

PINES Executive Committee Meeting

Minutes

December 2, 2015 9:00 a.m.

Live Oak Public Library, Bull Street Branch, Savannah, GA

- I. **Call to Order and Welcome** Anne Isbell
Chair Anne Isbell called the meeting to order and welcomed everyone. Executive Committee members present were Anne Isbell, Jennifer Durham, Beth McIntyre, Claudia Gibson, Holly Phillips, and Roni Tewksbury. Those attending online were Billy Tripp and Leigh Wiley.

- II. **Approval of September 2015 Executive Committee Minutes.** Gibson made a motion that the minutes of the September meeting be approved; Durham seconded. Motion carried.

III. **Staff Reports:**

Elizabeth McKinney:

Staffing- PINES System Administrator II position has been posted. The search is being expanded.

Bids- The bids for Overdue Notices and Evergreen Development are both on hold.

Catalogers Conference- The Catalogers Conference is scheduled for January 25 to 27 at Unicoi State Park. It is hoped that each system will send a representative.

Acquisitions- The “Shakedown Cruise” continues: Chestatee is in live production on the acquisitions module with just a few small problems to be worked out; Henry County and West Georgia are placing orders on a test server.

Chris Sharp:

PINES Upgrade- PINES will go down for the upgrade to version 2.9 from Thursday, January 14 at 6:00 p.m. to Tuesday, January 19 at 6:00 a.m. The upgrade may go quicker, so it is hoped that there will be a shorter downtime for upgrades in the future. Testing for the upgrade has gone well, with testing being done on every module except local admin. Also, third party software needs to be tested. All PINES systems should participate in the testing. Quick Reports are now available for testing.

Web Client- No one in the Evergreen community has the WebClient in production yet. It does look like this is going to be better than the current Staff Client. However,

printing to multiple printers may be a problem. The WebClient is still a Beta product; some library systems have said they would like to be pilot sites.

Hackaway- This year's Hackaway was held in Massachusetts in November. A total of 28 bugs were fixed. Chris worked on Acquisitions improvements. In the NOBEL consortium, there is a relative of a staff member that has developed a PINES mobile app for Android only; Chris and Terran will be testing this. At the Hackaway, there was a lot of discussion about the Evergreen search speed; Chris submitted one fix but it will continue to be a project to work on.

Training- Chris and Terran went for training on Angular GS, the software being used to build the WebClient.

Terran McCanna:

PINES Training- In 2015, there were 19 on-site trainings and staff days, 4 web-based trainings, 12 cataloging training sessions, 5 sessions at COMO, 8 at the Tifton mini-conferences, and 17 at the Athens mini-conference. Terran is working with Julia Huprich to develop a series of online courses called PINES U. There will be a short video about the changes coming as a result of the PINES Upgrade. The biggest change is the Patron Message Center.

Novelist- The use of Novelist in Fall 2015 was a bit decreased from Spring 2015, but it is increased over Fall 2014. The use of Novelist content in PINES is increasing by significant numbers.

GALILEO Authentication- The use of GALILEO is increased over Fall 2014, but it is a bit decreased compared to Spring 2015.

Web Client Testing- To test the Web Client, go to <https://next.gapines.org/eg/staff>.

Quick Reports- There has been good feedback about the Quick Reports. More reports have been added for Transit and Online Payments. Someone has asked for a Barred Patron report. You can use Quick Reports from your phone in an HTML view.

PINES Library Branch Locator- There has been good feedback about the Branch Locator. Double-check your system's information and let Terran know of any changes that need to be made.

PINES Best Practices: Money Owed Between Libraries- Terran distributed a handout that outlines a complete procedure for processing any payments received for lost, damaged, or long overdue items by the non-owning library. This money must be sent to the owning library. Terran reviewed the procedure. Terran suggested that one

staff member per system be appointed to do this procedure each month. A Quick Report has been developed to show a list of payments made at each library. This will also work with online payments. She proposed that the procedure be put in place on January 1, 2016. Dawn and Terran have tested this on the test server.

Discussion: -The person assigned needs to be one person in each system that know PINES well and also knows the accounting process.

-Concerns were expressed about how much staff time it would take to put notes in patron records and to zero out the bills.

- Suggestion was made for the form to be full-page.

Next Steps- Worth County, Chestatee Regional, Statesboro Regional, and Lake Blackshear Regional volunteered to test the procedure and to report back at the May meeting.

Transit Cleanup- Dawn and Terran are analyzing issues with the transit lists. They chose three library systems reporting problems with transits to investigate and one system that was not reporting problems. They found that the average HQ to HQ transit time has increased (from 6 days to 11 days) and that the average Branch to Branch transit time is averaging 14 days. There was a total of 725 delayed items; this is down to 161. They stressed that it is important to do a transit list clean up on a regular basis. After the Cleanup Project: There were 37,000 items before the project; that is down to 10,000 items. They proposed to do a batch process to mark items “missing” that were not found. Gibson made a motion that the batch process be run before July 1; Durham seconded. Motion carried.

Dawn Dale:

Statistical Reports- were provided in handouts.

Bags and Cards- There is an agreement with Perma-Card that the children’s cards are now the same price as the regular PINES cards. On the initial order of the children’s cards, 115,000 cards were ordered. A total of 20,000 green bags were ordered and distributed to PINES libraries. **If you have green bags or extra tubs, please return them to the STAT warehouse. Note: The warehouse staff prefers green bags, not boxes: if you have to use more than one bag, do that instead of a box.** Make sure labels are legible. If you need bags or tubs, ask your driver every day for some.

Help Desk- The new Help Desk software is going great. There are less complaints.

Credit Card Payments Pilot Program- Three library systems tested the Credit Card Payment process. They have chosen Stripe as the best vendor to go through for this. PayPal is not easy to work with and they have a \$30 monthly charge. Stripe charges

2.9% of the fee collected + .30 per transaction. You will need to use the last 4 numbers of someone's social security number. Testing has been successful. Henry County reported that they collected \$220 in November with no advertisement or promotion; the fee to the library was only \$13.88. The money is put into the library's account on a regular basis and the vendor has good reports to the library.

If you would like your system to participate, go to Stripe.com, create an account, and they will give you API information. Then put in a Help Desk ticket and tell Dawn that you want to participate.

Elizabeth:

Evergreen International Conference- This year's Evergreen International Conference will be held April 20 to 23 in Raleigh, N.C. The 10th anniversary of Evergreen and PINES on Evergreen will be celebrated. There is a call out now for proposals of presentations to be made.

IV. Executive Committee Discussion Items.

- 1. Patron Opt-In to Store Circulation History.** PINES does not currently save circulation history for closed transactions, but many patrons have expressed that they would like to be able to view their circulation history. Evergreen now has this capability to allow patrons to voluntarily opt in to save and view their own circulation history. 85% of the Subcommittee vote said Yes; 76% of the Directors vote said Yes.

Discussion: Can patrons set how much history?- Chris said that the patron will be able to see only the circulations going back to the day that they opt in.

Will it affect the speed of PINES?- No.

How will patrons opt in?- Only the patron can opt in by going to their account online and clicking a box. It cannot be done from the Staff Client.

Durham made a motion that this option be made available to patrons' Gibson seconded. Motion carried.

- 2. Circulation and Hold Data Retention on Server.** Beginning with the January PINES upgrade, nightly scripts can be run to archive circulation and hold data that meets certain criteria. Circulation data needed for statistical reporting will be preserved, as will circulation data with outstanding fines or fees. Library staff will see older circulation information drop off when looking at Item Status. This will not affect the "opt in" patrons. Hold Data will be retained for statistical

reporting. Library Staff will notice older hold information drop off when looking at a patron's account under Holds and Show Cancelled Holds. The Subcommittee vote was 50/50 between retaining information for 1 year and 2 years. Note: This will not affect system performance and it will not affect "opt in" patrons.

How long should closed transactions be retained? Tewksbury made a motion that the closed transactions be retained for 1 year and begin with the upgrade; McIntyre seconded. Motion carried.

- 3. Proof of Address.** Since many people now opt out of receiving paper bills and now receive their bills online, a library system has asked that utility bills received online be accepted as proof of address. The current policy says "original documents are required." The Subcommittee vote was Yes by 93%; the Directors vote was Yes by 95%.

Tewksbury made a motion that online or electronic utility bills can be presented as proof of residence; Gibson seconded. Motion carried.

- 4. AV Packaging for Courier Transport.** Some patrons return AV items that they have borrowed from one library system to another library system, and these items need to be sent via STAT courier to the owning library. A PINES director has asked that the Executive Committee consider the guideline to require some kind of bubble wrap or protective packaging when returning AV materials through the courier.

Discussion: How many libraries does this affect; how would this policy be enforced; consider the amount of staff time cost versus the amount of DVD cases broken. One recommendation was that instead of a policy, that the owning library can bill the shipping library. Tripp disagree with the billing because everyone should know that they have to assume some costs for providing the service.

McIntyre made a motion that no change in the policy be made; Gibson seconded. Motion carried.

- 5. Money Owed Between Libraries.** Current PINES policy states that all payments for lost items, lost processing fees, long overdue items, and long overdue processing fees be remitted to the owning library. Other types of payments are kept by whichever library collects the money.

A PINES director has proposed that the policy be changed so that all fines and fees, including lost book fees, be kept by the library that collects the money. The Subcommittee vote was No with 60%; the Directors vote was No with 72%.

Gibson made a motion that this be tabled to the May meeting, because of the testing of the new procedure for remitting these fines and fees to the owning library; Durham seconded. Motion carried.

V. OLD BUSINESS

There was no Old Business.

VI. NEW BUSINESS

- 1. Lost Payment Remittance.** For money owed between library systems, this remittance should be done at least quarterly. McIntyre made a motion that the remittance be done at least quarterly; Tewksbury seconded. Motion carried.

VII. ADJOURNMENT

There being no further business, the meeting was adjourned. The next meeting will be held in conjunction with the May Director's meeting.

Respectfully submitted,

Roni Tewksbury
Secretary