

PINES Executive Committee and Annual Membership Meeting

Minutes

May 4, 2022, 9:00am

Athens Regional Library System

I. Call to Order and Welcome

Meeting called to order at 9:12am.

PINES Executive Committee Present: Martha Powers-Jones (Chair), Natalie Marshall (Secretary), Jan Burroughs, Lisa MacKinney, Geri Mullis, Valerie Bell, Stacy Brown, Holly Phillips (virtual)

GPLS Present: Julie Walker, Ben Carter, Nate Rall, Angela Stanley, Elizabeth McKinney, Dawn Dale, Elaine Hardy, Terran McCanna, Tiffany Little, Chris Sharp, Susan Morrison

II. Roll Call

PINES Library Systems Present: See Meeting Handouts

III. Approval of December 2021 Executive Committee Meeting Minutes (Committee)

Geri Mullis moved to approve; Jan Burroughs seconded. Motion passed unanimously.

IV. Approval of Executive Committee Online Meeting Minutes (Committee)

Stacy Brown moved to approve; Geri Mullis seconded. Motion passed unanimously.

V. Approval of May 2021 PINES Annual Membership Meeting Minutes (Membership)

Geri Mullis moved to approve; Valerie Bell seconded. Motion passed unanimously.

VI. PINES Staff Reports

Elizabeth McKinney- Welcome to Susan Morrison as a full time PINES team member. Best wishes to Peggy Chambliss.

The E-cards and E-renewals RFP not yet out for bid. Elizabeth is seeking a second emergency authorization to continue with Quipu for the e-card registrations

Terran McCanna- (see handouts) Usage is up across the board for NOVELIST; added Syndetics Unbound; GALILEO usage is strong and steady, currently higher than pre-pandemic; PINES app usage strong, first quarter the iOS dls have outpaced the Android; Quipu: 4,993 registrations,

610 upgrades; PINES Online Learning: over 2000 classes enrolled in the first quarter; Local Admin certification went well, 97 LAs have completed certification; subcommittee review and updates to the text of all automated notices; Feedback Fest and Bug-squashing event; Stripe bug fight is ongoing, with a temporary fix in place; Long Overdue change will take place on July 1; PINES Annual Satisfaction survey: requested recommendations for purchase option, request for renewal from the due date instead of renewal date, request for an automated notice as soon as an item becomes overdue, requests for features that already exist like search controls, checkout history, filters for searching (opportunities for patron education)

Dawn Dale- (see handouts) Push request to delete Longoverdue Legacy items

Dawn and Elizabeth- Courier Services Updates: Dawn noticed/was notified that batches of items were going missing on the same day. Shelf checks took the number from 25,000 to 3,000. They are still working on tracking down remaining missing items. It helps if we identify quickly so that solutions can be found (reporting within 30 days if possible); the recommendation is monthly monitoring of the transit list; encourage staff to slow down and double check their work; the goal is HQ to HQ in no more than 3 days.

Elaine Hardy- OCLC Streamlined Holdings Project (free!) so PINES is in the process of doing that. Right now catalogers can delete items without worrying about last copy deletions and OCLC pulls. It's a great time to clear up discard/weed, missing, long overdue and lost items to streamline your catalog. Blank Clrc Modifiers: trying to track down and eliminate from the PINES catalog, down to under 14,000; Working on a reorganized Cataloging Wiki.

Tiffany Little- Monitoring a quality control issue with a library using Brodart cataloging and processing; patron requests solution development: acquisitions module that needs a couple of key pieces for regular usage.

Evergreen Community Update: Tiffany's term is ending; Chris was reelected; the transfer of assets from SFC to Evergreen Project is complete; 3/5 Year Strategic Plan is in development.

Evergreen Conference: online, June 13-16; registration is currently open.

Susan Morrison- (see slide deck) PLAY Card stats: 13 library systems, 23 active school systems, 209,000 active accounts, over 30,000 physical checkouts, 9 MOUs in progress and 35 in the queue. Upcoming projects: PLAY account audit: handling developing issues; PINES-L mailing list cleanup (directors, local admins and managers); Advanced Reports guide and class; Staff Accounts cleanup- permissions review, move away from generic logins, general survey.

Voter Registration reporting update: the Secretary of State's office wants to receive registration and declination numbers weekly, and daily during the 15 days prior to elections. Rachelle is the contact and libraries should reach out to her.

Chris Sharp- Staff logins project, please work on self-managing the move away from generic logins; Development update: implemented the FTP server to make the PLAY project more usable, now fully automated and script runs nightly. Noted interest from other Evergreen libraries. Working on integration with third party entities offering rostering services for school systems. Upgrading the software underlying Evergreen (POST-SQL); opening the conversation about moving the schedule for annual upgrade; David Teston has opened contacts with the USG ITS Cybersecurity team and they have been shaking the fences on the PINES and associated servers to detect potential issues.

Elizabeth- ANNUAL PINES Satisfaction Survey

40 requests for AV Sharing; many praises for allowing it. Complaints about picking parts for DVDs and graphic novels. Request for pre-holds on age-protected items. The best thing is: the book selection and ability to get items from across the state.

Quick 5 minute break

VII. Executive Committee Action Items

Action Item 1: Subcommittee Nominations

Terran McCanna presented the slate of subcommittee nominations for new and renewed terms. Geri Mullis moved to accept the nomination slate; Stacy Brown seconded. Motion passed unanimously.

Action Item 2: Acceptable Forms of ID

Resulting from discussion at the December 2021 meeting. The subcommittee recommendation is to add military ID, weapons carry licenses, recent pay stubs, and current lease/ rental agreements to the list of Acceptable IDs. They recommend removing checks with pre-printed addresses from the list of Acceptable IDs.

Geri Mullis moved to accept the subcommittee change recommendations.

Stacy Brown asked about using tax assessors website/ property ownership (Q-public.) The main negatives are Irregular updates and that it doesn't account for renters.

Geri Mullis amended her motion to add county tax assessment records to the list of ways to establish acceptable ID. Lisa MacKinney seconded. Motion passed unanimously.

Note about Bag and Tote Purchase: Elizabeth and Dawn talked to Stat and no purchases are currently needed.

VIII. Discussion items

Fines Free Pilot- Sandy Hester: working on publicity, but they are still working their way out of the COVID hole for circulation so the hard data is inconclusive. Positive anecdotal evidence. First negative comment from a county official asking why they gave up that fine revenue; possibly due to other factors. Questions from folks about how they handled the revenue loss on the regional level by supplementing local services. She feels like the program is decreasing the number of long overdue items the system is seeing.

Beth McIntyre: Made fines free a large part of their staff day. Purchased and deployed a large number of banners around the community. They are collecting anecdotal evidence on its own merit and in place of the statistical evidence which takes a longer period to collect. Rather than a Clean Slate program, Piedmont is taking an as-needed approach to prior fine forgiveness.

Julie Walker: A proposal was submitted for a statewide grant funded pilot project to go fines free. No results have been announced as of today.

Executive Committee Election Results

Valerie Bell is exiting the board at the end of her term as a large system representative. Clint Moxley was elected to fill that position. Stacy Brown and Natalie Marshall applied for term renewals as at-large representatives. They have both been elected for new terms.

AV Sharing

The first few weeks did see a number of complaints about incorrect packaging issues. Complaints to PINES staff have dropped off since. There is an issue with larger audiobooks not fitting into the provided bubble mailers, so we may want to consider adding some bags of larger sizes to accommodate that.

A discussion of whether to make a bubble mailer purchase took place. No motion was made.

Terran: there have been questions from library staff regarding the differences in circulation rules for AV materials. This is for renewals, circulation times, and fine levels. Subcommittee agreed standardization would be beneficial but were not strongly in favor of any particular set of circulation mods. The strong opinion was not to allow staff to change the circulation mods at checkout. Discussion will continue for now with no motions made.

IX. PINES Annual Membership Meeting Action Items

Action Item 1: PINES Bag and Tote Purchase

The membership agreed not to purchase bags and totes at this time and will revisit purchases as needed throughout the upcoming year.

X. Old Business

none

XI. New Business

none

XII. Issues/Requests/Discussion/Reports from the Membership

XIII. Next Meeting

September 14, 2022 at the Fall Directors Meeting in Newton County.

XIV. Adjournment

The meeting was adjourned at 11:06am.

Geri Mullis moved to adjourn. Jan Burroughs seconded. Motion passed unanimously.