PrairieCat Training and Outreach Coordinator shared a marketing piece used to demonstrate return on investment (ROI) of being a PrairieCat member. The marketing piece was designed to promote strategic core services with library boards and others that highlights the value of membership. PrairieCat started sharing this information three years ago with its members. Mr. Skog noted SWAN uses something similar to demonstrate value.

**9. Unfinished Business**

**a. Consortia and COVID-19 – Discussion**

Committee members shared strategies for dealing with short-term and long-term library closings. Libraries are offering varied services depending on how COVID-19 has impacted the community. If libraries are unable to accept deliveries, the materials are being held at the service center. Mr. Skog added that SWAN's COVID-19 guidelines may found at <https://support.swanlibraries.net/covid-19>.

**10. Reports**

**a. Consortia Committee Chair**

RAILS received a letter from the SWAN Board about concerns surrounding the LLSAP funding formula. Paul Mills, Consortia Committee Chair and other key RAILS staff will attend the next SWAN Board meeting on January 22, 2021.

**b. Consortium reports**

No report.

**c. RAILS report**

Ms. Slaughter added the Illinois State Library Annual Certification would take place on the Library Directory and Learning Calendar (L2) website. Testing would begin soon with a few libraries from RAILS and IHLS. Certification will begin on February 15.

**11. Adjournment**

At 12:06 p.m., Mr. Mills adjourned the meeting by acclamation.