Shared Automation System Users' Group (SASUG)
Thursday, December 13, 2018   9:30 am
Livonia Civic Center Library

Call to Order – 9:31 am
Lori Coryell, SASUG Chair

Introductions

Approval of Agenda:
Chair Coryell proposed that New Business precede Unfinished Business to accommodate the schedule of one of the individuals presenting.
Motion to approve as amended by: Becky Willemsen (MDHT)
Seconded by: Andrea Dickson (WIXM)
Motion passed by unanimous voice vote.

Approval of Minutes from the September 27, 2018 meeting:
Motion to approve: James Lenze (GARC)
Second: Kimberly Schaaf (SPRI)
Motion passed by unanimous voice vote.

System Update (Anne Neville, TLN)
Written report was distributed. Here inserted with additional comments.

App Wrappers for CARL.Connect Discovery Mobile now (or soon to be) Available
The App wrapper for CARL.Connect Discovery mobile is now available in the Apple App Store and should be available in the very near future in the Google Play Store. Patrons should search for TLN Library Catalog in the app stores.

The functionality is equivalent to having a shortcut on a device's home screen.

Change in Timing of Hold Pickup Emails
Since going live with the Carl system, TLN has received numerous helpdesk tickets about patrons receiving notification for holds that are not at the library for pickup. Investigations revealed that the source of the problem was a combination of when the email hold pickup notifications were generated and the item being checked out to another patron. In our initial configuration, email hold notifications were sent immediately after the hold was captured. In most cases this timing was fine, but in some instances the notification was sent for the hold and then the item was then immediately checked out to another patron. To prevent this issue in the future, TLN has changed the timing of the email hold pickup notification to be sent 2 hours after the hold is captured. This will prevent false email hold pickup notifications being sent as the CARL system verifies the validity of the hold prior to sending the hold pickup notification.

Question asked if this might also happen with text notification, since these are also sent using email. Neville will investigate.

Per further questions, this is not an issue for phone notifications, as these take longer to go through their queue. Phone calls are made within 24 hours of capturing hold. Calls are made 9am-8pm.

Shared System Email Notifications
Many Shared System Libraries have reported that email notifications are not being received or being received late by their patrons. We understand that notification issues can be very trying for the member libraries and their patrons. TLN is in the process of working with CARL staff to correct these issues; unfortunately, with the issues that we have been having with our current email provider, Xmission, we have not been able to isolate a specific reason for these notification issues. To try to resolve these issues, TLN Shared System Staff will be moving the sending of library notices from X-Mission email to a Google hosted email address. CARL staff recommended changing to a Google hosted account as they have had success with their other clients sending email notifications through Google hosted accounts. Once the change is complete, email notifications will stop coming from the librarynotice@tln.lib.mi.us account and will start coming from librarynotices@tlnnotices.org.

This switch is expected to happen in December, possibly January.

Calling Tree Test
A test of the Call Tree was done on November 5 at 1:00 pm and 68% of the libraries at the bottom of the calling tree branches reported receiving a call tree call. To make sure the calling tree is successful in a non-test environment, please be sure to have the most recent calling tree available to staff (it is posted on the TLN website at: http://tln.lib.mi.us/calling-tree/) and make sure that all staff is aware of the calling tree procedures. Calling tree procedures are available at this same link. If you are one of the libraries that that faxes TLN to let us know that you received the calling tree, please make sure that you identify your library name in the fax. For this most recent calling tree test, there were a few libraries that did not identify their library on the fax and their fax number was not on the fax either. The Calling Tree allows TLN shared system staff a relatively quick method of communicating important messages about the shared automation system and/or the telecommunications network to the libraries that use them. When all procedures are followed, it can be an effective way for relaying critical system information. Fortunately, we do not have to use the Calling Tree very often. Unfortunately, because we use it so infrequently, staff tends to forget the Calling Tree procedure.

Report from the TLN Board (Paul McCann, DEXT)
October Board meeting was canceled. November meeting included new member Joe Rozell of Huntington Woods, as Class 4 representative. The Board approved: the extension of the consulting contract with Celia Morse through 2019; the contract renewal with W.T. Cox for subscriptions services through end of 2021; and a contract with Publishers Consulting, LLC to provide expanded discount ticket opportunities through TLN.

McCann will pass along to Jim Pletz a suggestion that acquaintance with Board representation be part of orientation of new directors.

Report from the Executive Committee (Paul McCann, DEXT, ExComm Chair)
SAS budget is normal for this point in the new Fiscal Year. Final budget status from FY 2017-18 not yet available.

There was an upgrade to CARL around Thanksgiving. Another is anticipated in January to address dynamic router issues. Currently, the router runs at 3am, 2pm, and 5pm. Soon after those times are when requests will be most evenly spread among libraries.

In regard to consideration of the Flat Rock/Gibralter library services contract, ExComm concluded that there is no basis or desire to try to regulate the terms of contracts members enter into, but that members are advised to consult TLN when such contracts are being developed, so that services that other members may or may not extend to contract patrons are not promised or implied.

The committee voted to defer consideration of a diverse internet circuit (which would allow traffic to come from a circuit located elsewhere when the existing Ann Arbor-based circuit is disabled) to the next bidding process for the circuit as a whole, beginning fall 2020.

New Business
1. **SASUG Mission and Vision Statements (Andrea Dickson, WIXM)**
   Dickson distributed revised drafts of these documents for comment and consideration, with a vote to adopt to be scheduled for a later meeting. The document was also distributed through email.

2. **CARL Conference Update (Anne Neville, TLN)**
   Conference experience overall was enhanced by growing acquaintance with CARL employees and fellow customers. TLN attendees were able to meet with company "product owners" for many components of the CARL system. Attended many programs dealing with product development. The yearly wish list (from which CARL promises to implement the top pick) is taken from active tickets.

3. **Contract profile in CARL (Paul McCann, DEXT)**
   McCann suggested that having some standards for contract profiles may help to prevent the kind of later proliferation of user types we had in Symphony. The user profile project from several years back suggests that libraries do not apply user types in any consistent fashion.

4. **2019 Meeting Locations (Lori Coryell, SASUG Chair)**
   The list of 2019 meeting locations was distributed. Please contact Lori if you are interested in filling in any of the TBDs. A call and list will also go out by email.

Unfinished Business
1. **TLN CARL·X ILS Post Migration (Celia Morse, TLN Consultant)**
   Acquisitions module is being revised. CARL-Connect circulation is under development, and a pilot implementation at a few libraries will come before general release. The FRBR catalog is proving more challenging than anticipated, due to the number of editions of the same work that may appear in our catalog (e.g. more than 50 different print editions of Pride and Prejudice) and must be aggregated. Current goals are to have the best trusted record (that with most items) be at the top, and to improve subject searching. The call number displaying in catalog hit lists should disappear any time now.

   Per questions:
   there are no other examples of this FRBR catalog to point to. Our catalog is CARL's beta site for their FRBR catalog.
   Chronology and Enumeration is not an issue that is likely ever to entirely disappear. Please continue to submit tickets for C&E issues. However, CARL has made it possible for holds to be placed even if a record's C&E has been broken.

2. **Remote Voting (Lori Coryell, SASUG Chair)**

This item was for discussion of whether to include allowing remote voting at SASUG meetings. The vote will take place by paper ballot. The outcome of this vote will be reflected in the forthcoming broader amendments to the SASUG bylaws. This issue is considered separately as the only matter of controversy.

Points pro and con from discussion:

Pro

- Increases participation and engagement in meetings from members who do not have the personnel regularly to attend, or otherwise cannot get to a meeting.
- The basic technology required to fulfill Open Meetings Act requirements that the participant can be heard, is not difficult or very expensive to implement.

Con

- Would slow meetings as the bylaws change would mandate all votes on matters in New or Unfinished Business have to be conducted by roll call.
- Has the potential to weaken collegiality and personal relationships among members.
- The technology to host, and a reliable operator for it, will become imperative for every meeting, and as the group values changing meeting locations, ought to be purchased and staffed by the group.

Items From Attendees

The desire to have 2019 meetings at the libraries (e.g. White Lake, Belleville) with new buildings or renovations was expressed.

Milford will soon be fine-free. Reasons include that even modest fines can strongly impact poor or fixed income patrons; they generate little revenue; investigating/haggling wastes staff time. Expect that lack of fines will make little difference in whether an item is returned timely.

Adjournment
Motion by: Toni LaPorte (LVCC)
Seconded by: Patty Braden (ROMS)
Meeting adjourned at 11:09 am.

Next Meeting
January 24, 2019, 9:30AM
Novi Public Library
45255 W. 10 Mile Road, Novi, MI 48375

Attendees:

Ed Rutkowski (BRIT)
Connie Jo Ozinga (COMM)
Don Priest (SOGT)
Sandy Jaslow (REDF)
Martin Smith (REDF)
Kimberly Schaaf (SRPI)
James Lenze (GARC)
Alyson Lobert (WALL)
Kim Oakley (ALPK)
Tina Hatch (MILF)
Jody Wolak (WAYN)
Donna Winter (LVCC)
Toni LaPorte (LVCC)
Paul McCann (DEXT)

Lori Coryell (CHEL)
Anne Neville (TLN)
Brigette Felix (TLN)
Colleen Tabaka (TAYL)
Becky Willemsen (MDHT)
Celia Morse (TLN)
Ed Burns (FERN)
Adrienne Breznau (ROAK)
Maryann Zurmuehlen (NOVI)
Judy McIntosh (NORT)
Patty Braden (ROMS)
Andrea Dickson (WIXM)

Online Attendees:
Donna Janke (HART)
Amy Rosen (WHLK)
Jacqueline Seimer (OXFD)
Jenni Gannod (CLAW)
Karen Schiller (SLYN)
Jessica Wilhoite (ROMS)
Laura Gramlich (WYDT)
Luke Ervin (SLYN)