

Pines Executive Committee Meeting

Minutes | September 16, 2020

via Google Meet

Executive Committee Members present: Geri Mullis (Chair), Valerie Bell, Stacy L. Brown, Jan Burroughs, Lecia Eubanks, Stephen Houser, Lisa Brown-MacKinney, Natalie Marshall, Martha Powers-Jones.

I. Call to Order

The meeting was called to order by G. Mullis at 1:03pm.

II. Election of Officers

Nomination by S. Brown to re-elect Geri Mullis as Chair; seconded by J. Burroughs and passed with a unanimous vote. Nomination by G. Mullis to elect Stacy L. Brown as Secretary; seconded by L. Eubanks and passed with a unanimous vote. Nomination by G. Mullis to elect Martha Powers-Jones as Vice-Chair; seconded by L. MacKinney and passed with a unanimous vote.

III. Minutes Approval

Minutes from the May 28, 2020 meeting were presented for approval. A motion was made by L. Eubanks to approve the minutes; seconded by M. Powers-Jones and passed with a unanimous vote. Minutes from the June 3, 2020 Special Meeting were presented for approval. A motion was made by N. Marshall to approve the minutes; seconded by Lisa MacKinney and passed with a unanimous vote.

IV. PINES Staff Reports

Elizabeth McKinney:

The new eCard service, Quipu, has been presented to the public. Hundreds of registrations have occurred, with some physical card upgrades. Patrons thankful for the voter registration link included in the application process. Introduction of Susan Morrison, PINES Student Card Project Manager. Noted Bin Lin and Elaine Hardy as excused absences.

Terran McCanna:

Full Staff Report posted on PINES website. Novelist has added content categories and content making top titles, top authors, and top series files available. Statistics are a bit lower due to COVID, but have been experiencing an uptick. GALILEO showed increased usage statistics, peaking in March & April. PINES automated notification are beginning to recover from the COVID shutdown. The PINES App is still going strong with 24k Android Installs and 25k iOS Installs. GPLS remains under a travel freeze resulting in no in-person training. The PINES Team is willing to host virtual training, with some classes already available via PINES Learning Center. PLC statistics were shared to show usage. The in-person 2020 Evergreen International Conference was cancelled due to the pandemic and transitioned to a free virtual conference June 9-11, 2020. PINES staff presented on 7 different classes and discussions and Houston County Public Library System presented about Reports.

Development Update: In the first week 669 patrons successfully registered online for a library card, of which 64 patrons have upgraded to a full physical card. Provided FAQs. The Feedback Fest was August 17-21, 2020 and 28 bug fixes were tested and new features were approved and accepted into core code. Bug Squashing Week is September 21-25, 2020 and people are encouraged to test and squash some bugs. T. McCanna has been appointed to the Evergreen 3.6 Release Team. Evergreen 3.6: Major Developments coming: updated OPAC design, new staff catalog, several large Acquisitions component updates, improved email and printing, and numerous other improvements. PINES Annual Survey scheduled for October 18-24, 2020.

Dawn Dale:

Overdue and transit reports have been shared. Average days in transit – 13 days or more due to lack of bags, totes, and quarantining requirements. Reiterated that libraries should remove items from totes and bags before placing them into quarantine in order to keep adequate bag/tote flow throughout state. Directors are asked to check processes in their libraries to ensure bags and totes are being emptied and returned quickly. Options discussed: Buy more bags/totes or stop quarantining in bags/totes. Purchase of more supplies could qualify for CARES funding. Elizabeth and the PINES Team will work to obtain pricing and check federal grant guidelines.

Tiffany Little:

Two more libraries have brought on Acquisitions: Catoosa County Library and Mountain Regional Library System, bringing the statistic to one quarter of all libraries using the module. Onboarding of new libraries to Acquisitions will be paused until the new year. Acquisitions development is ongoing, testing in the fall for an anticipated upgrade in January 2021. The Evergreen Board cancelled the in-person 2021 Evergreen Conference which was to be held in Kansas City, Mo. Evergreen's Hack-A-Way fall meeting is still scheduled for October 26-28, 2020 and will be offered virtually. All are welcomed to attend. The first Evergreen Interest Group meeting will take place on Tuesday, September 22, 2020 at 2:00pm. Application for 501 (c) (3) status that the Evergreen Project filed in March is still awaiting approval.

Susan Morrison:

Student Digital Card Project update. A new name has been selected for the card: PINES Library Access for Youth (PLAY). The pilot for this program is underway at Live Oak Public Libraries and in progress at Marshes of Glynn Libraries. Athens Regional Library System and Henry County Library System are currently in Phase I of the process. Interested library systems should begin an MOU with their partnering organization/s, making sure that parents and students are aware and appropriate communications are established to address any concerns prior to implementation.

Chris Sharp:

ITS migration continues and list serves are being moved to new servers and off of old resources. In the next three weeks phased upgrades of operating systems will occur: low impact servers, middle servers, and Evergreen servers. No issues are anticipated but there will be PINES downtime. More information forthcoming. The January 16-18, 2021 upgrade is still expected to take place as scheduled. There will be a move to Evergreen 3.6. Terran McCanna will serve as Release Manager for the project. Evergreen 3.6 will include new features and testing will take place soon.

V. Executive Committee Action Item:

Director Sandy Hester from Coastal Plain Regional Library System would like the PINES Team to create a fines free circulation modifier for DVDs, CDs, and music. The fines free pilot would be a two year commitment. Positive response from PINES Director survey. Discussion about how many other libraries are using the Books Fines Free modifier and how Coastal Plain would gauge effects on their community. The system will create and distribute surveys to determine why patrons have come back to their libraries. A motion to approve the action items as presented, with the stipulation that other libraries may join the pilot in the future was made by S. Houser; seconded by N. Marshall and passed with a unanimous vote.

VI. Discussion Items:

Expiring PINES Cards - Patron card expiration dates are set to expire September 30, 2020. The PINES Team did not send out 30 day expiration notices in anticipation of the deadline being possibly extended at this meeting. There are 392k cards set to expire. During discussion, the PINES Team agreed to send 10 day expiration notifications. L. Eubanks made a motion to expire cards on September 30, 2020; seconded by M. Powers-Jones. The motion passed with G. Mullis, V. Bell, S. Brown, J. Burroughs, L. Eubanks, L. MacKinney, N. Marshall, and M. Powers-Jones voting in favor, and S. Houser voting against.

Long Overdue Process -This function has been disabled and items are continuing to pile up. There are currently over 800k items. L. Eubanks made a motion to enable long overdue; seconded by M. Powers-Jones. Discussion points: If long overdue is enabled, patrons will see charges. Libraries could be overloaded with patron calls. Prior notification needs to be first step. The PINES Team suggested that they will formulate a plan and propose to the PINES Executive Committee at the next meeting. Motion withdrawn by L. Eubanks.

Patron Emails - E. McKinney explained that the PINES Team designates a point person at every library system to handle bounce back emails for patron accounts. Every system is asked to provide an email address to PINES so the bounced emails can be easily forwarded. A library system doesn't want to provide a point person and email address which would leave patron issues unaddressed for that library system since the PINES Team cannot resolve patron matters. E. McKinney asked that the Committee decide if said library system would be required to provide the requested information to the PINES Team. S. Brown made a motion that every library system must provide the PINES Team with a contact person and email address in order to forward bounced patron emails; seconded by S. Houser and passed with a unanimous vote.

VII. Old Business

None.

VIII. New Business

None.

IX. Adjournment

A motion to adjourn the meeting at 3:00pm was made by N. Marshall; seconded by S. Brown and passed with a unanimous vote.

Minutes Respectfully Prepared and Submitted by Stacy L. Brown