

## **PINES Executive Committee Meeting**

### Minutes

December 5, 2019; 1:00 p.m.

Doubletree Hotel, Savannah, Georgia

#### **I. Call to Order and Welcome**

Lecia Eubanks

Lecia Eubanks called the meeting to order at 1:06pm and welcomed everyone. Executive Committee members present at call to order were Trent Reynolds, Valerie Bell, Stacy Brown, Lecia Eubanks, Natalie Marshall, and Jennifer Lautzenheiser. Arriving late for staff reports but prior to Executive Committee Actions were Geri Mullis, Stephen Houser, and Martha Powers-Jones. Guests in attendance were Adam of Emerald Data Networks. Alex and Brian of Stat Courier.

**II. Approval of the September 2019 PINES Executive Committee Minutes.** Trent Reynolds made a motion to approve the September 2019 Minutes. Natalie Marshall seconded the motion. The motion passed unanimously.

#### **III. PINES Staff Reports:**

**Elizabeth McKinney** – The PINES Anniversary would happen the same evening at the Bull Street Library. In addition to the 20<sup>th</sup> Anniversary celebration, new PINES branding and the PINES card art competition finalists would be unveiled. Attendees would be able to vote on the card designs. An email would be sent out with the winner at the beginning of 2020. Elizabeth extended gratitude to Emerald Data Networks and Stat Courier for their sponsorship of the celebration as partner agencies.

**Terran McCanna**- The Novelist usage levels are up. The most popular feature is the Title Read A-likes feature. GALILEO usage reporting will change due to the upcoming authentication changes. An average of 81,813 notifications are sent out per day. There have been over 40,000 installs of the Apps. Android installs were 18,200. iOS installs were 21,909. There are now 2 color schemes available: light or dark.

Training Update – PINES staff members have conducted 47 classes for a total of 214 hours to 603 students for the calendar year 2019.

Upgrade – scheduled for January. General updates include the following: Improved catalog search speed, Fix to check-in screen page refresh slowness, Fixes to column/grid preferences to allow saving of preferences, Pending patrons now accommodates more than 100 lines, Further work on converting old XUL client interfaces to the new format, and more back end and admin interface work. Work continues to Hopeless Holds. The Hopeless Holds process allows for an interface to identify holds remaining for lost or unavailable items. This will identify patrons

awaiting a hold that will not be fulfilled. Holds update notifications will be turned on as well. When a patron or a staff member updates the notification method for a hold, an option will allow for all holds to be updated automatically as well. The old New Item Carousels will be removed and replaced with automatically updated carousels of new items for each branch and system. An option for branch-level or system-level carousels to be dedicated to specific shelving locations. New is defined by creation date so donated materials may appear. A total of 50 items will be pulled with creation dates within the last 6 months.

Development Update – Patron Alerts Consolidation and RBDigital are both in the bug fixing phase. Booking module will allow for reservation of any kind of item. Currently testing for suitability for PINES library usage for meeting rooms. Acquisitions work has been contracted by the Evergreen Community Development Initiative.

Evergreen International Conference will be held at the Crowne Plaza Ravinia Hotel in Atlanta. The conference will be April 22-25. One day tickets are available for Thursday & Friday, as well as for the preconferences on Wednesday.

**Dawn Dale-** The group price on license scanners remains. A notice was received about PCI Compliance which only impacted international Stripe customers. Everyone who used Stripe for payments was encouraged to sign up to receive the Stripe newsletter.

**Elaine Hardy-** Reminded everyone that the Cataloging Conference was in December. Some space still remained for attendees. Those interested should contact Elaine.

**Tiffany Little** – An Acquisitions Survey would be released again shortly. Those interested in seeing the current list of users for the Acquisitions module are provided on the documentation tab of the PINES site. Chris Sharp will be the co-release manager for the next update. Non-profit status update was provided. The site selection process was ongoing for 2021 Evergreen Conference.

**Chris Sharp-**The upgrade to 3.4 version will begin on Saturday, January 18<sup>th</sup> at 6:00 p.m. The upgrade will be completed by Tuesday, January 21<sup>st</sup> at 6:00 a.m. Open Athens testing is ongoing with Evergreen connector to make sure that PINES card will provide access.

#### **IV. Executive Committee Action Items**

Terran McCanna

Action Item 1: ILL Circulation Modifier. Elaine Hardy made a proposal for a new circulation modifier name: *ILL Item* for the use with pre-cataloging record creation for ILL materials. The circulation period would be 14 days with no renewal, no holds, and OPAC invisible. The proposal did not specify a fine level. Stephen Houser made a motion to accept the proposal as

written with a fine level of 20 cents per day. Stacy Brown seconded the motion. The motion passed unanimously.

Action Item 2: 'No Fines' Permission Group. Twin Lakes Library Board has an interest in honoring veterans with a fines free status. This would require a patron permission group. The creation of this was requested for a pilot program. Concerns were raised that creation of a fine free patron permission profile would create a meritocracy. Additional interest was expressed to maintain a consistent user experience. The Fine Free Circulation Modifier was mentioned as a method for providing a fine free experience. Twin Lakes Library anticipated losing less than \$1,000 on fine revenue. The program would be announced with a media release. Valerie Bell made a motion to provide a no fines patron profile named "Twin Lakes Veterans" for a six-month period. Natalie Marshall seconded the motion. A yes vote was provided by Trent Reynolds, Lecia Eubanks, Stephen Houser, Geri Mullis, Valerie Bell, and Natalie Marshall. A no vote was cast by Jennifer Lautzenheiser and Stacy Brown.

Action Item 3: On-Order Holds. Live Oak Public Libraries requested a continuation of the On-Order Holds Pilot. The request was presented by Tiffany Little. All on order holds at LOPL were tracked to provide a summary. Between 7/1/19 and 10/15/19 a total of 54,686 holds were placed. Of those, 6,840 were 'on-order' holds. This represented about 12.5% of the total LOPL holds. 65% of all on-order holds were filled with an average wait time of 27 days. 21.5% of on-order holds were unfilled, not cancelled, with an average open period of 51 days. 17.76% of on-order holds were cancelled. The average time period of time from item order to receive date was 34 days (25 workdays). During the time period 11,092 items were ordered with 92% received, 5.8% still on order, and 2% cancelled. Of the cancelled items, 22.6% of the titles had holds. The upgrade feature Hopeless Holds will resolve any issues associated with the holds remaining on cancelled items.

LOPL noted that requests to purchase items has decreased by 90% due to patrons being able to see the orders in the OPAC. LOPL does have an internal policy requesting that materials be ordered no more than 60 days in advance. Trent Reynolds made a motion for on-order holds to continue and that other interested PINES libraries using Acquisitions module should move forward with on-order holds. Stephen Houser seconded the motion. The motion passed unanimously.

Action Item 4: Student Access Pilot. Live Oak Public Libraries requests that the limit on physical item checkouts for the access pilot be increased from 2 items to 5 items. Live Oak Public Libraries request that the pilot be expanded from only Heard Elementary to the full Savannah-Chatham County Public School System. The pilot is in the creation of the batch loading phase. The model will be opt out requiring parents to visit a website to elect to not participate. The student card might create duplicates within the PINES system but would follow a student from

Kindergarten to 12<sup>th</sup> grade as long as the student remains in the same district. Stacey Brown made a motion expanding the item limit from 2 to 5 items per card and also expanding the program to the full Savannah-Chatham County Public School System. Stephen Houser seconded the motion. The motion passed unanimously.

## **V. Discussion Items**

Bag Purchase Formula. Elizabeth McKinney presented a change request from Southwest Georgia Regional Library. The request proposed a policy change for the formula of dividing the cost of bag and tote purchases. The change would be as follows:

Each member library agrees to buy PINES mailing bags *and totes* according to a formula based on ~~annual borrowing~~ *the number of items borrowed (received) from other PINES libraries for a 12 month period.* The ~~formula and the~~ need to purchase bags *and totes* will be reviewed each year at the annual meeting.

It was established that the votes must be taken in May for full membership in accordance with the Constitution and Bylaws. The Constitution and Bylaws could be changed to allow for electronic vote on totes or bags. It was briefly mentioned that a change in Constitution and Bylaws could be made to allow for the Executive Committee to approve bag purchases. The actual vote for the change will occur at the May PINES general meeting.

Fines Statistics. Overdue Fill and Payment Summaries for the time period of 1/1/14 – 11/13/19.

## **VI. Old Business**

Valerie Bell requested clarification on the 'No Fines' Permission Group. Would the cards be fine free at all PINES libraries? It was clarified that the Permission Group pilot would be created at Twin Lakes but the card would maintain Fine Free status at all PINES locations. Valerie Bell made a motion to retract her earlier motion to approve 'Fine Free' Patron Permission Group. Lecia Eubanks seconded the motion. The following voted yes to the retraction: Lecia Eubanks, Martha Powers-Bowman, Jennifer Lautzenheiser, Natalie Marshall, Stacy Brown. Trent Reynolds voted no to the retraction motion. The following abstained from the vote: Stephen Houser, Geri Mullis, Valerie Bell.

## **VII. New Business**

There was no New Business.

## **VIII. Issues/Requests/Discussions/Reports from the Membership**

There were no issues to discuss.

**IX. Next Meeting**

The next meeting will be held in conjunction with the Spring Directors meeting in Athens.

**X. Adjournment**

Lecia Eubanks made a motion to adjourn at 2:44 pm. Natalie Marshall seconded the motion. The motion passed unanimously.

*Respectfully submitted,  
Jennifer Lautzenheiser*