

PINES Executive Committee Meeting
teleconference via Google Meet
Minutes
May 12, 2021 at 9:00 AM

I. Call to Order

Meeting called to order by Geri Mullis at 9:03 AM.

II. Attendance

PINES Executive Committee present: Geri Mullis (Chair), Martha Powers-Jones (Vice Chair), Stacy L. Brown (Secretary), Valerie Bell, Jan Burroughs, Lecia Eubanks, Stephen Houser, Lisa MacKinney, Natalie Marshall. GPLS present: Julie Walker, Ben Carter, Elizabeth McKinney, Dawn Dale, Elaine Hardy, Tiffany Little, Terran McCanna, Susan Morrison, Chris Sharp.

PINES Libraries present: Athens Regional Library System, Augusta-Richmond County Public Library System, Azalea Regional Library System, Bartram Trail Regional Library, Catoosa County Library, Cherokee Regional Library System, Clayton County Library System, Coastal Plain Regional Library System, Elbert County Public Library System, Flint River Regional Library System, Greater Clarks Hill Regional Library, Hall County Library System, Hart County Library, Henry County Library System, Houston County Public Libraries, Kinchafoonee Regional Library, Live Oak Public Libraries, Marshes of Glynn Libraries, Mountain Regional Library System, Newton County Library System, Northeast Georgia Regional Library, Northwest Georgia Regional Library System, Ocmulgee Regional Library System, Ochoopee Regional Library System, Okefenokee Regional Library System, Piedmont Regional Library System, Pine Mountain Regional Library System, Sara Hightower Regional Library System, Southwest Georgia Regional Library System, Statesboro Regional Public Libraries, Thomas County Public Library System, Three Rivers Regional Library System, West Georgia Regional Library System, Worth County Library System.

III. Approval of Executive Committee Meeting Minutes

Motion to approve minutes of the December 2020 minutes made by L. MacKinney; seconded by N. Marshall. The motion carried unanimously. Motion to approve minutes of the April 2021 meeting was made by L. Eubanks; seconded by M. Powers-Jones. The motion carried unanimously.

IV. PINES Staff Reports

Elizabeth McKinney: Procurement for ecard service – 5 year contract and addition of e-renew service. All looks good and will discuss further at future meeting.

Terran McCanna: Novelist and online catalog statistics getting back to normal. Higher than last year but not at normal levels. Titles, Read-Alikes, and series getting most usage. From survey patrons want series info. GALILEO usage increasing but not as high as last year though higher than previous years. PINES app: Android: 12.7k installs in 2020; 3k installs in Quarter 1 of 2021. IOS: 14.7k installs in 2020; 3.7k installs in Quarter 1 2021. E-cards: 14,988 registrations; 1,715 upgraded to physical card. Estimated saved staff time: 1, 249 hours. Long overdues – overbilling glitch with processing of script resulted in a small

number repeated. 214 items affected but all bills were corrected. Mainly Live Oak patrons. PINES training – No travel directive. Online training classes as needed by Bin Lin and Elaine Hardy. Will be adding classes, with Local Admin coming up first. Live Online Classes: 28 classes; 268 attendees. PINES Learning-661 registered; 1,089 classes; 490 attendees. Spike in usage after adding content - most popular: Public/staff using OPAC, accepting online payments, check in/out, hours/closures, patron search. Features: curbside pickup – seven locations implemented with positive results. Online Fine Payments – 36 of 52 regional systems have at least one branch accepting online payments. Positive feedback through Stripe. Evergreen upgraded to 3.6 – significant changes and some issues with upgrade. Outstanding issue is call number on staff catalog search results – developers will handle. PINES app – link to give more info about item details. Need ability to hold an item. Evergreen 3.7 released last month – not upgrading now, release notes will be on website. New features, proximity sort, spelling suggestions, allow coordinates to sort holdings by geographic location. Limit to available copies. Work on acquisitions module. Tiffany contributing to building of new interface. Updating older modules and notes/messages consolidation. Annual survey – posted information. Improved ratings in all categories and comments available via Help Desk Ticket. Identified usability issues not supported in testing. Changes rolled out May 11, 2021 and adding help pop-ups.

Dawn Dale: Statistics are posted. New barcode and library card purchase agreement. Executive Committee decided to stay with Creative Data – price same for 3 years (vendors: Creative –vs-Rainbow).

Tiffany Little: The moratorium on adding library systems to the Acquisitions module has been lifted. Interface testing last week- interface upload is integral part of Acquisitions. Evergreen conference will be online May 24-27, 2021 and registration is still open.

Chris Sharp: Requested that libraries move away from generic staff accounts. PINES not requiring individual log in yet but coming. Pandemic saw many library systems wanting to join PLAY card pilot. Susan Morrison is handling those interactions. With more schools being involved, issues with process and the way the software was developed have been identified. PLAY will pause for summer to allow them to rewrite code. As a result, schools should be able to generate and upload their own passwords and PINES will be able to set-up secure server and manage for the school systems. Will research CLEVER to see if they can take work out of the school side of process. Intent is a seamless upload that will support multiple addresses. File transfers and onboarding will resume in August. Intent is to move from pilot to permanent program. Glitch in Help Desk Ticket wouldn't allow people access to help desk. Upgraded ticketing software and PINES Team happy with results – faster, longer log in, merging and linked tickets, and more ability to handle collaborators.

Elaine Hardy: Encourage Catalogers to clean up missing, long overdue, and old records that are pre-PINES. Training available through Google Meet.

V. Executive Committee Action Items

Subcommittee Nominations; New Nominations; All expires are renewed. Motion to approve was made by S. Brown; seconded by N. Marshall. The motion carried unanimously.

Purchasing more totes and bags. G. Mullis made motion to purchase 1k totes, 1k bags (same as last year). M. Powers-Jones seconded the motion. Further discussion – no vote.

M. Powers-Jones amended her motion to purchase 1k bags (500 large, 500 small) and 500 totes; seconded by B. McIntyre. The motion carried unanimously. Dawn will check pricing with Brain to make sure the same amount as last year.

E. McKinney stated that PLAY Student Card still a pilot program – desire to move this to a permanent program offering. Motion made by S. Brown; seconded by G. Mullis. The motion carried unanimously.

Susan Morrison stated that the seventh school system had been added to PLAY program bringing total to over 105k students with access to library resources. Five more will be added before end of school year in May/June to bring total to over 120k accounts by June 1, 2021.

PLAY Student Card – Directors who have implemented offered feedback. David Singleton (LOPL), Valerie Bell (ARLS), Beth McIntyre (PRLS) and Stacy Brown (AZRLS) all reported success and positive feedback users. Terran McCanna and Susan Morrison said they will revamp policies and documents. Motion to remove Live Oak Public Libraries from old policy made by S. Brown; seconded by L. MacKinney. The motion carried unanimously.

VI. Discussion Items:

Fines Free Pilot: Director Sandy Hester discussed fines fee pilot program at Coastal Plain Regional Library System. Discussed lessons learned and cleaning up databases. \$741k fines, fees bills owed to Coastal Plain – 6% not collectable. \$696k – 50% processing and collection fees, 50% overdue/lost. \$21k unique accounts – 54% total patron count. Still have fines on technology and passes. Working on “Clean Slate” Project. Prepared to pay for fines forgiven on materials belonging to other libraries in GA. Tracking items that are 37 days beyond return date, after 45 days they go to collections. Using PINES fines free circ modifier. Other systems want to join pilot as a way to collect enough data to show legislature how much money is needed to supplement revenue loss from fines, especially systems operating on very small or tight budgets. Piedmont Regional and Northwest Georgia Regional would like to join pilot. E. McKinney suggested holding a Fines Free Summit to discuss as a larger group. Discussion tabled and will be revisited later.

Ecards: E. McKinney spoke about 5 year e-card and e-renewal service contract. This will allow patrons to renew cards online. T. McCanna will work with the subcommittee re: how to validate address and driver’s license numbers and report back to Executive Committee with recommendations.

Patron Privacy and Engagement: Orange Boy working group. Some interest but still trying to resolve BOR legal issues and privacy concerns (opt-in).

Chat Services: Results from survey showed that most systems don’t have a chat service and if they do, systems are running them with staff. Unique Management has a chat service through PINES and pricing sheet was made available for any interested systems.

AV Packaging Test Group: Jennifer Lautzenheiser, Sarah Holmes, J. Sara Paulk, and Stephen Houser. Testing was February – August with packages making their way around the state several times. Starting

to find broken cases. J. Lautzenheiser thinks it's a good model but need more data. J. Paulk stated that after four rounds that items were beginning to show damage. Padding is needed for AV materials. Placing items between two books is working. Pricing of packing materials is an issue for systems on a tight budget. Tracking two types of damage – cases and physical DVDs. Dawn Dale will price out padding and will give a report a September Directors meeting.

Executive Committee Election Results: New member, Holly Phillips (sm); re-elected members, Martha Powers-Jones and Lecia Eubanks (med).

V. Bell mentioned issues with patrons using PINES cards that do not belong to them – how to prove the card belongs to the patron presenting it? G. Mullis and V. Bell will work on a proposal for discussion at next meeting.

VI. Old Business

None.

VII. New Business

None.

VIII: Issues/Requests/Discussion/Reports from the Membership

None.

IX. Next Meeting

September 2021 Director's Meeting or as called by Chair.

X. Adjournment

Meeting adjourned at 11:47AM.

Minutes respectfully submitted by Stacy L. Brown