Shared Automation Users' Group (SASUG)
Thursday, September 27, 2018   9:30AM
Redford District Library | 25320 Six Mile Rd, Redford Charter Twp, MI 48240

Call to Order – 9:33AM
Andrea Dickson, SASUG Chair

Introductions

Approval of Agenda:
Motion by: Joan Rogers (WATE)
Seconded by: Ed Rutkowski (BRIT)

Approval of Minutes from the August 23, 2018 meeting:
Correction suggested by Angie Michelini to wording in Unfinished Business, section 1, paragraph 4. Correction noted.
Motion to Approve: James Lenze (GARC)
Second: Amy Rosen (WHLK)

System Update (Anne Neville, TLN)
Written report handed out.

Info about Router List – From June to Aug CARL router report ran twice a day with a special load balancing feature to try and evenly distribute requests across the libraries. In August there was an upgrade to the router from CARL. The upgrade makes the router automatically update as patrons place holds throughout the day (described as being "dynamic"), but it did not include the load balancing feature, so now libraries with lower delivery numbers are getting most of the holds. This was not the desired effect and is being looked at. The load balancing will be added back into the dynamic feature soon. **Recommendation**: until load balancing comes back, print the router list as soon as you can in the AM. Then if you do an afternoon router do it at 2:10 and if there is interest in doing an evening router report, that could be done and it would be run at 5:10.

Renewal Due Dates – In order for patrons to have the ability to renew on the catalog or phone, there has to be one virtual branch associated with these renewals. It cannot go to the individual libraries. This branch is called ZTLN. Since this virtual branch only has the ability to "closed" on certain days and cannot reflect individual libraries (as they are all different in terms of when they close), a patron who renews online has the potential to end up with a due date that lands on a day your library is actually closed. The closed dates TLN did assign to the virtual branch are the major holidays that every library is closed such as Christmas day, Thanksgiving, etc. See handout for specific holidays.

Questions on reusing barcodes: Yes, you will be able to eventually be able to re-use barcodes. In the future, the withdrawn items will be deleted on a regular basis as a TLN utility. You can hang on to the barcodes and reuse them in the future; however, you will still need to use more than just a few barcodes for MeL regardless of the deletions.

Canceling Holds: Originally when we first got CARL, when you go to cancel a patron's holds and then you have to pick a reason, the patron notification was checked by default. TLN was looking into whether this

whole box can go away (last meeting Anne said that would result in the patrons definitely getting notified). Discussion on whether we want the box to totally go away, or just leave the box unchecked. Feedback around the room is to leave the box unchecked.

Report from the TLN Board (Celia Morse, TLN)
Board met last week at TLN and approved the 2018/19 budget as well as approving a few amendments to fiscal year's budget. They have also approved repairing the parking lot of the TLN building. Kim Potter has retired from the board. Replaced by Deb Green (former director of Belleville).

Report from the Executive Committee (Paul McCann, DEXT, Ex Comm Chair)
Met on Sept 6, next meeting is next week.
Inkster is open in the temp location; permanent location next summer. Inkster has small collection and mainly internet access.
There was FRBR catalog discussion.
Recommendation to TLN board to adopt incentives for returning members issue (distributed at last meeting); rather than changing any current contracts, this is framed as a directive to Jim Pletz when or if he talks to returning members in the future.
Renewal parameters in CARL were discussed.
No further info on FLAT/Gibraltar.
Angie presented contracts for expend out of the capital fund: Endpoint Symantec license, storage area network project (for backups, SAM, TLN website, and replacing servers and switches), etc., and it was approved.
Topic of backup generator at TLN: Discussed and recommended to TLN board to start site plan approval process to explore whether backup generator could be natural gas to run the computers in the event of power outage. Factors to consider: generator is connected to a building but we lease the building, CARL could potentially go to more cloud services, the current battery backup is coming to the end of its life. There are all these factors to consider as this idea develops. Board will continue to discuss what the best options are.
Discussed open meetings act and remote voting issue.

Report from Circulation Committee (Brigette Felix, TLN)
Circulation Committee met on September 13th, which was the first meeting since migration. Elected new officers. System update from last meeting. Celia came and did a Q and A.

Unfinished Business
1. TLN CARL·X ILS Post Migration – Questions/Issues (Celia Morse, TLN Consultant
   -Please destroy all SirsiDynix documentation/materials and software. Check all building computers and see if workflows has been removed. Look in file drawers and destroy papers with any reference to SirsiDynix.
   -New catalog: FRBR is being installed on test server today and we are going to begin going through the testing process to see how it works next week. TLN is a beta partner and this is a really cool opportunity to help shape this product. As soon as catalog is installed and ready to look at then Celia will send out the URL for the new catalog so we can examine it for any flaws and give feedback. As a recap: FRBR is when there is a trusted record that lists all the different formats under it in a way that makes it very easy for patrons to see all the different formats.
   -If there are issues with marc records, remember you can helpdesk Bib Dept. and they can correct them.

-Unique management/collection agency is ready to go and there have been people submitted and as far as we know it is working.
-Overdrive records are currently getting worked on.
-Next in priorities are reports. Celia will be going to the Lib of Mich meeting to learn more about the current requirements of state aid reports in an effort to make reports as useful as possible. --Comment about how CARL defaults to the wrong ini file when logging in. Tip: If you put a zero in front of file name it will put it to the top, but it won't be selected. TLN will look further into it.
-The system is evolving and TLN is looking at the issues and addressing them with CARL. In August there were 98,000 holds placed, so the system is pretty big and all involved are trying to mold it as best they can.

2. **Renewal Parameters in CARL (Andrea Dickson, SASUG Chair)**
As a recap: last month the motion to keep renewal parameters the same was tabled until today's meeting to allow more people to attend, talk to staff, and think out the topic.
Summary of Issue: Do we keep the current parameters (renews from the due date not the date the renewal takes place on) or if we go back to the way it was in Workflows where the renewal date is based on the day you renew.
On a side note: CARL is looking at renewals; not allowing a renewal for a specified time after the checkout and also not allowing 2 renewals at one time (right after patron takes out).
Comment: it would be annoying or confusing for patrons to have some things renew and some things that don't renew due to wait times.
Comment: Do we have any data to know what's actually happening from June to now to see if we actually have a problem or if this is just something we *think* could be a problem.
Comment: Asked staff if they are aware of any problems as a result of this and staff have not been made aware of any issues with it.
Comment: At first was against the current way, but now like it because logically makes sense since we tell patrons they can have an item three weeks, then three weeks after that...
Comment on patrons that like to have same due dates as a result of renewals- only works if items have same checkout length.
Overall feeling: Most report that staff like it because it's good customer service.

Motion to un-table the motion from last month which was to keep the current renewal parameters at renewing from the due date by Ed Rutkowski (BRIT)
Seconded by James Lentz (GARC)

Motion to keep current parameters as is by James Lentz (GARC)
Seconded by Ed Rutkowski (BRIT)
Vote by show of hands
Yes: 19
No: 6
Abstain: 1

New Business

1. 2018-2020 Executive Committee Representatives (Andrea Dickson, SASUG Chair)
Group one- Anne Hage (HTWD)
Group two- James Lentz (GARC)
At large- Paul McCann and Toni Laporte

2. **Nominations for chair-elect / secretary (Andrea Dickson, SASUG Chair)**
   Alyson Lobert nominated for chair-elect
   Motion to vote on Alyson as chair-elect by Paul McCann (DEXT)
   Seconded by Joan Rogers (WATE)
   Vote by show of hands: all in favor

   Ed Rutkowski (BRIT) volunteers to secretary
   Motion to make Ed new secretary by Ed (BRIT)
   Seconded by Joan Rogers (WATE)
   Vote by show of hands: all in favor

3. **Remote Voting (Andrea Dickson, SASUG Chair)**
   Recap: at last meeting the topic of remote voting came up. It is not in bylaws. Remote voting was not allowed in past due to a lawyer opinion in 2012 that said online voting was not conducive to open meetings act.
   Jim Pletz got an updated attorney opinion which says that it is best practice to have quorum at meeting and that remote participants can vote but they have to be heard audibly. The technology and cost of allowing people to voice the vote out loud according to the lawyer opinion is something to consider.
   Input by Angie Michelini (TLN)- we have subscription with GoToMeeting. We have chat function currently. For participation with audio we would need speakers on the host end and the attendee end would require a microphone.

   Comment: One thing that was discussed at Executive Committee was that the original purpose of providing the remote attendance was to include those that can't come, but it isn't necessarily a replacement for coming because remotely you can't hear as well, etc. So that is something to consider.
   Do the remote attendees understand a potential voting issue to the same extent that the physically attending participants do?

   Comment/discussion: If the issue is about being "heard" then we have to consider ADA. All present agree that technology accommodation or otherwise would be given in that situation; being "heard" is NOT a condition or factor for participation.

   Angie suggests two options to accommodate online voting:
   Option One: host all SASUG meetings at one location so that TV, conference phone, etc. can be purchased and installed. Approximately $10,000 of equipment.
   Option Two: if we wanted to still rotate meeting locations then we'd have to have a traveling kit full of gear ($4,000) and the current subscription to GoToMeeting would have to be upgraded, possibly. There are other subscriptions that have a polling feature, etc.; that is around $2000 a year and includes mobile apps.

   Allowing online voting would force us to make some technology purchases because participation would have to be more two-way audio/visual than it currently is.

   Comment: Concern about small libraries not being able to get to all the meetings.
   Comment: What if we did paper ballots for every vote?
   Comment: That is still not a great option because people don't participate with that either.

Comment: This discussion is actually a discussion on changing the bylaws: the process for that is decided by a written ballot. Simple majority of returned ballots. The bylaws need to be updated anyway for a couple language issues. The bylaws were adopted in 1999 and they have never been amended so a review is probably in order. Is there anyone interested in forming a subcommittee to review bylaws? Yes, there are several interested in getting on a committee. The committee would be able to look more in depth at minimum requirements for remote participation, etc.

Comment: The bylaws should have an aim at being general about the technology because this changes pretty quickly.

Comment: Perhaps the technology is immaterial because the technology costs can be accomplished in a variety of ways.

Adjournment
Motion by: Ed Burns (FERN)
Seconded by: Alyson Lobert (WALL)

Next Meeting
October 25, 2018, 9:30AM
Salem-South Lyon District Library
9800 Pontiac Trail, South Lyon, MI 48178

Attendees:

Connie Jo Ozinga (COMM)
Jacqueline Seimer (OXFD)
Amy Rosen (WHLK)
Sandy Ruhmann (ALPK)
James Lenze (GARC)
Glenn Fischer (HART)
Pam Quackenbush (LYON)
Brigette Felix (TLN)
Joan Rogers (WATE)
Minni Shetty (AUBN)
Becky Willemsen (MDHT)
Don Priest (SOGT)
Michelle Wloch (BELL)
Alyson Lobert (WALL)
Celia Morse (TLN)
Sandy Jaslow (REDF)
Judy McIntosh (NORT)
Martin Smith (REDF)
Paul McCann (DEXT)
Anne Hage (HTWD)
Angie Michelini (TLN)
Adrienne Breznau (ROAK)
Anne Neville (TLN)
Toni LaPorte (LVCC)
Colleen Tabaka (TAYL)
Hilary Savage (BELL)

Ed Rutkowski (BRIT)
Lori Coryell (CHEL)
Jude Halloran (HIGH)
Ed Burns (FERN)

Online Attendees:
Donna Winter (LVCC)
Jenni Gannod (CLAW)
Jessica Wilhoite (ROMS)
Karen Schiller (SLYN)
Kim Oakley (ALPK)
Laura Gramlich (WYDT)
Maryann Zurmuehlen (NOVI)
Teresa Natzke (FRAN)
Carolyn Smith (DHTS)
Edmond Richardson (AUBN/PONT)