

PINES EXECUTIVE COMMITTEE MEETING

Minutes

September 26, 2017 9:00 am

Athens Regional Library

I. Call to Order and Welcome

Past Chair Anne Isbell called the meeting to order at 9:00 am and welcomed everyone. Executive Committee members present were Martha Powers-Jones, Lecia Eubands, Natalie Marshall, Trent Reynolds, Stacy Brown, and Jennifer Lautzenheiser.

II. Election of Officers. Stacy Brown nominated Jennifer Lautzenheiser to maintain the duties of secretary; Martha Powers-Jones seconded. Motion carried unanimously.

Martha Powers-Jones nominated Geri Mullis to serve as Chair; Jennifer Lautzenheiser seconded. Motion carried unanimously.

III. Approval of May minutes. Lecia Eubanks made a motion to accept the May 2018 PINES Executive Committee Minutes; Natalie Marshall seconded. The motion carried unanimously.

IV. Staff reports.

Julie Walker:

As a part of the Comprehensive Administrative Review (CAR) currently being conducted by the University System of Georgia, there is an effort to become more efficient. One idea currently being explored is whether the PINES servers could be co-located with the other University System of Georgia servers. The results of the CAR are still pending.

Elizabeth McKinney:

Courier Contract Update: The University system will remain in the contract. The contract will include identified high volume stops. This designation will allow for multiple stops, larger trucks, or other measures to allow for the higher volume.

Strategic Plan: The Strategic Plan will be available for update at the December meeting.

Terran McCanna:

Statistical Reports. GALILEO & Novelist both have been increasing usage. Open Athens has been in development. The notices have been stable with approximately 2.6M being delivered each month. The last outage for the notices function was December of 2017. 7.65K downloads of the Android App. 2.17K downloads of the iOS app. In January, Evergreen will upgrade to 3.2. This includes: Cataloging showstopper bugs, Batch actions within the OPAC, ability to print spine and pocket labels, Alternative preference patron names, inventory management, and an emergency closing handler to undo the midnight fines assessed.

Development Update: There are multiple items currently under development. The ability to test notification method is currently under development. A prompt to update existing holds when one hold is updated with a new pick up location or other information is being developed. Additional development updates include: "Did you mean" searching, Angular development to integrate Acquisitions, consolidation of multiple alerts, improved discard and weeding processing, Geographic proximity searching by zip code, and RBDigital integration into the OPAC.

Training Update: PINES mini-conference will be October 22 – 23, at Athens. Online training is being revised for the web client.

Dawn Dale provided an update that all was going well.

Tiffany Little:

A total of 8 libraries are currently have implemented the acquisitions module. 6 more libraries have expressed an interest and are planning implementation in the future.

Chris Sharp:

MLK upgrade: Change the look and feel of the interfaces will include a staff facing catalog. The staff client will officially be removed. Libraries are encouraged to drop and move away from the Staff Client. The testing email list has been sent out and testing is encouraged. Chrome devices support the Web Client.

V. PINES Membership Discussion

Courier Tub Purchase. Elizabeth McKinney stated that Dawn Dale was able to locate a source for tubs but needed to handle the funding. The tubs will cost \$12,000 in total at about \$8 each. The cost will be distributed amongst libraries based upon volume. Ann Isbell agreed to have her system handle the billing for the tub purchase.

VI. Executive Committee Action Items.

AI1: Consolidate DVD Circulation Modifiers. The proposal will consolidate the three current modifiers into two and create one circulation modifier that allows 2 renewals and one that has not renewal.

Circ Modifier	Recurring Fine (Default)	Recurring Fine (Low)	Recurring Fine (High)	Short Duration	Normal Duration	Long Duration	Renewal Count
dvd-0	0.50	0.20			7 days	14 days	0
dvd-2	0.50	0.20			7 days	14 days	2

It was stated that a batch change could be run to change most items. Terran specified that there is no timeline for the change.

Lecia Eubanks made a motion to approve the consolidation of the three current modifiers into two modifiers with the adjustments in renewal options as presented. Jennifer Lautzenheiser seconded the motion. The motion carried unanimously.

AI2: Payment Retention and Reimbursement. This proposal would expand the current Payment and Retention and Reimbursal to include Patron Accounts in Collection Status. All patron payments will be retained by the collection library unless the owning library sends an invoice for the payment reimbursement to the collection library within 90 days of the payment date.

Discussion included:

Turning away patrons instead of receiving funds is poor financial practice.
Turning away patrons without reinstating services is poor customer service.

The practice of barring patrons will mean that some patrons might pay but not gain service which is a customer service issue.

Some libraries bargain down fines at payment which could impact the amount collected and returned to the owning library.

Some libraries who use collection services do not participate in the Payment Retention and Reimbursement process.

Terran mentioned the potential development of a standing penalty which would impede service delivery but not require the Local Admin of the system. The current reports did not support the reporting of collections receipts at other systems but could be altered to provide this in upcoming weeks.

Jennifer Lautzenheiser made a motion to approve the expansion of the Payment Retention and Reimbursement process to include collections accounts. Lecia Eubanks seconded. The motion passed unanimously.

AI3: New Automated Notification. The new automated notification would be emailed to patrons who have exceeded the PINES fine limit of \$10.00. The actual dollar amount owed would not be included in the text of the message. Actual message text would be:

Subject: [PINES] Fine Limit Exceeded

Attention: [Patron Name]

Card Number: [Patron Barcode]

Our records indicate your account has exceeded the fine limit allowed for use of your PINES library card. Please visit your nearest PINES library location to pay your fines and restore full access to your account.

If your home library accepts payments online you can pay them through your library account at <https://gapines.org/login>.

If you have any questions, please contact:
[Patron Home Library Contact Information]

(Please have your library card available.)

You may also access your account online at: <https://gapines.org/login>

Trent Reynolds made a motion to accept the additional notification. Stacy Brown seconded the motion. It carried unanimously.

VII. Old Business

Georgia Department of Education – Student Card. Elizabeth McKinney presented a variety of options available. The options consisted of 3 tiers. Tier 1: Passing links through the Student Digital Backpack. Tier 2: Actual Digital cards which allow for direct access. This access can be assisted through the parent/student/school portal of either Infinite Campus or Power School. This involves the massive upload of data which is a barrier to some systems. Tier 3: Digital/physical cards. This option would require PINES Executive Committee to address some questions such as: limitations, parental use, card in hand, lost card replacement issues, and card design.

There could potentially be methods of student mass import into PINES but those are not yet fully developed.

Elizabeth convened the Student Card Working Group. Members are:

Catherine Baldwin - Live Oak Public Libraries
Stacy Brown - Uncle Remus Regional Library System
Jennifer Durham - Statesboro Regional Library System
Lecia Eubanks - Cherokee Regional Library System
Jessica Everingham - West Georgia Regional Library System
Pam Grigg - Roddenberry Memorial Library
Stephen Houser - Twin Lakes Library System
Jennifer Lautzenheiser - Middle Georgia Regional Library System
Beth McIntyre - Piedmont Regional Library System
Geri Mullis - Marshes of Glynn Libraries
Richard Sanders - Hart County Library System

Coordinators are: Elizabeth McKinney, Terran McCanna

VIII. New Business

Jennifer Lautzenheiser asked for clearly defined best practices for the shipment of media through the courier.

Beth McIntyre asked for clarification of the need to guard against cyber-attack. The University System of Georgia provides a policy against cyber-attack that would cover the PINES system. Some systems or county governments are purchasing cyber insurance to protect staff and systems in the event of an incident.

IX Issues/Requests/Discussions/Reports from the Membership

Beth McIntyre sought clarification that the DVD fines and Circ Modifier will remain a local decision. This was confirmed by the PINES team.

Next meeting is December 5, 2018 in Savannah.

Natalie Marshall made a motion to adjourn the meeting. Trent Reynolds seconded. The motion passed unanimously.