

## **L-net Advisory Board Meeting**

July 23, 2009

**Board Members present:** Lori Moore, Kathleen Casey, Darci Hannon, Stuart Levy, Dawn Lowe-Wincentsen, Buzzy Neilsen, Erin Sharwell, Liisa Sjblom, Dale Vidmar, Lori Wamsley

**L-net Staff present :** Emily Papagni

**Not present:** Caleb Tucker-Raymond (staff), Brett Lear (MCL staff), JoAnn Klassen (board member)

### **Welcome and Introductions**

#### **History**

Emily gave us a brief rundown of the history of L-net. She also talked about some of the challenges we are facing including 4,000 questions a month and ongoing funding issues from LSTA and future funding from participating libraries (though this will not be immediate)

Emily also talked about ways in which L-net is an asset to Oregon libraries by providing VR skills to Oregon librarians (as core competency), cost savings as a co-op, encourages the sharing of skills, expertise and collections

L-net now has 35 partner libraries in Oregon and has also been partnering with Ohio.

There is new software coming soon with some good enhancements.

Emily spoke about the teams that have existed to one degree or another during the history of L-net including the training team, marketing team, and the quality team. We discussed the idea that these teams might need to be revitalized and include a Social Networking team.

Emily also went over some other L-net functions:

- L-net as self service tool

  - “find” search engine (collection of sites from chats)

  - public transcripts

- Chat software is available to every local library to serve their local patrons (local)

  - [oregonlibraries.net/local](http://oregonlibraries.net/local)

- Oregon VR Summit was in May, the video is posted online: [Oregonlibraries.net/videos](http://Oregonlibraries.net/videos)

#### **Training**

Emily talked about what’s going on in the realm of training.

Policy pages are good to remember – with helping patrons and also remember to update yours.

It was suggested that it might help to make them more standardized – the quality team is discussing doing each library policy page themselves to ensure consistency, updating, good info

#### **Discussion – What’s going on is your library?**

- In terms of the recent discussion concerning patrons change passwords or get into accounts, we briefly discussed whether an L-net specific policy surrounding issues of privacy etc. might be in order.

- We thought it was great to have pictures of the librarian visible to the patron and hope this will be possible in the future

- How kids are using L-net, how we can help, training vs. telling

Skill level, technical saviness, and availability is all over the board in Oregon

Infoquest is being used in some libraries for SMS based service. Erin is familiar, starting to use it in Hillsboro as a pilot.

Some us wondered whether spark would have a web-based option in the future?

Emily thought this was not in the plans but may be possible

Getting more partners, more staffing

volunteers, school librarians,

mentoring, partnering (for vols) students

skype, im other ways to keep connected between librarians

## **Videos**

We watched the videos created by Eva Miller and some discussion about the ideas that emerged:

Limitations are set upon us so that we cannot help patrons in the ways they need

Marketing, getting the word out about what we do and have without overwhelming people with info.

Focus groups/observations

It was brought up that pictures of the board members on board page would be nice

## **Exercise**

We chose to brainstorm our likes and “room for change” ideas on a flipchart (see appendix)

To wrap up, we mulled over our brainstorm list to form ideas for the future our biggest priorities emerged as:

### **Staffing**

We need to get more staffing, partnerships, volunteers, etc.

### **Marketing**

This needs leadership from the board

Marketing more directly to patrons (but still to librarians as well) teachers

online – craigslist, video, social networking

OSLIS

Sponsors for prizes to create video

### **Funding**

Create Foundation?

### **Spanish Services**

Providing services for Spanish speakers

(grants, partnerships, staffing)

### **Professional Development**

summit, transcripts, mentoring, collaboration and sharing

### **Initiating strong drivers/mentors/liason for partner libraries to keep things going**

### **Revitalizing teams**

summit, quality, marketing, social networking, training