

**Missouri Library Network Corporation  
Annual Membership Meeting Minutes**

**October 5, 2011  
KCI Expo Center  
Kansas City, Mo.**

The Annual Membership Meeting of the Missouri Library Network Corporation was called to order by MLNC Board President Sharon Bostick, at 9:35 a.m. following the members' breakfast.

**Roll Call**

Roll call was taken and the following Full Member libraries were represented:

Shirley Baker - Washington University (*alt. for Washington University School of Medicine*)  
Jodie Borgerding – Webster University (*alt.*)  
Sharon Bostick - University of Missouri – Kansas City (*alt. for University of Missouri – St. Louis*)  
David Bunnell – Pittsburgh State University  
Keri Cascio – St. Charles City-County Library (*alt.*)  
Anne Riley - University of Missouri – Columbia (*alt.*)  
Cindy Dudenhoffer - Central Methodist University  
Leslie Galbreath – Northwest Missouri State University  
Dennis Goodyear – Avila University (*alt.*)  
Laurie Hathman – Rockhurst University  
Karen Hicklin - Trails Regional Library  
Dale Jensen – Evangel University  
Pam Klipsch – Jefferson County Library  
Carig Kubic – Midwest Baptist Theological Seminary  
Mary Largent - Crowder College  
Carol Levers – Kansas City Kansas Public Library  
Liz MacDonald - Lindenwood University  
Fran Stumpf – Linn State Technical College  
Neosha Mackey - Missouri State University (*alt. for Drury University*)  
Sharon McCaslin - Fontbonne University (*alt. for Maryville University*)  
Waller McGuire - St Louis Public Library (*alt. for Missouri Botanical Garden*)  
Wendy McGrane - Missouri Southern State College  
Susan Morrisroe - Missouri State Library (*alt. for William Woods University; alt. for Columbia College*)  
Sheila Ouellette – St. Louis Community College  
Jim Pakala - Covenant Theological Seminary  
Steve Potter - Mid-Continent Public Library  
Helen Rigdon – Missouri River Regional Library  
Jennifer Steinfeld – Nazarene Theological Seminary (*alt.*)  
Andy Stewart - Missouri University of Science and Technology (*alt. for University of Missouri – St. Louis*)  
Stephanie Tolson – St. Charles Community College (*alt. for East Central Community College*)  
Ed Walton - Southwest Baptist University  
Roger Weaver – Missouri University of Science and Technology (*alt.*)

Representatives were present from 42 MLNC Full Member libraries, constituting a quorum. For a full list of the 46 attendees, see ATTACHMENT A.

### **Introductions**

Board President Sharon Bostick extended a special welcome to out-of-state MLNC members Creighton University, Pittsburg State University, and Kansas City Kansas Public Library. Current board members were introduced and the roll call of voting representatives and proxies was performed.

### **Minutes of the October 6, 2010 Membership Meeting**

The minutes of the October 6, 2010 Annual Meeting were reviewed. Neosha Mackey (Missouri State University) made the motion to approve the minutes, and Sharon McCaslin (Fontbonne University) seconded the motion. The minutes were adopted unanimously.

### **Bylaws Vote**

The proposed changes to the MLNC Bylaws were presented, and discussion was opened. Stephanie Tolson of St. Charles Community College suggested the insertion of the word “library” before “consortia” in Article 3A:

“The membership of MLNC shall be composed of libraries, information centers and *library* consortia that promote and aid the purposes of MLNC, agree to abide by the MLNC bylaws and pay the approved dues as established by the Board of Directors.”

After brief discussion it was moved and seconded that the vote on the Bylaws proceed, with this change noted. (Motion: Stephanie Tolson; Second: Shirley Baker). Ballots were distributed to voting representatives and proxies. Completed ballots were collected and tallied. It was announced that the changes to the Bylaws had passed unanimously.

### **Presidents Report**

MLNC Board President Sharon Bostick (University of Missouri – Kansas City) gave the following report:

MLNC continues to be highly effective in achieving its strategic areas of focus, even in our rapidly changing environment.

Here are some examples from this past year.

We continued our highly successful Speaker Series. This year we had 170 attendees at these events. These included Dr. Steven Bell, author of the From the Bell Tower column, whose talk was entitled “Designing the Future-Proof Library: Using Design Thinking to Make it Happen”, the University of Utah’s Rick Anderson’s presentation, “The Future (Or Not) of Libraries and Collections”, and Rick Lugg, of R2 Consulting who spoke on “Rethinking Library Resources: Sustainable Print Collections in a Digital World”. The feedback for all of these was very positive.

We also continued to offer specific workshops and customized training for individual libraries, workflow consulting and broader educational opportunities on higher level topics. This past year we offered 64 events and had 598 attendees, a 33% increase over last year. Examples of these workshops include “Developing and Negotiating License Agreements”, “RDA: A Practical Approach”,

“Communication and Networking Skills for Librarians”, and “Patron ILL: Make ‘Em Work for it”. These workshops also received very positive reviews from the attendees.

MLNC now uses GoToMeeting software for online workshops. This service was implemented by Lars Hagelin, MLNC’s Cataloging trainer.

We have added a very interesting new service as well. In FY2010, MLNC developed Missouri Libraries 2 Go, a group of libraries sharing a collection of Overdrive eBooks and eAudiobooks available via a customized website. By June 2011, 25 libraries were sharing over 1, 250 items and planning for a collection budget of over \$80,000 for FY 2012.

And of course, we continue to help libraries leverage resources by negotiating discounts on electronic resources. We currently manage 778 electronic resource subscriptions to 174 databases, and this is on behalf of 213 member libraries. We have enhanced our service by implementing online renewals for electronic resources via the MyMLNC portal. Our top vendors are Oxford University Press, LexisNexis, CQ Press, HW Wilson, Greenwood Publishing, McGraw Hill, and Encyclopedia Britannica. We’ve also added new vendors this year, including Ambrose Digital Video, ProQuest/ebrary, and also IFLA vouchers.

We were able to offer discounted subscriptions to the RDA Toolkit, and provide a group offer on a Customer Service DVD from Think & Do founder Steve Wishnack. And finally, MLNC offers discounts on conference registrations for Computers in Libraries and Internet Librarian, and provides lower prices on library supplies from several popular vendors.

MLNC now also provides management services to non-profit organizations and associations. In FY11, MLNC’s management services clients included the Association of Bookmobile and Outreach Services, MOBIUS, and the Missouri Library Association. The MLNC staff presented and participated at numerous meetings and conferences.

MLNC continues to be a dynamic organization of 320 members from Missouri, Illinois, Kansas and Nebraska. We continue to explore new strategic opportunities; the Board will be holding a retreat in November to that effect. I want to take this opportunity to acknowledge and thank the MLNC staff: the leadership team of Tracy Byerly and Keith Gaertner, and staff Linda Elkow, Lars Hagelin and Beth Willis whose hard work, vision and optimism have given us a successful year.

After asking for questions and hearing none, Sharon turned the podium over to the Treasurer, Sharon McCaslin.

### **Treasurer’s Report**

Fiscal year 2010/2011 turned out to be much better than anticipated primarily due to MLNC’s investment strategy performing better than expected.

The reserve fund realized a contribution to revenue of \$39,161 resulting in an increase to the fund balance, bringing the reserves total to \$463,945 as of 6/30/2011.

The operating fund utilized \$157,838 of its accumulated balance of \$863,802 resulting in a year-end balance of \$705,964.

This is a net strategic application of fund balances of \$118,676. Previous projections had indicated that MLNC would expend close to \$191,800 of accumulated funds during fiscal 10/11.

The net change in projections is attributable to several key factors.

1. MLNC investments had over \$59,786 of unrealized gains.
2. Staff transitions resulting in 3 FTE's and 2 Part-timers.
3. Reduction in physical office space from approximately 3500 Sq. Ft. to 1200 Sq ft.
4. MLNC has entered into a partnership with MLA, ABOS (Association of Bookmobile and Outreach Services), SLRLN (St. Louis Regional Library Network) to provide management services for these organizations. MLNC also provided financial management services to MOBIUS from November 2010 to June 2011. Management services is an area that MLNC hopes to grow as a revenue generating line item.

Fiscal year 2011/2012 will be another year of change for MLNC. The Board will hold a strategic planning retreat in November to determine the next best steps for the organization.

If the results of the first quarter earnings turn out to a reliable predictor for year ending balances, MLNC is anticipating a similar adjustment to the fund balances realized in 10/11 for 11/12.

In Brief: MLNC has adequate reserves, has curtailed expenses, is developing alternative sources of income as it continues to serve member libraries and has an active Board that is making strategic decisions about the future.

### **Executive Director's Report – Tracy Rochow Byerly**

MLNC Executive Director Tracy Rochow Byerly was presented. She brought attention to the slideshow that had run throughout breakfast, saying that is represented the spirit of teamwork, service and close connections that are the real culture of MLNC. It is a culture of cooperation, good fun and getting things done for our members. Then she introduced the staff and highlighted some of their accomplishments during the past year: Keith Gaertner, Associate Director, who automated electronic resource billing to avoid rekeying; Linda Elkow, Member Services Specialist who handles membership and conference registration for MLNC, MLA and ABOS; Lars Hagelin, Communications/Events Specialist, who tackled a contract cataloging project that included Arabic, Russian and Vietnamese; and Beth Willis, Member Services Consultant, who was instrumental in a successful workflow consulting project. Tracy noted that it is the staff that makes MLNC truly remarkable and she thanked them for their hard work and dedication to service. MLNC was formed to foster member library development, said Tracy, and the founders emphasized the importance of representation, voice and vote. It is that representation, voice and vote that is carried out in the Annual Membership Meeting and in Board elections. The Bylaws changes just voted on extend that voice and vote to all MLNC members, carrying out the intention of the founders of MLNC.

She also highlighted a number of new and upcoming MLNC services, including the implementation of streaming video for the Speakers Series, the transition of the QuickFlash newsletter to a blog platform, in-house consulting services, the Missouri Libraries 2 Go eBook consortium, and upcoming Speakers Series topics. She assured the audience that they can rely on her and the MLNC Board to continue their

strong track record of making wise decision about MLNCs strategic direction. In conclusion Tracy pointed out some of the other events that coincided with each decade of MLNCs existence.

**Guest Speaker, Joan V. Gallos “Working as a Compassionate Politician: Essential Skills for 21st Century Librarians”**

Joan Gallos, Professor of Leadership, University of Missouri Curators’ Distinguished Teaching Professor; and Director, Executive MBA Program at the Henry W. Bloch School of Business and Public Administration at the University of Missouri-Kansas City, engaged the audience at the MLNC annual membership meeting with an examination of our understanding of power in the context of library leadership.

Gallos posits that most librarians are uncomfortable exercising or improving their political skills, but suggested that these skills are equally as important as other management skills, and that librarians need to take a leadership role in helping the community navigate the digital world of information.

Two scenes from the movie Hotel Rwanda were viewed, after which Gallos led the audience through an analysis of political strategies used by the movie’s protagonist. Observations derived from this exercise included understanding what is important to others, and that we all have more power than we think. Gallos concluded her presentation with a directive of four skills for compassionate politicians: (1) set a clear agenda; (2) map the political terrain; (3) network and build coalitions; and, (4) bargain and negotiate.

A short question and answer period followed Ms. Gallos’ address. Sharon Bostick then called for a motion to close the membership meeting.

A motion was made by Sharon McCaslin (Fontbonne University) to adjourn the meeting. The motion was seconded by Steve Potter (Mid-Continent Public Library). The meeting was adjourned at 11:40 a.m.

## ATTACHMENT A

### MLNC Annual Membership Meeting October 5, 2011 Attendees

|                     |                     |
|---------------------|---------------------|
| Sharon Bostick      | Carol Levers        |
| Linda Bray          | Liz MacDonald       |
| David Bunnell       | Neosha Mackey       |
| Tracy Rochow Byerly | Sharon McCaslin     |
| Beth Caldarello     | Waller McGuire      |
| Keri Cascio         | Susan Morrisroe     |
| Margaret Conroy     | Melissa Muth        |
| Cynthia Dudenhoffer | Sheila Ouelette     |
| Linda Elkow         | Jim Pakala          |
| Keith Gaertner      | Denise Pakala       |
| Leslie Galbreath    | Steve Potter        |
| Sally Gibson        | Helen Rigdon        |
| Dennis Goodyear     | Ann Champion Riley  |
| Lars Hagelin        | Wendy Sistrunk      |
| Laurie Hathman      | Jennifer Steinford  |
| Karen Hicklin       | Fran Stumpf         |
| Brent Husher        | Stephanie Tolson    |
| Dale Jensen         | Edward Walton       |
| Pam Klipsch         | Roger Weaver        |
| Craig Kubic         | Paul White          |
| Michael LaCroix     | Beth Willis         |
| Mary Largent        | Hallie Yundt Silver |