

PINES Executive Committee Meeting

Minutes

September 15, 2021 at 10 AM

Via Google Meet

I. Call to Order

Meeting called to order by Geri Mullis at 10:02am

PINES Executive Committee Present: Martha Powers-Jones (Chair), Stacy Brown (Vice Chair), Natalie Marshall (Secretary), Valerie Bell, Jan Burroughs, Lecia Eubanks, Lisa MacKinney, Geri Mullis, Holly Phillips. GPLS present: Julie Walker, Ben Carter, Wendy Cornelisen, Pat Herndon, Elizabeth McKinney, Dawn Dale, Elaine Hardy, Tiffany Little, Terran McCanna, Susan Morrison, Chris Sharp, Peggy Chambliss, Whitney Payne, Nate Rall

II. Election of Officers

The slate of officers was proposed by Geri Mullis as: Martha Powers-Jones as Chair, Stacy Brown as Vice-Chair, Natalie Marshall as Secretary. Jan Burroughs moved to approve the slate of officers as presented. Lecia Eubanks seconded. Motion was approved.

III. Review of May 2021 PINES Annual Membership Meeting Minutes & Approval of two called Executive Committee Meeting Minutes

The May 2021 PINES Annual Membership Meeting Minutes were reviewed, with approval to follow by the Membership at the May 2022 meeting.

Motion to approve the minutes of the June 7, 2021 and July 27, 2021 called Executive Committee meetings was made by Geri Mullis; seconded by Lisa MacKinney. The motion was approved.

IV. PINES Staff Reports

Elizabeth McKinney- A brief on the current status of the STAT Courier Service: Lee & Dougherty County have a significant amount of missing tubs and compensation is being negotiated. Summer reading volume increased significantly from this year to last year. Ohio states libraries have initiated a similar contract as that of PINES, which is also being overseen by Brian Klingen. There was a temporary closure of the Atlanta hub due to COVID. PINES staff met with Brian & Natasha from STAT to discuss financial penalties for the missing items. If libraries experience issues with STAT, they should create a Help Desk ticket.

Ecard & Erenewal: negotiations are nearing an end, with the aim being a 5-year contract for ecards. Progress on e-renewals and renewal of e-cards will depend on the action item decisions.

Terran McCanna- Novelist statistics are up to and past pre-pandemic levels, possibly due to the addition of student cards and ecards. GALILEO clickthroughs are trending at above pre-

pandemic levels. Notification statistics are climbing, but remain below pre-pandemic levels. Ecard registration is at 22,111 total cards issued, with 3,127 upgraded to full. The estimated staff time saved through this is 1,843 hours. PINES training remains online as needed and via the PINES learning suite on Niche Academy. A Local Admin Certification Course is coming soon, and the upcoming Evergreen International Conference will be virtual. Open Athens conversions continue on schedule. Internal Development continues with PLAY card administration, Federal Codes for annual report data exports, and Student Card import process.

Dawn Dale- Statistics are posted. 500 bags have been ordered as voted during the May meeting action items, but the tubs have not yet been ordered because Brian hasn't been available. Jan Burroughs had a question about the timing of the vote to order additional tubs and bags, which will be addressed at a future meeting.

Elaine Hardy- The AV circulation modifier conversion project will be active from September 1 to September 30. There are currently 17,000 to 18,000 items left to be converted. This project will help make annual reports easier and smooth formatting transitions.

Tiffany Little- The May Evergreen International Conference was successfully held virtually with one-third of the attendees being first-time attendees. The 2022 Conference will be held online and the 2023 Conference is intended to be in person. Chris Sharp and Tiffany Little are on the site selection committee. There is discussion of alternating future conferences between online and in person events. In Strategic Plan development, Tiffany is on the Project Priority subcommittee.

Chris Sharp- The upgrade will take place from Saturday, January 15, 2022 at 6pm to Tuesday, January 18 at 6am. The upgrade is to Evergreen 3.8 which has not yet been released. The test window is expected near the end of October. In Student Card development, the pause in files uploads mentioned at the May meeting has allowed movement from on the fly adaptation to process planning. As a result, PINES now hosts the FTP process and the script is integrated with Evergreen's internal systems, which has improved maintenance and retention. Schools are now uploading to an internal FTP server.

Susan Morrison- Student card statistics: Thomas County Schools were brought on board from September 7th to September 13th. There are currently 135,000 student cards issued. Since May 2021 there have been 12,000 circs on those cards, as opposed to a total of 2,500 circs prior to May of 2021. Four school system rollouts are planned for October 2021, and 25 systems are currently in the queue.

V. Executive Committee Action Items

Online Patron Account Renewal Proposal- Terran provided slides to illustrate the conditions for online renewal listed in the proposal, to wit: Account must be active; expiration date must be no more than 30 days in the future; User Type must be Patron, Friend, GLS, Homebound, Trustee or Quipu and the account is in good standing with no blocks, bars or bills. A USPS standardized

database would be used to verify address so that with conditions met and no address change, the card would renew as normal. If an address change is needed, a temporary 30-day renewal will be provided so the patron can come in with documentation. Homebound and GLS patrons would be exempted from the in-person requirement for an address change. The patron would be given the option of updating their home and pickup library in the event of an address change. A motion was made by Geri Mullis to approve the proposal as presented; Stacy Brown seconded. The motion passed unanimously. The code development phase will now begin, with an update expected in a few months.

VI. Discussion Items

AV Materials Packaging Test- The test committee provided a handout with the results of the packaging tests including methodology, results and recommendations. The major conclusion was that small boxes provide the best protection to AV materials, but are not friendly to staff time and workflow. The best compromise appears to be padded envelopes.

A discussion was held over whether a decision on this front should prompt a reconsideration of the PINES policies excluding AV materials from statewide circulation. Considerations include: the overall courier load, current circulation levels of AV materials, whether AV should be holdable, unstandardized packaging on audiobooks, hopeless holds, and best practices for now on AV transits. Stephen Houser indicated that he will submit a proposal regarding statewide AV lending for the December meeting.

Fines Free Pilot Update- Sandy Hester, Darla Chambliss and Beth McIntyre reported on their current fines free pilot status.

Sandy wanted to recognize her appreciation to the PINES staff for all their assistance. She intends to send a status update email to the working group about progress and process. She recommends rolling out the project in stages: database cleanup, then fines forgiveness, then expansion to fines free. Jennifer Golden described the process of moving from a blocked patron account for non-return to declaring a lost item. Jennifer Lautzenheiser asked about the use of Unique and how to deal with materials from other systems. Terran asked about staff time per week to police lost items. Jennifer Golden reported an average time of 10-15 minutes per day, with a heaviest load of 20-25 minutes.

Beth reports that Piedmont is not doing an automatic clean slate, but more on a per-patron basis based on advertising the fines free program. Their circulation modifiers went to FF on September 1st. They are using a 45-day notice on overdue materials and are using Unique only for this, based on using PINES reports.

Darla reports that the Northwest Regional Library System board voted in August to move forward with fines free. They are in the database cleanup phase and are not currently planning to use Unique.

VII. Old Business

None

VIII. New Business

None

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

Wendy Cornelisen reminded everyone about the upcoming GLC Conference and the Pat Carterette Walk/Run. Julie Walker offered her thanks to the PINES team, Geri and Martha for their service.

X. Next Meeting

At the December Director's Meeting (December 1, 2021)

XI. Adjournment

Lecia Eubanks made the motion to adjourn and Holly Phillips seconded.

Minutes submitted by Natalie Marshall