

# State Advisory Council on Libraries

Lincoln, Nebraska  
Friday, July 15, 2011

## MINUTES

State Advisory Council members via teleconference: Merrillene Wood; Robin Bernstein; Pam Bohmfalk, Francine Canfield, Deb Carlson, Steve Fosselman, Denise Harders, Vickie Retzlaff, Kara Welch; and Janet Stoeger Wilke. Members via Lincoln site: Ceri Daniels; Pat Leach; Glenda Willnerd and Frank Zimmerman. Commission staff: Richard Miller, Rod Wagner, Mary Geibel. Council members Trine McBride and Ellen Weed were present at the Norfolk site but unable to participate due to a network outage.

### **Welcome and Introductions**

Chair Merrillene Wood opened the meeting with a welcome and introduction of those present. Merrillene welcomed newest member, Denise Harders, Republican Valley Library System Director.

**Approval of Agenda:** A motion was made and seconded to approve the agenda. Motion approved.

**Approval of Minutes (March 11, 2011):** Rod apologized for not having the minutes ready. He will send them out over email and they will be approved at the next meeting.

### **Reports/Discussion**

#### **Nebraska Library Commission**

**Federal Library Programs Update:** Rod Wagner commented on the Library Services and Technology Act (LSTA). The federal fiscal year runs October through September and a frustration in recent years is that appropriations for many programs, including the LSTA, are not finalized until well into the fiscal year. This year Congress finalized appropriations in April, half-way through the year. This year is more of a problem, because LSTA funding was reduced and the reduction resulted in the Library Commission receiving \$70,000 less than last year. The reduction was unexpected. The next fiscal year's funding is tied up in the current activity going on in Congress concerning the national debt. The outcome of action on the federal debt could affect LSTA funding. The prospect of LSTA funds for the coming fiscal year is really up in the air and very uncertain. Another issue is that regardless of what action Congress takes on the debt ceiling, the federal budget for the coming fiscal year may not be determined until the congressional Christmas recess at the earliest. One other matter that has come up recently is that with state funding cuts in the past few years, the Nebraska Library Commission's state funding is now below the LSTA maintenance of effort (MOE) requirement. A maintenance of effort waiver request can be submitted to the Institute of Museum and Library Services. However, the IMLS rarely grants maintenance of effort waivers. Waiver requests are due August 1. The penalty for falling below the MOE is a proportional reduction comparing the state expenditures of the past

three years and calculation of the difference between the three year average and the most recent reported state expenditures. Nebraska's federal funds reduction could be in the range of between 7 and 10 percent. The reduction could be in the range of from \$100,000 to \$140,000. The reduction would come out of the FY 2012 LSTA state program allocation.

Merrillene Wood asked about the basis for the MOE. Rod Wagner said that Nebraska has never before failed to meet the MOE requirement either under the LSCA or the LSTA. The MOE is determined based on the state's annual LSTA program report. State library agency expenditures are reported both for the MOE requirement and the required amount for state matching funds. State budget cuts made in the November 2010 special legislative session and during the 2011 legislative session resulted in the Commission's falling below the MOE funding level. It's something we don't tend to bring up, because it's usually not an issue, but it is something we do inform the Governor's budget staff and Legislature about, so they are aware that our funding is not sufficient to meet the MOE requirement. There is awareness, but the legislature chose not to consider that when they were making budget cuts. Other state agencies have similar requirements if they administer a federal program.

**State Budget and Legislature Update:** Rod Wagner said that the state biennium budget came out about what we expected back in March, with some improvement. The legislatures' appropriations committee added some funding back into the Commission's appropriations in the committee's recommendations to the legislature. The change went from a 10% state funds reduction to an 8% reduction. There were a number of state agencies that received 10% funding cuts and there were some that received more than that. And there were some agencies that received budget reductions much less than that, if at all. The other factor was that the appropriations committee had to submit its budget recommendations before the state's economic forecasting board met to review and update state tax projections. The forecasting board met and increased tax revenue projections. The legislature however, decided to not take that into account and they chose to take the position that any additional revenues would be retained to increase the state budget reserve. The state ended the fiscal year with tax revenues above projections.

If state tax collections continue at above projected levels there is speculation that the 2012 legislative session could include reconsideration of some of the budget cuts made during the 2011 session. This is important because if the Commission's LSTA funds are reduced, we would have the opportunity to submit a deficiency budget request to offset that loss.

Wagner said that the state funds reduction applies to both the Commission's operations budget and state aid to libraries budget. State funds for both programs were reduced about 8%. There will be some reduction in the state aid payments to public libraries. The state aid to public libraries grant payment formula will be revised to reflect the reduction. Regional library systems funding will also be reduced. Some of the other Commission state funded aid and grant projects will also be reduced.

Merrillene Wood asked if public libraries and other entities decide how they make the cuts, based on reduced state funding or does the Commission specify how the cuts are to be made. Wagner said that libraries and systems make those decisions. The state aid to public libraries payments are intended to supplement library budgets and libraries determine how the funds are

used as part of their budgets. All the regional systems have reworked their budgets for the year and they know what their funding amounts are and they've made those choices.

### **Nebraska Library Association**

Pam Bohmfalk commented that a lot is going on behind the scenes right now with NLA. The most important activities at present involve annual conference planning. Pam encouraged council members to check the NLA website for conference information. Pam encouraged everyone to attend the annual conference, which will be October 5-7 in Lincoln at the Cornhusker. Pre-conferences will be held on Wednesday, October 5. Pam said that four pre-conference programs are scheduled. The conference keynote speakers are Jamie LaRue and Cassandra Barnett.

Pam stated that the association is continuing to work on an electronic version of the NLAQ. The new publication will be an online journal. Pam said that the NLA intends to have the new journal available to showcase at the conference. Other activities include by-laws and organizational structure to make the NLA more effective and to get more members involved in association activities.

### **Nebraska Educational Media Association**

Glenda Willnerd reported that the NEMA board held its annual retreat and board meeting July 6 & 7 at Pius High School in Lincoln. Agenda items included options for printing the NEMA newsletter; certification of election (President Elect is Stacy Lickteig, the Treasurer is Tammi Mans, and new board members are Laura Pietsch and Ruth Walker) and conference planning. Sherry Crow and Judy Henning will be presenting "Learning 4 Life: Using Technology to differentiate Instruction" at the fall conference. Carrie Turner, AASL Liaison, encouraged school librarians to participate in the new Lesson Plan Database. The database will be monitored and peer reviewed.

Glenda said that NEMA members are excited about the 2011 AASL Conference in Minneapolis, October 27-30. Approximately 30 people will be attending from Nebraska. NEMA has arranged for bus transportation to reduce travel costs for members. A proposed name change for the organization will be voted on by the membership at the fall conference and if the vote is favorable NEMA will become the Nebraska School Librarians Association. The name change conforms to other association names. Glenda said that a favorable vote is anticipated.

### **LSTA Five-Year Program Evaluation and 2013-2018 State Long Range Plan (federal requirements and schedule)**

Rod Wagner reported that the Library Commission must complete a five-year LSTA program evaluation. The evaluation report is due the end of March, 2012. Special attention will be given to the major areas funded through the state's LSTA program including the Talking Book and Braille Service, regional library systems, and library improvement grants. Of the latter, the Pioneer Consortium open source software library system project has been prominent over the past few years. The Institute of Museum and Library Services emphasizes the need to focus on the results of LSTA funded programs and projects. It is far easier to report on activities but results are significant in assessing the benefits and values of federal expenditures. State library

agencies are asked to report the results of programs in terms of the differences they are making in library services and for the people who benefit from those services.

Merrillene Wood asked if the advisory council is to be involved. Rod Wagner said that the council's November meeting could include a major agenda item regarding the five-year evaluation and five-year LSTA plan. He said that there could be council involvement between meetings.

Five-Year plans in this day and age seem unrealistic with the speed and extent of change. Nevertheless, the IMLS requires state library agencies to prepare and submit five-year plans. The plans are due by the end of June, 2012. Long range plans (covering a five year period) have been required over a number of years. Nebraska has developed its long range plans in different ways. The current five-year plan was developed based on results of the prior state program evaluation and with public input received at a number of public forums held across the state. The forums used a set of questions and issues to facilitate discussion. The Commission has not yet determined how the plan will be developed. Public meetings along with use of online technologies may be used. Wagner asked if some council members could help the Commission develop activities for the November council meeting to address the long range plan process. He said this could also include the five-year program evaluation report.

### **The New Normal for Libraries: Game Changers, Planning, Program Prioritization and Budgeting – Council Discussion**

The council continued discussion based on the “new normal” theme. It was noted that one of the more significant actions of the 2011 legislature was elimination of state aid to municipalities and counties. The loss of these state aid funds will affect local budgets and, in turn, library budgets. Added to the new normal discussion are increasing attention to the trends, dynamics, and issues that are being characterized as game changers. Some of the more prominent game changers are the growing availability and popularity. Some of the other game changes include cloud computing, mobile devices (smart phones, tablet devices), and the service expectations of library customers. Council members were asked to comment on how those trends and technologies are affecting the services being provided and how those dynamics are influencing library planning and service provisions. An added dynamic is the attention to performance results. Public organizations are being asked to be accountable for the dollars received in relation to the performance results from those funds. Those are just a few of the things that are thrown into this mix of games changers. Council members were asked about other game changers that they are experiencing in their communities and organizations.

**Scottsbluff Site – Merrillene (Western Nebraska Community College)** – we've been hearing about a new type of database system, with the articles and more. We pay for all the articles, whether we use them or not. That's changing, to an extent, to allow access to the articles, but only paying for what is used. Merrillene saw this as a good change in practice. WNCC is including e-books in their plans.

Robin Bernstein said that *Library Journal* is sponsoring a webinar on October 12 “[Ebooks: the New Normal](#).” Bellevue University has signed up for the webinar. Robin said the registration price is affordable. The webinar is scheduled for a full day – 9am – 5pm.

Merrillene commented further that WNCC is working toward getting databases out to students that have mobile devices.

**Deb Carlson, Scottsbluff PL** – Scottsbluff’s summer reading program remains popular for children and teens. Deb said that this year the library included reading of e-books and listening to books downloaded from the library’s Overdrive collection. Completion of Scottsbluff’s building project has everyone on a new high. The public is responding well to the expanded and renovated library. The library’s service numbers are up. There have been many visitors. The library is emphasizing its role as the community living room. Deb said that there are cubbies that the kids can climb into and read. Deb said that one thing the staff knew all along was the effect of doubling the size of the library but retaining the same number of staff. She said they are “hurting a bit.” The library is seeking support from the city council to get back the 20 hour position that we lost nearly three years ago. In addition to staffing challenges the library is seeking to increase the number of volunteers for the types of work that volunteers can do in support of the library.

**Vickie Retzlaff, Grant County Library, Hyannis** – Our new normal is working on the community learning center. First off was finding the funding and getting community support. Community members responded with some marvelous donations. Remodeling is underway to add library space. When new computers are delivered, it will be interesting to see how these changes will affect the community and how the library will be available for people to come in and do things that they can’t do at home or can’t afford to do at home. The library is also just starting a new fiscal year and we’re getting a lot of community support. When the remodeling is finished we’ll have an open house. That’s when we’ll really know how it’s going to affect everybody and they’ll be able to actually see what has been done. The library is not offering e-books because that’s unaffordable right now. We’re trying to do some other things and are partnering with another library; were small but progressing.

**Hastings Site: Steve Fosselman, Grand Island PL** – Game changers I’m seeing in libraries involve how libraries are positioned within city government organization. Organizational changes and re-structuring of municipal government could be a game changer for us as we move forward. Adaptability is key to keep on serving the public while pressures are applied in municipal government re-structuring and organization. The other thing I see as a game changer is an opportunity for any library that is engaged in services that are supported through maintenance and facilities, services that are not centralized. It’s a possibility that it can be addressed in a positive way, moving forward to save money and keep services without spending so much on maintenance. That’s what is a little daunting because a lot of libraries get better service when they provide their own maintenance, but it may or may not be the best way for the institution to provide maintenance for all the facilities in that institution.

**Janet Wilke, University of Nebraska at Kearney** – at UNK we are working together to provide excellent customer service to the academic community. Renovation of the library’s top floor into a learning commons has been a significant achievement. We were able to provide tutoring in the library last fall when renovation was going on. We are very excited about the fact that we are coordinating together community support services. The library pulls together in one location a

common area for tutoring, research and writing. We have high hopes and see great opportunities with these space changes and service improvements for student support.

**Denise Harders, Republican Valley Library System** – I'm getting accustomed to my job as a regional director and my concern at this point is figuring out what was normal and just what normal is. My understanding is that the regional director does a lot of traveling, so I've done a lot of traveling and I'm trying to get to all 46 libraries in my 20 county region this summer. I felt bad about being excited that gas was only \$3.45 because I think the new normal for systems where you have to travel so much is being aware that our traveling is going to be more expensive. Libraries want us to come and see them and I get welcomes pretty much everywhere I go, so that's exciting. Our e-reader kit is a new activity. We have kits of three e-readers we are passing around the RVLS. This is a great service that is being provided to help libraries to use this new technology.

**Pam Bohmfalk, Hastings PL** – In terms of the new normal, one of the things we are doing with e-books is providing technical support. People bring their e-book readers in and we show them how to use them and how to get books on them. We also include e-books in our computer curriculum. People can bring in any kind of device they have and we have staff that can help them get started or figure out how to better use their e-book reading devices.

**Omaha Site: Robin Bernstein, Bellevue University** – We too will be moving the tutoring center into the library this fall. The tutoring center and testing center is actually under the library's domain now, and we can't move the testing center because we don't have the space for it. The tutoring center will move to the library along with the writing center. This is a positive move for our students since we have the resources to help them and tutors there to help them as well. This is something we are excited about and we think that a learning commissary is very popular in academic libraries now. Bellevue University is getting into the concept of student learning outcomes. We are not just numbers anymore. People don't really care about numbers. What matters is what the students are learning. Learning outcomes are in our strategic plan. This is what we are focusing and building on for the future. Other than seeing what's new out there and implementing it, we can spend the money, since fortunately Bellevue does have money, on ways to keep the library on the cutting edge of information.

**Francine Canfield, Baright Public Library, Ralston:** One of the trends I expected was a decrease in the number of people coming into the library to use computers. We have continuing pressure on computers – people looking for jobs and people not able to afford home internet service. New partnerships continue to be a trend and we are looking at a new partnership for e-books in our next fiscal year. We also share an integrated library system (with the Omaha public library and Metropolitan Community College), so our consortium is changing. As we move into this system we are seeing more partnerships and sharing of resources. Steve mentioned reorganization in city government. I think as cities look for new revenue sources that the players at the local level change a bit. In our case, we are looking at a new and large department coming on board next year with the ice hockey and event center.

**Lincoln Site: Pat Leach, Lincoln City Libraries** - I'd have to say ditto on many things. I was at the ALA conference and one of the on-going discussions at some of the smaller sessions I

attended concerned e-books. Going forward, who knows what the future will be with increased use of e-books and less need for print books, and how the public responds. We are thinking a lot about how we tell our story in the sense of all the things we do besides hand books to people. I've made budget presentations to our city council emphasizing how many people attend events at our library in the summer, how many people are in the summer reading program, and how people access our website. I'm trying to make the point from the start that even if books become all electronic, we'll still have things to do. Even though books are our brand, how do we stretch beyond that and emphasize reading and information. I'm giving that quite a bit of thought these days. We are experiencing a lot of use of our books. We don't check out e-readers. We provide access through Overdrive and are at the point of owning between 2,500 and 2,600 titles. Our monthly circulation is right at 3,000 or so. E-books get used at least once a month; people have to put holds on the ones that they want.

Reorganization in the City of Lincoln is a code for "people will lose their jobs." What it means in our library is that as part of our budget proposal, we had to identify some upper level positions that would be eliminated and we were adamant that we can't lose positions if we don't decrease public service hours or gain those hours back at lower level positions. The way things currently stand, we will lose five upper level positions and regain those hours in lower level and part-time positions. This change will probably result in a savings, overall, each year of \$160,000. But it does mean that people from Lincoln City Libraries very well may end this fiscal year, the end of August, without a job. That's a pretty hard thing to swallow. This meets the trends that we have been observing. We're trying to consolidate librarian duties at the librarian level and then figure out of providing public service in a way that librarians are allowed time for community connection, doing more program planning overall, so that we can very clearly show the differences among our levels of positions. One of the things we were told to do this year is think about our personnel. It was a game changer for us, distinguishing the different levels of positions that we have. Lincoln has had members of our community really focused on upper level positions. We wanted to be very clear about what those upper level people do and make sure that there is an understanding of how we are operating efficiently. I would say with the perception that government having too many upper level positions, it's an indication that people don't necessarily understand that those people do really work hard. I'm thinking of Wisconsin, Minnesota and places where the state has really been in crisis as to what is requested of public employees. I do think that what we are seeing in Lincoln is that kind of game changer – how does the public perceive public employees and how we do our best to show that we are working hard and we are good citizens and we do pay taxes and I think we just need to convey a lot that we are really proud of the work we do as public employees. I'm thinking we are seeing that perception overall as a game changer for us.

**Ceri Daniels, Cline, Williams, Wright, and Johnson** – The biggest game changer for me is smart phones where everybody gets email and they get it wherever they are and at all times of the day. There is good and bad to that. It is difficult to get away. The other side of that coin is you don't come back feeling so far behind, so there is always a balance. Never getting away means that the expectation of response is narrowing. In terms of how it affects us is you never get away, they are always checking their email and always asking for stuff, so the expectation of when they ask for something and when they get it is just narrow. One of the articles that we were given a link to emphasized the stress of multi-tasking and although this might not be multi-

tasking, I think there is this thing about never getting away. Some people now say that you just have to unplug sometimes. One of our attorneys said they were going somewhere and they didn't allow cell phones or email. They didn't allow computers. It's interesting because on one hand you have all this media, and on the other sometimes they are saying no. The expectation of rapidness has been a real change, and I've been there for 12 years now and it's very noticeable.

**Glenda Willnerd (NEMA Liaison) Lincoln Public Schools** – As most of you know, Lincoln Public Schools district office disappeared on May 31 (due to a fire that destroyed the district office building). A lot of things are changing. We lost our professional collection and I visited with my replacement yesterday and she indicated that they purchased the AFCD collection from Gale, so all of our professional collection will be online now. We're concerned about the fact that EBSCO is buying everyone up. We seem to have a monopoly on databases, etc., which I think is something we need to be concerned about. The Lincoln school district is also pursuing e-books and e-readers. We had a trial this spring involving three middle schools. We wanted to know what kids wanted to read and what e-reader was preferred. The results were interesting.

Being in a school setting we're very concerned about having students have internet access. After about five or six revisions with our school attorney we finally put together a document that we felt was safe and protected us and was also good for the students and their parents to agree too. This document would have a place where the student and parents sign off so that they understood that if they would check out an e-reader from the library these are the implications and expectations. We are pursuing check out of e-readers to our students next fall. This last spring students could only use e-readers in school. This arrangement didn't seem successful. Kids may only have ten minutes or they could only have them one time during the day, and the e-readers had to be returned by the end of the school day. We use iPads, Kindles and Nooks. The iPads will not go home, but the Kindles and the Nooks will go home with students. It's interesting to note that we are providing a summer school in our Title I schools. We purchased a large quantity of iPads for our preschool summer school session. We are anxious to see how that works out with our kids. We found lots of apps that were free. In fact, 95% of them were free. The apps correspond to the lessons that we prepared for the summer school project. The summer school project is a four week session. The only students that will probably use these are the preschoolers. It will be interesting to see how they adapt to that new normal. Smart phones – we are also making our databases and a lot of information available to students who have smart phones.

### **New Business**

Merrillene Wood stated that the council by-laws have not been updated within the past nearly 20 years. Some of the terminology has changed and the federal library program name has changed. (from the Library Services and Construction Act to the Library Services and Technology Act).

**Council By-Laws:** A motion was moved by Steve Fosselman and seconded by Pam Bohmfalk to revise the by-laws to update terminology referencing the federal library program and spelling correction Motion carried.



**Next Meeting:** The council will meet next on Friday, November 18, 2011, with the meeting location to be decided later. Deb Carlson invited the council to meet at the Scottsbluff Public Library.

**Council Committee for LSTA Planning** – Merrillene asked about the request for a council committee to assist the Commission regarding the LSTA program evaluation and five-year plan. Rod Wagner said that a committee of from three to five would be appropriate. Merrillene asked for clarification of what the committee would do. Rod said that the committee would work with Commission staff to develop an activity for the November meeting to focus on the LSTA five-year plan process. Rod suggested that the committee could meet via conference call and/or webinar. Merrillene asked if there were council members willing to serve on the committee. Council members to serve on the committee will include Merrillene Wood, Francine Canfield, Pat Leach, Ceri Daniels and Deb Carlson.

**Council Roundtable (successes and challenges)**

**Deb Carlson** – Brought monster dolls from the Scottsbluff library and showed them via the video-network. Deb talked about use of the dolls as part of the programming. The dolls are very popular with kids.

**Merrillene Wood** - WNCC will have a new library director. Valetta Schneider, WNCC's current library director, is retiring. Valetta has held various positions at WNCC over the past 30 years. Merrillene said that WNCC is also moving towards a learning resource commons strategy. Merrillene said that the Panhandle regional system has a new coordinator, Terri Raburn. Terri recently attended the Nebraska Library Leadership Institute. Sidney public library involved in its summer reading program. The Sidney library recently held a successful fundraiser.

**Vickie Retzlaff** - Grant County Library's major project currently is the BTOP grant project. One of their challenges is funding for remodeling to house the public learning center. Vickie said that the library space has not been remodeled in 50 years so this is a major project. Their success is getting cooperation, working with community members and seeing progress and change.

**Denise Harders** – Denise said that the Nebraska Library Leadership Institute (held the prior week) was successful. The regional library system's hosted the instituted with funding from the Nebraska Library Commission, University of Nebraska-Lincoln, Nebraska Library Association and Innovative Interfaces. Denise said that there were 29 participants, 8 mentors, 2 presenters and a gofer (Sharon Osenga). Denise said the institute was a great success. She said that there are always challenges for the regional systems. In the Republican Valley Library System, the challenge this summer is to get out to all the libraries. Denise said that she has visited nearly half the libraries thus far.

**Steve Fosselman** – The success at this time is installing a new pipeline for internet service, which will double the library's bandwidth. Ten Mbps will be reserved for distance education video. The pipeline is provided through Nebraska Link and internet through Network Nebraska. The Grand Island public library's challenge is an 8% proposed cut in funding this next fiscal year. The library will be operating without an assistant director. Steve said he'll re-organize the staffing structure and said that this is nothing unusual having done it before and expecting to do

it in the future while continuing to provide a quick service with the resources we have. The assistant director position is currently vacant.

**Pam Bohmfalk** – Pam said that the Hastings public library is also involved in the BTOP grant project. The library's internet connection speed has been upgraded from 5 Mbps to 10 Mbps. The library's challenge is its capital campaign to raise \$5 million dollars to renovate the library building. The city will provide \$1.5 million from sales tax revenue. The library foundation must raise the other \$3.5 million needed for the project. The public phase of that capital campaign began with the library book sale last weekend. The sale resulted in an all time high of \$26,000. A portion of the book sale funds will go to the renovation fund. The campaign has raised \$1 million thus far. The chair of the campaign committee believes the remaining funds will be raised by November. The friends of the library book sale was held last weekend.

**Francine Canfield** – The Ralston public library's challenge is the budget. Francine said that the City of Ralston will lose \$50,000 in aid from the State of Nebraska. The success is that the library is six weeks from going live with the new automated library system (Innovative Interfaces – Millennium ILS).

**Pat Leach** – Lincoln City Libraries is near ready to order a new bookmobile. LCL has a significant grant from the Lied Foundation to support its purchase. Pat said that the bookmobile will be unique in that its fuel source will be compressed natural gas. This should result in significant cost savings as well as provide a positive environmental impact. The LCL expects to have the bookmobile available in early 2012. The Lincoln libraries challenge continues to be the budget, loss of staff and doing more with less.

**Frank Zimmerman** – Frank observed that the Auburn library is very pleased with the response from the children and young people with the library. Even though there is quite a bit of competition from the swimming pool these hot days, children have been actively involved in library activities. This is a notable success. Auburn's challenge is that the Auburn library lost two staff positions. The library is operating with a very lean staff.

**Ceri Daniels**- A current challenge is the switch of the firm's document system from World Doc to Net Docs, a web based system. The change presents opportunities and challenges. There is always an interesting adjustment period and we are kind of in the middle of that adjustment. The firm has a lot of online resources that are very expensive. Hard copy documents are also kept in part due to expense factors and due to individual preference. Accommodating preferences and multiple formats and systems is a challenge in this environment.

**Glenda Willnerd** – Glenda said that the biggest challenge for Lincoln Public Schools is to overcome the fire at the district office, but the remark that the LPS IT director made was that we will emerge bigger and better from this and we will go on and school will begin as normal and, like I said, we are all trying to return to normal.

**Adjournment:** With thanks and best wishes to all, Merrillene Wood adjourned the meeting at 12:00 noon.