PINES Executive Committee Meeting
Minutes
September 16, 2015   9:00 a.m.
DeKalb County Public Library, 215 Sycamore St., Decatur, 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, Claudia Gibson, Holly Phillips, Billy
Tripp, Beth McIntyre, Roni Tewksbury, Pauline Abidde, and Jennifer Durham.

II.   **Election of Officers**   Anne Isbell
The following officers were nominated for election: Chair, Anne Isbell and
Secretary, Roni Tewksbury. Gibson made a motion that the officers be elected;
McIntyre seconded. Motion carried.

III. **Approval of May 1, 2015 Executive Committee Minutes.** Gibson made a motion
that the minutes of the May meeting be approved; Phillips seconded.
Motion carried.

IV.   **Staff Reports:**

Elizabeth McKinney:
Budget- the FY 2015 budget came in under budget by $400,000. One line item was
over budget: travel. Unique, Emerald, and Evergreen will increase the budget for FY
2016.

Staffing- PINES System Administrator II position will be advertised soon.

Bids- Evergreen Development and Syndetics type content is now in the bidding
process.

Chris Sharp:
PINES Upgrade- New hardware was purchased but it could not be installed over
Labor Day. The hardware will be integrated soon, but no downtime is anticipated.
The software upgrade to Evergreen 2.9 will occur over the MLK Weekend. PINES
will go down at 6 p.m. Thursday and will be down until Tuesday at 6 a.m. Evergreen
2.9 is now in release candidate status. When we upgrade to this, we will get the
features included in 2.8 and 2.9. For more information, go to evergreen-ils.org, then
go to "downloads for 2.8 and 2.9 release notes." There will be improvements to the
billing interface, allowing removal of negative balances. Also there will be faster
browsing in the OPAC, a patron message center, and a pre-card expiration notice for
the patron. Testing will begin in October with the PINES staff, then PINES libraries

testing during November and December. The circulation module is complete in the Web client, so this will show up in version 2.9.

Terran McCanna:
Patron Profiles- On July 1, all remaining Outreach patrons were automatically converted to the regular patron profile. To date, there are 779 Homebound, 669 Institution, and 50 GLASS. Terran suggested doing a spot check periodically to make sure that the correct profiles are assigned. This project is complete.

Training- A total of 17 on-site and staff day visits were made in FY 2015. A mini conference was held in Athens in August. There are 10 cataloging training classes scheduled. There will be a mini-conference in Tifton on November 4 and 5. There will be also be a WebEx training on September 22 on troubleshooting circulation problems.

Novelist- The use of Novelist content in PINES is increasing by significant numbers.

GALILEO Authentication- The use of GALILEO is also increasing. August 2015 had the second highest usage ever.

Evergreen International Conference- PINES Staff attended the Evergreen International Conference in Oregon this year. Sessions attended included Acquisitions, Cataloging Interest Group, Making the Most of Evergreen Reports, Troubleshooting Evergreen Server Logs, System Administration Interest Group, Hack-a-Way, and the Consortium Leaders Discussion Group. Next year's conference will be held in Raleigh, NC in April. The 15th anniversary of Evergreen and PINES will be celebrated.

Evergreen Bug Squashing Day- This was held on June 10. All issues worked on that day have been incorporated into the master version of the Evergreen software. Potential bug fixes were tested. PINES submitted several bug fixes. Terran asked for volunteers for the next event; an announcement for the next one will be sent to the Director's list serve.

Web Client- Chris and Terran will test the circulation module in the Web Client and may ask PINES libraries for more testers. To look at the Web Client, go to webby.evergreencatalog.com/eg/staff   The login is admin and the password is demo123. The cataloging module is in development. Elaine is asking some catalogers to help test that module. The next step after cataloging will be local admin and reports.

Dawn Dale:
Statistics- Dawn distributed statistics on overdue materials and Intra PINES system hold transit totals.

Green Bags- A total of 12,000 green bags have been ordered. These have been sent out and requests for more bags are already being received. An additional 1,000 totes have been ordered.

Help Desk- PINES Staff is working on the bugs of the new Help Desk software. If you have not created your account, please do that. Send an e-mail to help@help.georgialibraries.org. Use your library e-mail address when setting up your account.   In the new software, different "help topics" will have different formats asking for specific information (ex. Merging patron records) A total of 110 tickets have been completed since September 1. "Tickets" at the top will show all of your open tickets and the status of each one. Click on the link of the ticket and it will give all the details.

Elaine Hardy:
Acquisitions- The good news is that the Acquisitions Module works! Three library systems are in the "Shakedown Cruise": Chestatee, Henry County, and West Georgia. Chestatee is now on the production phase of the module; the others are in testing. Leslie St. John will be retiring, so no more libraries will be added until another staff member is hired at PINES.

E-Books- Elaine has worked on a draft of a framework for entering e-materials into PINES. E-materials can be entered into PINES (Sara Hightower Regional has put some in from 3-M.) PINES requests that you have a plan for monitoring your e-resources and delete records as titles are no longer available in your collection. Instructions are located on the PINES documentation page on the website. Statistics will not show up in circulation reports because you don't have a barcode attached to the record.

Spine Label Printing- Emerald developers are working on easier printing of spine labels and pocket labels.

Mark Item Discard/Weed and Mark Item Damaged by Patron- These functions are in draft form and will soon be sent to the developers. The Mark Item Discard/Weed will allow circulation staff to do this function without cataloging permissions. The Mark Item Damaged by Patron will allow circulation staff to mark the item damaged while it is still checked out and a fee can be assigned.

V.   Discussion Items.

1.   **Habitual PINES Policy Violations.** Roni Tewksbury reported that she had received an e-mail from an anonymous circulation staff member at a PINES library stating that her supervisor was habitually violating PINES policy by renewing patron's items without a card being present, registering patrons for cards without proper ID, allowing patrons to check out more items than is allowed, etc. This happens not once or twice a month, but more like several times a day. Roni stated that with a large system, a director doesn't always know what branch managers are allowing at their individual branches and suggested that all PINES directors make a point to remind their staff that the Library Governing Board signed a contract saying that PINES policies would be followed.

     Anne Isbell brought up the problem that not all directors that bar a patron put a reason in the Alert field on PINES. She asked that all directors put a reason, their name, and a date in the Alert field when barring a patron so that other library systems can contact you if the patron comes to one of their libraries.

     Jennifer Durham stated that there are times that a Criminal Trespass has to be issued on a patron. In this case, she bans the patron from her library system, but not from all of PINES.

2.   **Policy Clarification for Items Lost/Long Overdue/Damaged for Non-Owning Library.** Some library systems are not sending the fees paid for items lost/long overdue/damaged to the owning library. Quick Reports has reports showing funds owed to other libraries and funds owed to your library system from other library systems. The following questions were brought up during the discussion:

     How often should the money be sent?
     When money is sent to another library, does the item drop off the report? No-because this is not tied to your accounting system.
     How should library systems keep track of what has already been paid?
     Accounting should keep up with what bills have been paid.

     It was decided that if someone has worked up a system to do this, please send it to Terran. Beth McIntyre suggested that PINES staff needs to look at the process and ask the Sub Committees to discuss. The Business List Serve needs to be included in this discussion. Elaine Hardy suggested that the International ILL Code could be used for best practices.

3.   **Credit Card Payment.** Dawn Dale reported that there have been an increasing number of requests from patrons for online payment for PINES. PINES has a capability to do this. There are three acceptable vendors in Evergreen: Stripe,

PayPal, and Authorize.net. If the patron has a home library that does not accept credit cards, PINES will not give a "pay now" option. North Carolina, CWMARS, and King County use PayPal. A preferred vendor can be set up and the funds will go into the account that you tell the vendor you want it to go in. No other library is doing this with multiple bank accounts, but testing shows that it does work with multiple accounts.

Dawn distributed a handout with pricing and vendors. PayPal has the best deal.

Questions asked in the discussion:
Would this be tied to the staff client? Chris stated that this was tested, but it didn't work well.
Is it PCI compliant? The three vendors are compliant.
Is there a way to set a convenience fee? Not at this time.
Did you research Square? Square does not work with Evergreen right now. It would have to be developed.
If we go PINES-wide with this, could it be managed at the state level? No.

Dawn's research was mainly centered on paying from home, since that is what the patrons are asking for. A report could be run to show credit card payments and branch.

Billy Tripp asked if there's a way to accept credit cards in the staff client. PINES staff will investigate.

Durham made a motion that a pilot program be conducted; Gibson seconded. Motion carried. The following library systems offered to pilot the credit card payments: Cherokee Regional, Henry County, and Peach Public. These directors will report back at the December PINES Executive Committee meeting.

The PINES Executive Committee thanked Dawn for her research on this.

4. **PINES Children's Cards.** A couple of library systems have asked to do specialized PINES cards. A handout was distributed showing two different designs for proposed children's cards. The price for the cards is 12 cents each with an initial group purchase of 100,000 cards. Dawn will send out an e-mail asking for those that want to order during the initial group order. Tewksbury made a motion to pursue a group order for the children's cards in both designs; Gibson seconded. Motion carried.

VI.   Old Business

There was no Old Business.

VII.   New Business

There was no New Business.

Chair Anne Isbell thanked all the PINES staff for their hard work and for providing complete reports.

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

Respectfully submitted,

Roni Tewksbury
Secretary