

## **2006 FSCS Professional Development Conference**

“FSCS: 20 Years and Counting”

December 4-7, 2006

Embassy Suites Hotel – DC Convention Center

900 10<sup>th</sup> Street, NW

Washington, DC

### **Conference Report**

#### **Monday, December 4: Orientation for New State Data Coordinators:**

The following attended the session:

New SDCs: Renee Cooper (MD), Kathy Hunt (AR), Lindsay McCarroll (MO), Lisa Hickle (OH), and Juan Lee (UT).

Other SDCs: Edith Hoffman (IN), Terri Assaf (MI), Thomas Ladd (NH), and Curtis Rogers (SC).

Elected Steering Committee members: Ann Reed (Chair), Shelley Fugitt, Kit Keller, Frank Nelson, and Timothy Owens.

Appointed Steering Committee Members: Alan Zimmerman.

Census: Terri Craig, Michael Freeman, Loretta McKenzie, Patricia O’Shea, and Cynthia Ramsey.

COSLA: Suzanne Miller.

NCLIS: Kim Miller.

NCES: Jeffrey Owens and Jeffrey Williams.

Bibliostat: Trevor Allred.

#### **Welcome and Introduction of Steering Committee:**

Introductions of New SDCs: Kathy Hunt (AR), Renee Cooper (MD), Lindsey McCarroll (MO), Lisa Hickle (OH), Juan Lee (UT), and Karen Goff (WV).

The Conference Subcommittee members were introduced and the 2006 Steering Committee accomplishments were reviewed.

Rebecca Danvers (IMLS) and Jeff Williams (NCES) were congratulated on their upcoming retirement.

The Census Public Library Survey Reengineering team (Patty O’Shea, Cynthia Ramsey, Laura Hardesty, Mike Freeman, Eric Karlsson and Ilene Dranoff) was congratulated on the receipt of the prestigious Census Bronze Medal Award for their response to the Department of Education’s mandate to develop and implement a Web-based survey.

Carol Coy reviewed the reimbursement procedures and general conference housekeeping issues.

Ira Bray (CA) and Debbie Wilson (DE) candidates for Steering Committee were introduced and made brief remarks.

## **Partner Reports:**

**IMLS:** Rebecca Danvers and Mary Chute reported the following changes at IMLS.

- Mamie Bittner has been named Deputy Director for Policy, Planning, Research, and Communications and will be responsible for legislative and public affairs as well as the agency's research and evaluation functions.
- A new Office of Information Resource Management has been created to report directly to the agency head. The statistics programs will be located in this office. The search for staff will begin shortly.

**NCES:** Jeff Williams introduced Tai A. Phan, who will become Acting Program Manager upon Mr. Williams retirement, January 3, and the status of the following surveys:

- The State Library Agency First Look Report 2005 is scheduled for released December 6.
- The State Library Agency Survey (StLAS) 2006 data collection has begun and will end in February 2007.
- FSCS PLS 2005: All states reported.
- FSCS PLS 2004: E.D. Tabs and data files were released in August. 2004 data is in the Compare Tool.
- Academic Survey is on a 2-year cycle. The FY2006 survey opened in late November and closes March, 2007. The 2004 E.D. Tab/First Look report was released in November.
- School Library Media Center Survey is on a 4-year cycle. The next survey will be 2007-08. Barbara Holton is in charge of this survey.

**NCLIS:** Neal Kaske reported on the literacy and reading initiatives, E-Rate, Net Neutrality, the December 11-12 Commission meeting, status of consolidation of NCLIS with IMLS, the demographic of library service area project which is to be completed by September 2007, and the looking at libraries in different ways research thesis project with a Kent State student.

**Census:** Patti O'Shea introduced Cynthia Ramsey and congratulated the Team on the receipt of the Bronze Medal Award. She also reported on the following:

- The 2006 WebPLUS software is scheduled for release December 11. The deadlines for the Keppel Award are: Group 1 – April 18, Group 2 – August 1, and Group 3 – August 29.
- The 2007 Survey is in a transition status. Census is working with NCES and IMLS on this.

**ALA:** Denise Davis's report was included in the Conference Packet.

**COSLA:** Suzanne Miller reported on work with the transition of the program to IMLS and the status of re-authorization of LSTA. She thanked the SDCs for their hard work, recognized the frustration experience with so many surveys and encouraged the SDCs to

be patient and to make sure that new State Librarians are aware of the importance of the program.

**General Session: Discussion of New Data Proposals:** Frank Nelson

Each Mentor table discussed the proposed data items and reported.

- **Annual Number of Views of Library's Home Page:** Useful locally, of questionable value at regionally level, and not useful at the national level. Concern was expressed about capability of libraries in collecting this data. Larger libraries will be able to provide data but some small libraries will never be able to provide it. Suggestion is for libraries to use the definitions already created by FSU.
- **Audio Materials:** Revise the definition to include downloadable materials: General agreement. Concern expressed about impact on longitudinal data. There may be a need for states to maintain the data separately but report a combined number nationally. Some concern was express about a need to study this further. Is this to be what is owned (cataloged in OPAC) and part of the collection? What to do with consortia purchases. Like to see this tested by some states. Issue: what is owned, what is paid for, and what is available. How will the data be presented in a report?

Discussion followed about outcome measures, customer satisfaction index, and customer aggravation index

**General Session: Data Quality Assurance Discussion:** Alan Zimmerman

Response rates to data items and edit flags were reviewed. The PowerPoint presentation will be available on FSCS web site.

Cynthia Ramsey will look into the edit flags related to changing -1 to 0 and vice-a-versa.

SDCs were encouraged to use latest population data available

**General Session: Getting the BUGs Out!** Ira Bray

There is no general product used by all states. The product is developed based on the individual states specification. Discussion included identification of what enhancements are available to each state and whether these can be made available to everyone who wants them. Progress was made on prioritization of enhancements needed.

**General Session: Demonstration of FSCS Blog:** Frank Nelson

Concern was expressed about barriers from IT staff within state agencies.

SDCs were advised to bookmark the following sites:

<http://nclis.gov>

<http://fscsFAQ.BLOGSPOT.COM>

<http://Bloglines.com>

**General Session: 2006 Eckard & Keppel Award Presentation:**

Dr. Anne-Imelda Radice addressed the group and expressed pleasure at the transition of the program to IMLS.

- Keppel Award Recipients: 34 Awards were presented.
- Eckard Award Recipients:
  - California – Ira Bray accepted
  - Idaho – Frank Nelson accepted

**General Session: Existing Data Elements Q & A:** Frank Nelson

SDCs identified a list of data element they wish to discuss.

PLUS 4: To ask Christie Koonts and Dean Jue if this is still needed and if so, why.

Reference Count: Local question – how to handle many questions asked by one user at the same time.

Debt Service: Report revenue and expenditures only once.

URL format: is http:// needed. This is a volatile issue. Question value of collecting when it is changed by the time the data is available for use.

Total Librarian: Discussion

Program Total

Children Program Total – How to report programs provided by volunteers.

Paid Staff: FTE VS body count.

Branch: Need to add “Other outlets”

Bookmobile VS Outreach vehicles. How to report Outreach vehicles.

Metro Status Code. Used by researchers such as Gates, Bertot & McLure, and Koontz

Capital Income/Expenditures: Discussed reasons to collect both.

Legal Service Population: Several states expressed problems obtaining population data later than decennial census figures. SDCs were encouraged to do everything possible to provide latest population figures.

Licensed Databases: This also included the OPAC

Volunteers: Several states collect data on number of volunteers and expressed the need to collect the number of volunteer hours. There was some discussion about this being a state, not a national issue.

**Concurrent Sessions I:**

NCES Compare Public Libraries Tool. Presenters: Mazda Abrahamie and Adam Tarmy. # Participants – 18.

The Measure of Library Excellence. Presenter: Debbie Wilson. # participants – 12.

Using FSCS Data to Support Advocacy. Presenter: Hulen Bivins. # participants – 18.

**Concurrent Session II:**

Using WebPLUS. Presenters: Mike Freeman & the Census. # participants – 25.

Data-driven Decision-Making. Presenters: Susan Roberts & Michaela Hansen. # participants – 15

State Library Agency Survey. Presenter: Suzanne Miller. # participants - 25

**Concurrent Session III:**

Communicating the importance of data collection to library directors. Presenters: Marianne Kotch and Michaela Hansen. # participants – 31.

Using EXCEL with your state's library statistics. Presenters: Al Zimmerman & Susan Roberts. # participants – 8

Using Microsoft ACCESS with your state's library statistics. Presenters: Ira Bray & Evelyn Lindberg. # participants - 15

**Concurrent Session IV:**

Illinois Library Research Center Interactive Data Tool for Librarians. Presenters: Lauren Tefteau and Megan Mustafoff. # participants – 31

FSCS Seal of Approval for Web sites. Presenter: Keith Lance. # participants 26.

**SDC Caucus:**

This was an open meeting. The SDCs, by a show of hands, indicated that future SDC Caucuses will be open to anyone interested.

**Business Meeting:**

Ira Bray was elected to the Steering Committee.

See Mentor Report summary attached.

Data Element endorsement:

Proposed Addition #1: Annual Number of Views of a Library's Home Page – 7

Proposed Addition #2: Audio Materials (Electronic Units) – 4

Proposed Change #1: Audios & Videos – 24

Proposed Bylaw changes: Ann Reed reviewed the proposed changes. Motion to accept the changes by Ira Bray (CA) and seconded by Edit Huffman (IN). Motion passed.

Policy and Procedure for Review of Data Elements: Frank Nelson presented the changes to the SDCs for information. Concern was expressed about the requirement for 3 states to collect the data before a new data item could be presented for endorsement by the SDCs.

Kit Keller (2007 Chair) presented the Steering Committee Objectives for 2007.

Mary Jo Lynch Award: The proposed changes were presented to the SDCs for information. The Steering Committee was encouraged to expand the criteria to include faculty as well as students.

**Plus**

Thanked Debbie Wilson (DE) for being a candidate for the Steering Committee.

Synergy did a great job on arrangements.

Like the round table data element session

Bug Round Table

Variety of choices on program, but don't put popular programs at same time  
StLAS Session  
Hotel  
Washington, DC location  
Breakfast & Continental refreshments  
Christmas Cookies

**Minus**

General Session to discuss Bibliostat not appropriate. Need to offer something for those who do not subscribe to Bibliostat. Patience Frederiksen offered to host a session.

Having too many choices for concurrent sessions. Recommend reporting concurrent sessions so that SDCs can attend more than just one out of 3. Do not schedule popular session at same time. Survey SDCs after the agenda is set to see how many want to attend each concurrent session.

Adjourned: 11:15am

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### **Mentor Session Report**

1. How did the FY2005 data submission go with WebPLUS?
  - Web based submission was wonderful. Didn't have to wait for IT staff to download the program.
  - Fine, once we learned how to use it.
  - Some problem with uploading for Group 1, but problems have been resolved. Suggest waiting until bugs worked out by one or two states before using.
  - CVS import file issue. Looking forward to using Excel to import.
  - Some library closing problems related the hurricanes but not a FSCS issues.
  - First year working with Bibliostat collect so some issues related to that.
  - Suggestion: Copy Administrative Entity (AE) structure file right away and send those exact same files to Bibliostat.
  - Census was GREAT!
  
2. What were your experience with newer data elements?
  - Adjustment was easy but any definition change impacts on local library.
  - Registered borrowers: Discussion about methodology for reporting “family cards” – options: count as 1 or compute based on average size of family in legal service area.
  - Internet Computers: One state reported a change in the numbers. Found relationship of number of users of public Internet terminals and Number of Internet terminals a very useful data item.
  - Database: Like clarification of licensed database count definition and will include OPAC, and subscription of MARC database in future counts. Some state separated collection of databases (Local, State, ...) and locked down the State databases numbers.
  
3. Do you anticipate any problems with the upcoming FY2006 data submission to Census? What kind of help do you think you'll need to get past those problems.
  - Some local issues but nothing requiring help from FSCS.
  - Encourage new SDCs to use their mentors.
  - Thanks for Excel import.
  - Need English language edit checks.

- Survey fatigue Ask Bertot to query each state what they are already asking libraries to avoid duplication.
4. What developing trends are you seeing in your state? Are we collecting the right stuff at the national level or is FSCS missing the boat. Do you collect statewide statistics that you feel should be collected at the national level?
- Concern was expressed regarding the corruption of circulation statistics because of use of automated circulation systems to trace reciprocal borrowers, ILL's and other data.
  - Convergence of materials collection formats and question continuing to report collection by format.
  - Legislators want to know more than just numbers. They need information about what the statistic means and what difference the service makes in a community.
  - Competition for funds from recreation departments with recreation/sports winning.
  - Movement to a wireless environment where libraries may not be able to count users access the Internet services provided by the library. Bertot's Survey currently tracks this so it does not need to be part of FSCS at this time.
  - Discussion about reason and need to collect both income and expenditures.
  - Electronic measures: Feel the need to collect something but with the rapid environment changes do not think FSCS is the best tool to use.
  - Volunteers: need to collect number of bodies and number of hours.
  - YA/Teen Programs: need to collect in future, but not ready for prime time now.
  - LSA population where service is available.
  - Data Base issues: speed/connectivity information is hard to collect. Libraries should ask vendors what speed they are paying for. One state reported that they have the IT person complete the form.
  - Want to discuss how dbase cost are collected.
  - Outreach deliveries are counted in a rural state.
  - One state thinking about counting kiosks.
5. How do you deal with non-respondents?
- Follow-ups: phone, email, fax
  - Send certified letter to director as official notification that the data is late and send follow-up certified letter to director and board chair.
  - Form letter day after data due with follow-up letter from the state librarian to the chair of the library board 2 weeks later.
  - Use grants as a stick: Receipt of data is required for eligibility for grant program (state aid and/or LSTA). Some states do not have grant programs.

- Withhold state funding.
  - Stipend to library for reporting data. The amount is very small. \$\$ for data!
  - Discussion about how to handle libraries that do not report data for many years and how the SDC should report these libraries to FSCS.
  - One SDC reported using consultants at State Library to take copy of annual report on training visit to libraries.
6. Is the mentor structure helpful to you? How can we make it more helpful?
- Good. Like the change up the grouping.
  - Getting what is needed.
  - Like e-mail updates after quarterly steering committee meetings.
7. What are your concerns about the upcoming transition?
- Nothing is in print (all oral) at this point. Nothing finalized.
  - Looking forward to joining FSCS/LSTA data.
  - Fear NCLIS advisory/policy role with the president and congress will be lost.
  - Concern IMLS will not receive sufficient funds in a timely manner to be ready when NCES hands over the program.
  - Concern about organization structure and styles and continuation of the State Library Agency and FSCS Steering Committee roles and the SDC structure.
  - Delighted with the continuing and expanded role of Census.
  - Speed up release of data.
  - New publication tasks for IMLS.
  - What happens to NCLIS web page.
  - Will IMLS continue to sponsor list serves? Blog?
  - Need to continue face-to-face conference with same atmosphere – SDC driven conference – not top down.
8. Any other comments or suggestions?
- Would like to know more about the maintenance of effort requirements and will be asking states to send information (Utah).
  - Consider changing the name of the Keppel Award to the Walter Terri Award.
  - Some edit checks were not included in the quick 2 year reports you can generate after you submit reports. Discussed this with Cynthia Ramsey.
  - Survey fatigue.
  - What would happen if every state sent their most current unedited data to Illinois Library Research Service so newest data is on Web page as draft data before finalized by NCES.

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**To Do**

Keith Lance: Post site address for sports seating capacity on the blog.

Kim Miller: Post PowerPoint presentations on the Website.

Frank Nelson: Ask Christie Koontz and Dean Jue if they use the zip+4, and if so, for what purpose.

Cynthia Ramsey: Look into edit flags generated by changes from -1 to 0 and vice-versa.

SDCs: Send links to state library’s data sites to Keith Lance for adding to LRS website.

Alan Zimmerman: Post Maine’s accessibility information on the Blog.

**2006 FSCS Steering Committee Meeting**  
December 7, 2006  
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**Minutes**

Attending:

Elected SDCs: Ann Reed (outgoing chair), Kit Keller (incoming chair), Ira Bray, Shelley Fugitt (vice-chair), Frank Nelson, Timothy Owens.

Appointed: Libby Law (Secretary), Keith Lance (Chair of Data Use Subcommittee), and Alan Zimmerman (Chair of the Data Collection Subcommittee).

NCES: Barbara Holton and Jeff Williams.

NCLIS: Neal Kaske and Kim Miller.

IMLS: Rebecca Danvers, Mary Downs, Michelle Farrell, and George Smith.

COSLA: Suzanne Miller.

Census: Terri Craig, Loretta McKenzie, Patricia O'Shea, and Cynthia Jo Ramsey.

Ann Reed called the meeting to order at 1:40 PM and passed the gavel to Kit Keller.

Flowers were presented to Carol Coy and Kim Miller to thank them for their leadership.

A plaque was presented to Barbara Holton (NCES) to thank her for her work with the program.

Plaques and flowers were presented to Rebecca Danvers and Jeff Williams to thank them for their work and wish them well with their upcoming retirement.

The September Minutes were reviewed and accepted.

Schedule of up-coming meetings:

March 18-22, 2007

June 18-20, 2007

September 10-12, 2007

Ira Bray will serve on the Data Elements Subcommittee and the Data Collection subcommittees.

The Conference Evaluations were reviewed and discussed. The Mission and Values were reviewed and accepted through 09/30/07. The Steering Committee 2007 Objectives were reviewed.

Subcommittees met. See Subcommittee reports for full information. Vice chairs were elected for each subcommittee:

Ira Bray – Data Collection Subcommittee

Keith Lance – Data Conference Subcommittee  
Timothy Owens – Data Elements Subcommittee  
Alan Zimmerman – Data Use Subcommittee

New business:

Conference follow-up: Specific descriptions are needed for each of the presentations at the conference. Some comments indicated that the descriptions provided were not detailed enough to allow for decision-making about what concurrent session to attend.

IMLS has hosted Conferences that provided direct billing to IMLS for hotel and airfare. There was a discussion about the difficulty some SDCs have with paying travel costs in advance.

March agenda will include:

- Finalization of the subcommittee objectives.
- Finalization of the Steering Committee objectives.
- Ballot.

The meeting was adjourned at 4:35 pm

#### **SUBCOMMITTEE REPORTS:**

**Data Collection Subcommittee:** Alan Zimmerman (Chair), Ira Bray (Vice Chair), Denise Davis (conference call), Michele Farrell, Neal Kaske, Frank Nelson, Timothy Owens, Cynthia Jo Ramsey.

Ira Bray was elected Vice Chair.

The subcommittee objectives were reviewed and action steps added.

1. Sustain, support and improve function of WebPLUS. Action: Plan conference session on WebPLUS.
2. Monitor development of Edit checks. Action: have edits finished by March 2007 in time for Group 1 to use in their state collection.
3. Improve communication about the collection process among SDCs. Action: Promote the Blog. At March meeting review procedure and schedule demonstration.
4. Facilitate timely submission of quality public library data. Action: Review list of states not meeting Keppel criteria at March meeting. Post response list weekly to NCLIS web site. Suzanne Miller send reporting list to COSLA members.
5. Encourage web-based data use products in individual states: Action: Bug will not be a general session.
6. Review edit messages and clarify in plain English. Action: Ira Bray will review the information provided by Census and test a few of the messages. This will be discussed in March 2007.

7. Review data submission requirements for libraries closed for all or part of the reporting year. Action: Cynthia Ramsey and Alan Zimmerman will develop an outlet level proposal for discussion at the March 2007 meeting.

**Data Conference Subcommittee:** Shelley Fugitt (Chair), Keith Lance (Vice Chair), Rebecca Danvers, Kit Keller, Libby Law, Kim Miller, Suzanne Miller, Jeff Williams.

Keith Lance was elected Vice Chair.

The Subcommittee quickly reviewed the evaluations. Kim Miller will compile the information and send it to Shelley Fugitt. Attendance numbers for the breakout sessions was reviewed. This information is to be sent to Shelley Fugitt.

Concern was expressed about time allocation in concurrent sessions that had more than one presenter. In future each speaker is to be given a designated amount of time.

After a discussion about providing a template for PowerPoint presentations, it was decided that guidelines would be a better way to proceed.

The layout of the room was discussed. When meeting rooms are long and narrow, the midpoint of a long wall will be used for presentations.

The subcommittee reviewed the 2007 objectives. SDCs will be surveyed in January to identify training needs, what they want provided and what sessions they are willing to provide. Scheduling of speakers will begin in March.

Kim Miller will compile the list of SDCs nominated for the Steering Committee. There are two slots to fill for 2008. Four candidates will be needed.

The IMLS process for hosting the conference was discussed. There are 2 IMLS staff members assigned meeting planning responsibility and they will be responsible for the identification of the hotel.

The general program outline for 2007 will be similar to the 2006 program. The general schedule will be 9 am – 4:30/5:00 pm. General sessions are to include group interaction sessions. Presentations/talking heads will be scheduled for the mornings.

**Data Elements Subcommittee:** Frank Nelson (Chair), Timothy Owens (Vice Chair), Ira Bray, Rebecca Danvers, Denise Davis (conference call), Suzanne Miller, Kim Miller, Cynthia Jo Ramsey.

Timothy Owens continued as Vice Chair.

Frank Nelson will call Denise Davis and bring her up-to-date on the data element activity.

Frank Nelson, Rebecca Danvers, and Timothy Owens will work on the ballot. The schedule will include a comment period.

The objectives were reviewed:

Two sessions will be planned for the 2007 conference similar to those provided this year.

Blog: There was a discussion about improving the use of the blog and of having SDCs post directly to the Blog and the development of ground rules/process for doing this. There was a discussion about the future of the Blog. IMLS will not be able to support the Blog because of agency policy. Timothy Owens will provide some questions for Shelley Fugitt (Data Conference Subcommittee) to include in her January Survey.

**Data Use Subcommittee:** Keith Lance (Chair), Alan Zimmerman (Vice-Chair), Trevor Allred, Michelle Farrell, Shelley Fugitt, Neal Kaske, Kit Keller, Libby Law, Patty O'Shea, George Smith, Jeff Williams.

Alan Zimmerman was elected Vice Chair.

Mary Jo Lynch Award: The criteria will be expanded to include faculty submissions beginning September 15, 2008.

Performance Rankings by population Range: 60% of the libraries are small libraries which have significant outlier issues. This may be a data collection issue. The Data Collection Subcommittee will be asked to look at circulation per hour of service.

Four (4) or Five (5) output measures will be ranked for discussion at the March Meeting.

There was a discussion of output products and a future mechanism for fast response surveys with the possibility of a COSLA developed process and grants from IMLS.

There was a discussion about release of publication and data files and concern was expressed about the amount of time needed for IMLS to prepare for this in light of the 2007 budget continuing resolution.

The issue of data credibility and an "adjudication" process was discussed. Census is working with IMLS on development of standards. Patty O'Shea will prepare a comparison of the Census Standards and OMB Standards for the March meeting.

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**To Do**

**Ira Bray:** Test English language version of Edit checks and report to Data Collection subcommittee in March.

**Shelley Fugitt:** Survey SDCs to identify training needs in January. Note: Timothy Owens will provide some Data Element questions to include in the survey.

**Keith Lance:** Prepare 4 or 5 output measure rankings for discussion at the March meeting.

**Libby Law:** Include concurrent session attendance information in the minutes.

**Kim Miller:** Compile the information from the Conference Evaluation and send to Shelley Fugitt.

**Kim Miller:** Compile list of SDCs nominated for the Steering Committee.

**Frank Nelson:** Call Denise Davis to bring her up-to-date on the data element activity.

**Frank Nelson, Rebecca Danvers, and Timothy Owens:** Develop the ballot for audio downloadables. The schedule will include a comment period.

**Timothy Owens:** Provide some Data Element questions for Shelley Fugitt (Data Conference Subcommittee) to include in her January Survey.

**Patty O'Shea:** Provide a comparison of Census Data Quality Standards and OMB Standards for the March Data Use Subcommittee.

**Cynthia Ramsey and Alan Zimmerman:** Develop an outlet level proposal to address the issue of libraries closed for all or part of the reporting year for discussion at the March meeting.

**Approved March 19, 2007**