

PINES Executive Committee Meeting
Minutes
December 3, 2013; 1:00 p.m.
Bull Street Public Library, Savannah, GA

- I. **Call to Order and Welcome** Dusty Gres
In the absence of Barry Reese, Dusty Gres called the meeting to order and welcomed everyone. Executive Committee members present were Dusty Gres, Anne Isbell, and Roni Tewksbury. Attending electronically were: Barry Reese, Leigh Wiley, and Sandy Hester.
- II. **Executive Committee Change.** Karen Odom was Chair but she has resigned her position and moved to Texas. Barry Reese is now Chair. Beth McIntyre is filling Karen's term until the end of June. Tewksbury nominated Dusty Gres to be Vice-Chair, Hester seconded. Motion carried.
- III. **Approval of September 2013 Executive Committee Minutes.** The minutes of the September 2013 meeting were approved with corrections.

IV. **PINES Staff Reports**

Budget (Elizabeth McKinney): The Courier bid is now complete. Stat Courier Services will be renewed with a lower cost. This will take effect January 1, 2014. The Evergreen Support RFP is waiting to go to bid. The Added Content RFP is still waiting to go to bid.

Staff (Elizabeth McKinney): There are two open positions: a PINES Services Specialist and a PINES Software Development Project Manager. These positions will be filled after the RFP for the Evergreen Support is completed. Funds for these positions are currently being used for contract staff.

Authority File Processing (Elaine Hardy): Bin Lin is working on the authority file processing.

Reports Working Group (Elaine Hardy): The Reports Working Group has completed requirements for the reports interface.

OCLC Worldshare ILL (Elaine Hardy): The OCLC Implementation date for Interlibrary Loan has been moved to July. There will be a teleconference on December 4.

Holds Project (Elaine Hardy and Leslie St. John): There will be a white paper available by the end of 2013 on the research that has been done on the holds functionality in PINES. Two main questions posed to those working on this were “Does Holds work the way that the PINES community asks?” Yes, it does. “Does Holds work the way that the PINES thinks?” No, it does not. The checkin library trumps the holds library. Proximity is organizational, not geographical. Leslie St. John reported that the good news is that the software is working the way we asked it to work. Testing has revealed that some of the problems are caused by users (patrons and staff,) including a large number of holds, the patron becomes ineligible because of fines, card expiration, etc., slow transits within library systems, inability to pull holds daily, and staff placing holds on volume and copy level. The white paper will be available in the December 2013 Executive Committee Meeting handouts page at georgialibraries.org. There will be some suggestions on how to combat some of the problems that are caused by staff. Elaine reported that placing holds on multi-part items is under development.

GALILEO Authentication (Chris Sharp): A fix was made so that patrons could authorize their login to GALILEO with their PINES number and pin. This was in place on October 22. Report any problems to Chris.

Staff Client Memory Leak (Chris Sharp): The Staff Client Memory Leak will be addressed in the next upgrade over MLK weekend.

2.5 Upgrade (Chris Sharp): Chris distributed a spreadsheet showing steps leading up to the upgrade which will be done Thursday, January 16 through Monday, January 21, 2014. Testing is going well. A test server will be available for staff training during the upgrade.

Statistical Reports (Dawn Dale): Statistical reports on PINES were distributed and are available on the Executive Committee handouts page on georgialibraries.org.

PINES Development (Elizabeth McKinney): Not much development has been done since 2008 when PINES began working on the Long Overdue Project. Now development projects have been worked on with the GALILEO authentication and the memory leak issue. A new development project will be the Q8.

Terran McCanna’s Reports: In Terran’s absence, Elizabeth McKinney made the following report:

KPAC: The KPAC is set to be rolled out with the 2.5 Upgrade. Feedback from testers has been positive. Terran will do a presentation on it at the Evergreen Annual Conference in March.

Upgrade Testing: Staff from PINES libraries have been testing circulation, OPAC, and KPAC and 116 issues have been identified. (Some of these are duplicates.) Testing for all areas must be completed by December 13.

PINES Mini-Conferences: The first mini-conference held in Tifton over two days in November attracted 54 people from 13 library systems. Response was positive. Four mini-conferences will be held in 2014 in different parts of the state.

Web Staff Client Project: There has been a decision made in the Evergreen development community to move away from the current staff client to a web-based staff client. The reason for this is that the current staff client is built using the xulrunner codebase in Mozilla; this has changed over time in ways that negatively impact the performance of the staff client. PINES has partnered with two other Evergreen institutions (MassLNC and SCLENDS) to fund the development of a prototype for a web-based staff client. The hope is that the prototype will show that changing the approach to the staff client will resolve some of the ongoing issues such as the memory leak and slow performance. If the prototype meets expectations, then more funding partners and grant funds will be sought to flesh out the entire web client without losing any of the current staff client functionality.

V. **Executive Committee Action Items**

Elizabeth McKinney

Option for Desk Renewal to Use Original Circulating Library: A new global flag option has been added to allow the circulating library of a desk renewal to reuse the original circulating library rather than using the workstation. Subcommittee recommendation: No. Isbell made a motion to uphold the Subcommittee's recommendation; Hester seconded. Motion carried.

Option to Disallow Use of a Branch as a Pickup Library for Holds: A new library setting is available to remove a branch from consideration as a hold pickup library. Subcommittee Recommendation: Yes. Hester made a motion to uphold the Subcommittee's recommendation; Reese seconded. Motion carried.

Floating Groups: A floating collection is a group of items that are not housed permanently at one specific library, but instead are shelved in the library where they were most recently discharged. When a floating item is sent to a library within a defined group of libraries, it will remain at that location after being returned by the borrower, saving the time and cost of returning it to the original library. With the new upgrade, the floating groups functionality has been enhanced with more ability to define where a copy will float. This would be an optional setting on a system by system basis. Subcommittee Recommendation: Yes. Isbell made a motion to table this until after further testing; Tewksbury seconded. Motion carried.

Holds- Behind Desk Pickup: A few libraries put their holds in the public area. With version 2.5, the functionality has been enhanced to allow individual holds to be marked as “Behind Desk Pickup”. This per-hold setting could be set by staff or by patron. Subcommittee Recommendation: Yes. Isbell made a motion to accept as long as this was a local system option; Tewksbury seconded. Motion carried.

Patron Blocking For Too Many Lost Items: This will add a group penalty threshold that will alert staff when a patron has too many lost items. Subcommittee Recommendation: Need more testing. Hester made a motion to table this until further testing can be done; Reese seconded. Motion carried.

Include Lost Items as Items Out: Through a new library setting, the staff has the ability to determine if lost items will be included in the tally of items out. Under the current process, lost items that have not been paid for are already considered as items out, so this will not change the current behavior. Subcommittee Recommendation: Yes. Isbell made a motion that the Subcommittee’s recommendation be upheld; Tewksbury seconded. Motion carried.

Warning on a Patron Account Appears if the Account is About to Expire: Subcommittee Recommendation: Yes, within 30 days. Isbell made a motion that the Subcommittee’s recommendation be upheld; Tewksbury seconded. Motion carried.

Address Alerts: There is a new option for libraries to configure certain street addresses to generate an alert in the staff client when a patron registers for a new card with one of those addresses. An example of this might be the address of a shelter, a halfway house, or another type of non-permanent residence. Subcommittee Recommendation: Yes. There was some discussion of how this would be set up. Staff would enter an address in an interface. Isbell made a motion that the Subcommittee’s recommendation be upheld; Tewksbury seconded. Motion carried.

Patron Self-Registration: There is a new feature that will allow patrons to fill out a web-based form to begin the account registration process. The patron would fill out basic information and submit it. The patron would then need to go into the library to complete the registration process. Library staff would look up the patron on a list of pending users, confirm proof of identity and address, assign the library card number, and double-check to make sure the patron does not already have a card. Pending patron accounts which sit unattended in the database for too long are purged via a regular running script. Subcommittee’s Recommendation: Yes. Discussion included when it would go live (after the 2.5 upgrade), and many pros and cons of the procedure. Isbell made a motion to table the discussion; Wiley seconded. Motion carried.

Proposed New Circ Modifier: Musical Instruments: A library has requested a new circulation modifier for circulating musical instruments. The proposal is that the Circ Modifier would be Musical Instruments; the fine would be \$3.00; the normal duration would be 14 days; the renewal count would be 2; and holds could be placed within the local system only. The Subcommittee was divided about this with a very close vote, 14 No and 10 Yes. There was much discussion at the meeting. The Executive Committee asked Elaine Hardy to work with the Cataloging Subcommittee to find a suitable way to accommodate the circulation of musical instruments.

Procedure for One Word Names. One library system has encountered a situation where a patron came in to register but had a one word name (no separate first and last name.) Current PINES policy does not address how to enter the name in the registration form so that it can be easily looked up later. GA driver's licenses require a first and last name and use the same name twice if necessary. Options given to the Subcommittee were: modify the policy to put name in First Name field; modify the policy to put name in Last Name field; modify the policy to put the name in both First Name and Last Name fields; do not modify the policy to address this issue; or other suggestions. Subcommittee Recommendation: Modify the policy to put the name in both the First Name and Last Name fields. Isbell made a motion to uphold the Subcommittee's recommendation; Tewksbury seconded. Motion carried.

Green Bags Purchase: Elizabeth McKinney reviewed the results of the survey on green bags. 42 of the 53 PINES library systems responded. There were approximately 6,200 unused bags in the responding PINES libraries at that time (November 15-25, 2013.) Libraries send 0 to 75 packages in something other than PINES bags each week. Libraries send 1 to 150 packages in boxes or tubs instead of PINES bags or other forms of envelopes per week. 29 libraries use small bags more often; 13 libraries use large bags more often. STAT's Atlanta warehouse had approximately 1,400 bags in the warehouse for distribution at this time. All bags sorted for redistribution are kept in the Atlanta warehouse and can be delivered to any library system within 2 days. Brian of STAT recommends purchasing large bags if any are purchased. After some discussion, the Executive Committee suggested that all excess empty bags should be sent to the Atlanta warehouse so that Brian can supervise them and redistribute them. Tewksbury made a motion that the decision about purchasing green bags be tabled to the May meeting to see if the bag redistribution process works; Isbell seconded. Motion carried.

VI. Discussion Items

Letter from Patron Goldman: A patron has written a letter requesting that audio and video items be made available to borrow throughout PINES instead of just within the owning library's local system. After much discussion, the Executive Committee asked Elizabeth McKinney and Barry Reese to compose a letter to the patron in response to his concerns.

VII. Old Business

Outreach Users: The Subcommittees will be asked to work on a definition of an outreach user and their privileges (limit on checkouts, limit on holds, fines, etc.) This will be discussed at the May meeting.

VIII. New Business

Forgiving Debt and Sending Patrons to Collection Agency. See the section in the policy "Collection/Materials Recovery Agencies" and "Paying Fines/Fees" to be sure your library system is following PINES policy. Two library systems have reported problems as a result of other library systems not following policy. Remember that only owning libraries can send a patron to a collection agency.

There being no further business, Tewksbury made a motion to adjourn; Reese seconded. Motion carried. The next meeting will be held in May, 2014.

Respectfully submitted,

Roni Tewksbury
Secretary