Governing Council Meeting Minutes – November 30, 2018

Huntington Memorial Library, Oneonta & GoToMeeting

Welcome & Introductions – Jeff extended welcomes to Beth Paine, new director at Sidney, Jackie Spoon, new director at BCPL, and Sue Rowe director of the recently automated Gilbertsville

Jeff also introduced Andreas Metzger, 4CLS's new automation assistant. His title is ILS Specialist and he will be trained up in behind the scenes nuts and bolts of the ILS.

Old Business – Whitney Point's recurring connectivity problem was traced to an old network hub under the desk. The hub is outdated equipment and was slowing everything down.

2019 Meeting Schedule –

- February 15 – Sidney
- May 17, Whitney Point
- August 16, Sherburne
- November 8, Oneonta

Library Calendar Wizard (see handout)

It is time to use the Library Calendar Wizard (in WorkFlows) to set your library's closed dates for 2019. The attached handout has instructions for logging in and making the changes. For most libraries, the Library Calendar wizard is set using your library's Supervisor Account (xx_SUPR). If you do not know the login information for your library's supervisor account, contact automation.

The system uses the calendar to adjust loan periods and overdue fine accrual around days the library is closed.

SMS (text) Messaging

SMS (text) messaging for libraries that opted in has begun. Libraries that have signed up will see a "SMS Notice Contact Info" tab on the patron registration screen and Modify patron screen. Enter patron's information there. Right now, only messages for holds are being sent. We will look at adding overdue notices in 2019.

There is not easy way right now for staff to know if a patron has received a text about a hold. JC has recommended putting a note next to their phone number indicating that the patron is signed up to receive text messages.

Auto Renewals

For libraries that opted in, Auto Renewals will be turned on in January 2019. To sign up, send an e-mail to automation@4cls.org. Items with holds and items that are not eligible for renewal will not be renewed. Patrons with an e-mail address registered in the system will be notified of the renewals by e-mail. Patrons without e-mail addresses in the system will still be renewed, however the patron will not be notified of the renewal. For libraries opting in, this is an excellent opportunity to collect more e-mail addresses during the promotion of the service.

Juvenile Fine Free

JC has been circulating their J materials in a fine free manner for a few months. Ben reports it is going well. 4CLS will be bringing other libraries that opted in along in the 1st Quarter of 2019. The process includes moving their juvenile material over to a set of new J item types (ex. JDVD, JBOOK…), creating, new circ rules, and adjusting the circ map.

Libraries that are planning to go fine free for juvenile materials can start using the J item types when they barcode new materials now. The fine free aspect won't activate until the circ rules have been altered.

Jeff will notify libraries when their items are being moved and when the move is complete.

Symphony Upgrade

The upgrade to Symphony ran into some glitches during test runs, but is now ready. The upgrade will occur on Sunday, December 2. Staff logging into workflows on Monday, December 3 will be asked to update the client (say yes).

The upgrade allows for the option of instituting a maximum checkout number across all libraries. Doing so would require member library consensus.

Automation Fees

Steve distributed handouts showing how automation fees were spent (or are budgeted to be spent) from 2019-2019. Also distributed was a breakdown of automation costs libraries paid (or are scheduled to pay) from 2017-2019 using the 3%, 3-year plan along with what the libraries would have paid during that time under the old formula. Generally libraries saved money.

It is too early to effectively forecast 2020 budget figures. In 1st quarter 2019, 4cls will distribute two proposals for how to proceed- a one year plan and a three year plan. Libraries will vote on how to proceed.

InterLibrary Loan Etiquette

Discussion about how to handle it when a patron returns another library's item that is damaged. Previously, libraries were told to leave the item on the patron's record and send it to the owning library in delivery. This was so that the owning library would know who had it checked out and bill accordingly (if desired). A downside of this approach is that the item could accrue overdue fines during transit.

Our system now has the ability to tell who last checked out an item.

By consensus, libraries agree to the following procedure when an item owned by another library is returned with damage:

1. Notice the damage & and warn patron that the owning library may assess a charge
2. Put a note in the item with circumstances related to the damage
3. Discharge the item and send to owning library

When a library asks other libraries to check their shelves for a lost or missing item, we can assume that no news means a library did not find it. It is not necessary to e-mail the list that it was not found.

When trapping holds, please scan the item into the wizard rather than clicking on the list. Scanning the book ensures that the right item ends up in transit.

Megan will be updating the ILL Contact list.

E-Rate

4CLS is working on the next round of applications. Focus is still on providing fiber connections where they are available.

Shared Storage

Servers are now running and replicating between 4CLS and the Southern Tier Library System. Eventually the ILS and the catalog will do the same.

General Discussion

Direct Ordering update – Emily has been working on learning the OCLC tools. We hope to have 4cls staff begin using the tool sin December and January. Once we have a handle on basic operations we will look to replicate the direct ordering pilot using OCLC tools with the two pilot libraries. Once that is working well, we will look to expand.

Attendees (in Person)

Steve Bachman – 4CLS
Barb Potter – Hartwick
Nancy Wilcox – Oxford
Brian Lee – 4CLS
Sarah Reid – 4CLS
Megan Biddle – 4CLS
Stephanie Champney – Whitney Point
Andreas Metzger – 4CLS
Beth Paine – Sidney
Claire Ottman – Cherry Valley
Robin Avolio – South New Berlin
David Kent – Cooperstown
Deb Stever – Deposit
Jacalyn Spoon – BCPL
Tina Winstead – Oneonta
Kaitlyn Forbes – Richfield Springs
Wendy Barckhaus – Franklin

Xina Sheehan – Franklin
Pat Parks – Stamford
Colleen Law-Tefft – Sherburne
Melinda (Mindy) Baker – Worcester
Carol Boyce – Vestal
Cher Douglas – Lisle
Susan Frisbee – Delhi
Susan Rowe – Gilbertsville

Remote
Ben Lainhart – Johnson City
Clara Lantz – Smyrna
Connie Dalrymple – Norwich
Emily Creo – 4CLS
Korin Spencer – Fenton
Seth Jacobus – Endicott
Michelle Priola – New Berlin
Ramona Bogart – Afton