

User / Non-User Survey Workgroup Call

February 10, 2017 at 11am

Josh Klingbeil, Krista Ross, Mary Olson, Jody Hoesly, Steve Hesel, Josh Morrill, Andi Coffin

The workgroup was sent a draft of a process for Morrill Solutions Research with associated costs. The workgroup has been asked to review the proposed process and, if applicable, make a recommendation for funding to the Board at the February 20th meeting.

Background and Introductions

Funding for 2012 User / Non-User Survey

Budget was \$16,834.12 which came from voluntary contributions from members and WLA, and the WPLC R&D fund:

| | |
|--------------------------|--------------------|
| OWLS | \$1,000.00 |
| South Central | \$2,000.00 |
| Eastern Shores | \$1,000.00 |
| Northern Waters | \$250.00 |
| Manitowoc Calumet | \$400.00 |
| Winnefox | \$500.00 |
| WLA Foundation | \$2,500.00 |
| Indianhead | \$1,000.00 |
| Waukesha County | \$1,000.00 |
| Milwaukee Public Lib | \$1,000.00 |
| SRLAAW | \$1,000.00 |
| WPLC R&D | \$5,184.12 |
| Total 2012 Budget | \$16,834.12 |

Discussion

The Workgroup would like the Board's input on if priority should be given to member libraries instead of the system staff; if there is a lot of interested, priority should be given to library staff.

On recommendation of the Workgroup and with agreement from MSR, an additional 10 hours of consultation for funded projects will be added following data collection.

The Workgroup recommends that funded projects should present findings at WLA to further share what's been learned. Generally, the Workgroup feels that all information related to and gathered during this process should be shared as broadly as possible.

If needed, funded projects can purchase additional consulting time from Morrill Solutions Research (or another identified researcher who can work within the guidelines already established).

If there is an objection to the cost, we can help lower the cost by removing those additional consulting hours.

The Workgroup felt that one important aspect of criteria for project selection is reusability; whatever comes out of the process needs to be reusable and results shared as widely as possible.

Communications are important! We will work to make sure that people know about the opportunities and are reminded about them as appropriate.

Is there a reason the webinars are capped at 40? Andi will ask Josh and share with the group.

The process should clarify that the four webinars build upon one another, like a course, and they are not all the same content repeated four times. Likewise, the process should clarify that the final webinar registration is not capped.

The workgroup agrees to recommend this proposed process, with the proposed changes, and request funding from the WPLC Board in February. Steve H. will speak on behalf of the Workgroup at the February Board meeting.

The official recommendation will go to the WPLC Board with other meeting materials ideally on Monday, but if more time is needed, that can be accommodated.

Follow up with Josh K. and Josh M.: It was clarified that the training webinars are capped at 40 to garner interest and to allow some interactivity during the sessions. The process has been updated to reflect that the webinars will be recorded in case of high demand.

The final analysis webinar, with the addition of the second round of consulting, can now be opened more broadly to others interested in learning and not just the funded projects.

As with the first round of consulting hours, the second round includes two additional hours to account for MSR's preparation time.