



The Library Network

Libraries Working Together

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Newsletter for the week of March 11, 2019

Minutes - SASUG Meeting - January 24, 2019

Job - Adult Reference Librarian - Full-time - Madison Heights Public
Library

Minutes - Ex-Comm Meeting - February 7, 2019

**Shared Automation System Users' Group (SASUG)
Thursday, January 24, 2019 9:30 am
Novi Public Library**

Call to Order – 9:30 am
Lori Coryell, SASUG Chair

Introductions

Approval of Agenda:
Motion to approve by: Alyson Lobert (WALL)
Seconded by: Andrea Dickson (WIXM)
Motion passed by unanimous voice vote.

Approval of Minutes from the December 13, 2018 meeting:
Motion to approve: James Lenze (GARC)
Second: Toni LaPorte (LVCC)
Motion passed by unanimous voice vote.

System Update (Anne Neville, TLN)

Clarification with regard to the 2-hour delay implemented for hold notification emails, this also applies to text notifications, since they are sent out as email.

There will be a CARL upgrade soon, expected week of January 28, for bug fixes. This will not involve a CARL-X client upgrade.

Written report was distributed. Here inserted with additional comments.

App Wrappers for CARL.Connect Discovery Mobile Available

The App wrapper for CARL.Connect Discovery mobile is now available in both the Apple App Store and in the Google Play Store. Patrons should search for TLN Library Catalog in both stores.

Email Update

TLN Shared System Staff announced late last year that we would be moving Shared System email notifications from the Xmission to a Gmail hosted mail service. After completing the initial setup, it was discovered that Gmail has some hard sending limits that could cause issues during our peak email loads.

TLN Shared System Staff decided to setup an in-house email server to process all Shared System email notifications. This in-house server provides the Shared System staff a more in-depth ability to track emails through the sending and delivery process, an ability that was lacking in the previous email configurations.

On 1/17/2019 TLN moved the CARL email notifications to the in-house email server, with the final steps in the process being completed on 1/20/19 & 1/21/19. There was some initial slowness in delivery to Yahoo hosted addresses, but this issue has been resolved and all Shared System email notifications are going out in a timely manner.

If your library continues to have reports of non-delivery of Shared System email notifications, please open a help desk ticket using Department: Shared Automation, with a Ticket Category of

SAS Patron Notification. Please include the Patron ID when submitting Patron Notification Tickets.

All email notifications from the Shared System now come from the librarynotices@tlnotes.org email address. Please make sure that patrons reporting Shared System email notification issues white list this new email address.

Chronology and Enumeration

In order for patrons to place issue level holds on titles with multiple volumes in the public catalog, if one item on the record has Chronology and Enumeration (C & E), then every item on the record must have C & E added. This affects items like graphic novels with multiple volumes on the same record, books on CD where the CD sets have been broken up, DVDs of television series with disc sets broken up, travel books with multiple years on the record, encyclopedia volumes, etc.

If your library is the first one to break up the set

- Add C & E to each of the items you are adding to the record
- Open a helpdesk ticket with the department Cataloging and the category Chron and Enum, and provide the BID and the Title of the record that needs C & E added to its items.

If you see a record with only some of the items having C & E, or your patron cannot place an issue level hold on a record in the public catalog

- As a workaround, you can place an issue level hold for the patron in the CARL.X Staff Client.
- Open a helpdesk ticket with the department Cataloging and the category Chron and Enum, and provide the BID and the Title of the record that needs C & E added to its items.

When you are adding items to an existing record, please pay attention to the items already on the record.

- If all the existing items have C & E, add C & E to your item.
- If none of the existing items have C & E, do not add C & E to your item.

Report from the TLN Board (Paul McCann, DEXT)

The Board was informed of the result of SASUG vote on remote voting. They are interested to see how this will work in practice.

Report from the Executive Committee (Paul McCann, DEXT, ExComm Chair)

The January Ex-Comm meeting was canceled.

Unfinished Business

1. TLN CARL·X ILS Post Migration (Celia Morse, TLN Consultant)

As mentioned by Neville, an upgrade to CARL for bug fixes is planned for next week. This includes the missing buttons/info on some results screens when searching a single location. This does not include a new client release.

A larger release is expected in the next several weeks which will improve function of the dynamic router. It will also suppress patron's position in hold queue in My Account in Discovery. A brief discussion of latter point ended with sense of the meeting that it was still desired to suppress this information.

CARL staff will be visiting for a local check-in. Acquisitions will be a focus. A meeting may be called with libraries using Acquisitions.

John Inman is currently working to load Overdrive records into CARL.

Serials claiming is moving up in the project hopper.

A generator is on order for TLN headquarters, to be installed when weather accommodates.

2. Remote Voting (Lori Coryell, SASUG Chair)

The results of the paper ballot on the question, Shall remote voting be included in SASUG bylaws? was Yes:19, No:15, No response:16.

A vote on the full revised bylaws will now be upcoming.

A committee of officers is being formed to work out the implementation of remote voting, including providing for meeting procedures, equipment, operation, and hosting requirements. It is hoped that this will be in place by mid-year.

3. SASUG Mission and Vision Statements (Lori Coryell, SASUG Chair)

Statements were included in meeting materials. They had not been revised since presented at December meeting.

Motion to adopt the SAS Mission and Vision Statements by Paul McCann (DEXT)

Seconded by: Alyson Lobert (WALL)

Motion passed by unanimous voice vote.

4. 2019 Meeting Locations – June 27 & July 25 (Lori Coryell, SASUG Chair)

These dates still need a meeting location. Please consider hosting and get in touch with Coryell if interested.

New Business

1. Patron Thresholds in CARL (Anne Neville, TLN; Celia Morse TLN consultant)

Concerns have been expressed about the thresholds currently set for blocking patrons.

Patrons can be blocked when they exceed any one of 3 thresholds:

- Amount of fines owed (fines only, does not count any fees for lost items)
- Number of overdue items.
- Number of lost items

For example, for the Ultra Low user Type, the thresholds are \$4.99 in fines, 9 overdue items, or 1 lost item. So a block will be placed when patron reaches \$5 or more in fines, or 10 or more overdue items, or 2 or more lost items. The fine and overdue thresholds vary by user Type. The Lost Threshold is 1 for all Types intended for patron accounts, but some other Types are higher.

The initial concern has been from some libraries who would prefer the block to be placed at 1 lost item. An item becomes Lost after 21 days overdue.

Neville is investigating whether the lost threshold can be set to 0 in CARL as it exists, and is creating a chart of full parameters for all user Types. Various parts of this have to be collated from different sources.

Discussion acknowledged that some libraries would prefer the lost threshold to be 0. Others are interested to see the chart to assess the fine threshold for the Types they use in light of it not including lost item costs.

This item will be discussed further once the chart of parameters is complete and can be distributed.

Items from Attendees

There was a discussion of libraries interested in going fine-free, and efforts to educate local Boards. Cromaine and Milford are the only current fine-free SAS libraries.

Auto-renewal was also mentioned. This is not currently supported in CARL. It would need to be a system-wide decision.

Per request for update on Digital Cards, allowing patrons to open account online, that can be used for access to eContent. Celia Morse is looking at Quipu, which has a digital card utility that can confirm residency. They have implemented it in other CARL systems, and availability can be set by library. Celia will see if there is group interest, once sure that it will work on our system, and pricing obtained.

The new White Lake building is slated to open in June. Belleville's target moving to "late 2019", but look for the pictures from a drone fly-over coming soon to their website.

Adjournment

Motion by: Joan Rogers (WATE)

Seconded by: Patty Braden (ROMS)

Meeting adjourned at 10:53 am.

Next Meeting

February 28, 2019, 9:30AM

Livonia Civic Center Library

32777 5 Mile Road, Livonia, MI 48154

Attendees:

Adrienne Breznau (ROAK)
Alyson Lobert (WALL)
Amy Rosen (WHLK)
Andrea Dickson (WIXM)
Anne Hage (HTWD)
Anne Neville (TLN)
Brigette Felix (TLN)
Celia Morse (TLN)
Connie Jo Ozinga (COMM)
Donna Janke (HART)
Donna Winter (LVCC)
Ed Rutkowski (BRIT)
James Lenze (GARC)
Joan Rogers (WATE)

Jody Wolak (WAYN)
jude halloran (HIGH)
Judy McIntosh (NORT)
Julie Porecca (TAYL)
Kimberly Schaaf (SPRI)
Lori Coryell (CHEL)
Martin Smith (REDF)
Maryann Zurmuehlen (NOVI)
Michelle Wolch (BELL)
Pam Quackenbush (LYON)
Patty Braden (ROMS)
Paul McCann (DEXT)
Sandy Ruhmann (ALPK)
Suzanne Street (TREN)
Toni LaPorte (LVCC)

Online Attendees:

Carolyn Smith (DHTS)
Edmond Richardson
(AUBN/PONT)
Jacqueline Seimer (OXFD)
Jenni Gannod (CLAW)
Karen Schiller (SLYN)
Jessica Wilhoite (ROMS)
Kelly Bennett (FERN)
Laura Gramlich (WYDT)
Minni Shetty (AUBN)
Tina Hatch (MILF)
Azita Frattarelli (RIVW)

JOB POSTING
CITY OF MADISON HEIGHTS

FULL-TIME ADULT REFERENCE LIBRARIAN

DUTIES:

To perform professional and administrative work planning, organizing, and directing assigned activities of the Madison Heights Public Library, specifically Adult Reference Services.

An employee in this position is responsible for the administration of library activities and the implementation of policies and procedures governing the library in Adult Reference Services, utilizing considerable knowledge of standard library organization and procedures which is normally obtained through special training and education in library practices resulting in a Master of Science in Library Science degree, as well as in-depth knowledge of and detailed experience in maintaining materials and the Adult Reference collection. Must have considerable experience in working in a library setting in Adult Reference Services. Provides supervision to designated part-time staff, provides input and recommends activities for staff development, participates in establishment of part-time work schedules, and provides recommendations for discipline of part-time employees.

Must be able to perform the essential functions of the job as listed in the Job Description (available at www.madison-heights.org/jobs), and to perform related work as required.

REQUIREMENTS:

- Graduation from an accredited four-year college or university with major coursework in liberal arts or related field, supplemented by a Master's degree in library science from an ALA-accredited library science program required.
- Minimum two years of experience in library work at a professional level in Adult Services.
- Professional certification from the Library of Michigan required within one year of hire.

SALARY: \$49,069 (start) - \$56,067 (after 24 mo) plus competitive benefits

APPLY AT WWW.MADISON-HEIGHTS.ORG/JOBS
UPLOAD RESUME AND COLLEGE TRANSCRIPTS SHOWING MLS DEGREE
First Review March 29, 2019

Form I-9 must be completed at time of hire.

EOE

JOB DESCRIPTION

ADULT REFERENCE LIBRARIAN (UNION POSITION)

CITY OF MADISON HEIGHTS

GENERAL STATEMENT OF DUTIES:

To perform professional and administrative work planning, organizing, and directing assigned activities of the Madison Heights Public Library, specifically Adult Reference Services.

An employee in this position is responsible for the administration of library activities and the implementation of policies and procedures governing the library in Adult Reference Services, utilizing considerable knowledge of standard library organization and procedures which is normally obtained through special training and education in library practices resulting in a Master of Science in Library Science degree, as well as in-depth knowledge of and detailed experience in maintaining materials and the Adult Reference collection. Must have considerable experience in working in a library setting in Adult Reference Services. Provides supervision to designated part-time staff, provides input and recommends activities for staff development, participates in establishment of part-time work schedules, and provides recommendations for discipline of part-time employees.

SUPERVISION RECEIVED:

Work is performed under the general supervision of the Library Director or designee; however an employee in this position is expected to work independently without constant supervision.

SUPERVISION EXERCISED:

Supervision is exercised over the regular Part-Time Adult Reference Librarian, Community Services Librarian, Substitute Librarians as applicable, as well as other Part-Time staff and/or volunteers.

TYPICAL EXAMPLES OF WORK:

An employee in this class may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform.) Other duties may be assigned as necessary. Employee holding this position is expected to maintain and update knowledge in job-related skills, office procedures, computers, and office equipment.

- Supervise and participate in providing reference and readers' advisory services; assist patrons in the effective use of library facilities and programs, conduct reference interviews and answer questions using library resources; establish procedures for managing reference resources; select materials and develop and maintain collection for assigned areas.
- Attend The Library Network (TLN) bimonthly Adult Services Committee Meetings (ASC) as directed.
- Holds primary responsibility for maintaining and developing the collection. Read reviews, check on materials in collection; review use statistics; receive input from patrons; select and order materials; weed materials.
- Classify and maintain the Library's government documents collection with the assistance of the regular part-time Adult Reference Librarian; prepare reports required by the federal government to maintain the depository collection. Ensure that the Madison Heights Library retains status as a federal depository.
- Work with the Director and other professional staff in planning and implementing adult programming.
- Assists in establishing work schedule for part-time employees.
- Recommends training and staff development activities for improving library operations and fostering a positive work environment.

JOB DESCRIPTION (CONTINUED)

CITY OF MADISON HEIGHTS

**ADULT REFERENCE LIBRARIAN
(UNION POSITION)**

TYPICAL EXAMPLES OF WORK (CONTINUED):

- Share responsibility for opening and closing the Library; including the morning and evening register counts dependent on schedule, assist at the circulation desk when necessary; train and assist patrons in using the electronic catalog, other databases, and the Internet.
- Attend professional meetings and conferences to keep abreast of new developments in library services.
- Maintain up to date knowledge of the principles and practices of modern library science including materials selection, cataloging, reference sources, and long-range planning.
- Provide support to the Library Director in the development of accurate budget projections and usage statistics as it relates to Adult Services.
- Assists in disciplinary investigations regarding part-time staff and makes discipline recommendations as necessary.
- Establish and maintain effective working relations, and work pleasantly and effectively with elected officials, department heads, supervisors, employees, union officials, other governmental agencies and the general public even during stressful situations.
- Perform related work as required.

REQUIRED EDUCATION AND EXPERIENCE:

- Graduation from an accredited four-year college or university with major coursework in liberal arts or related field, supplemented by a Master's degree in library science from an ALA-accredited library science program required.
- Minimum two years of experience in library work at a professional level in Adult Services.
- Professional certification from the Library of Michigan required within one year of hire.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee primarily works in an office setting. Onsite visits and/or meetings where varying conditions exist may be necessary

The employee must be able to remain in a stationary position for much of the workday. The employee frequently operates a computer and other office productivity machinery such as a telephone, calculator, copy machine and printer. The person in this position frequently moves about inside the office to access file cabinets, office machinery etc. May occasionally move file boxes weighing more than 25 pounds. The person in this position constantly communicates with Councilmembers, staff and general public. Must be able to communicate clearly and professionally in all situations.

Shared Automation System Users Group

Executive Committee – Meeting Minutes

Livonia Civic Center Library

February 7, 2019

Chair Paul McCann called the meeting to order at 1:38.

Members Present: Paul McCann (DEXT), Martin Smith (REDF), James Lenze (GARC), Toni LaPorte (LVCC), Amy Rosen (WHLK), Ed Rutkowski (BRIT), Patty Braden (ROMS), Anne Hage (HTWD)

Members Absent: Lori Coryell (CHEL)

Others Present: None

Guests: Anne Neville (TLN), Angie Michelini (TLN), Celia Morse (TLN – Consultant), Rita VanBrandeghen (TLN Board)

McCann called for additions to the agenda. Motion to approve by Rutkowski, seconded by Smith. Agenda approved (Yes 8, No 0, Absent 1)

McCann called for approval of the December 6, 2018 minutes. Motion to approve minutes as presented by Braden, seconded by Lenze. Minutes approved (Yes 8, No 0, Absent)

Reports

Budget:

Neville distributed budget through December 31, 2018. A few things were a little higher than usual, i.e. TLC Conference expenses, Contractual Services (already paid first and second quarter of in-house communications), and there was one extra payroll in December. Haven't had anything in Workers comp as they are charged only once a year.

TLN Board Meeting:

P. McCann/L. Coryell

Per McCann: Lori attended and discussed results of remote voting. The Board expressed an interest as they may want to investigate doing remote voting as well.

Carl update (ongoing performance): Morse reported that a new release is coming. They are down to calling Carl once per month. Morse created documentation regarding searching in Carl X and presented it to the Adult Services Committee. She is having Andrea put it up on TLNs website. It is regarding using Companion Searcher (the advance search feature in Carl X that allows you to limit by library, format and date range.)

Technology Services Update.

A. Michelini

Michelini reported that several libraries are upgrading their circuit. Belleville's new main library will have the same address as they are moving next door to the current library and hope to be moved in by December. Sumpter Township branch is opening in the summer. White Lake will be moving to their new building some time in May, and Inkster hopes to be in their new renovated building by November.

The electrical blip that happened at TLN was caused by human error.

Unfinished Business

A. TLC/CARL post-migration

C. Morse

New release is coming. It will require a new client. It will add the ability in Circulation to change the UDS (User Defined Field) and merge patron records. The position in the hold queue that shows in the patrons *My Account* can be turned on and off system wide by TLN. McCann asked if there is any good way to interpret the hold list, as patrons are always asking where they are in the queue? Morse noted that you can see the list of holds in Carl X within your library on your items, but you cannot say for sure when the patron will receive the item. There is no way to predict it, and it gives the patron the false impression that he will have to wait much longer for the item than he actually will. If you tell the patron where he is in the local hold queue, he might get it sooner if another library's copy fills the books, but he won't get it any later because your library's home always takes precedence.

The new release will also have a change in the router – a dynamic router list. The advantage to the fill list will combine the title, issue and item routers into one single list. It will also look to see if the pickup library owns the title and will request the item from the pickup library.

In Carl X the patron record will now have the BID (Bibliographic Identifier) that the hold was placed on. If it is in the queue, in transit or on the hold shelf, you will see the item barcode, so you'll be able to identify what the hold has been placed against.

John is still working with Carl on the OverDrive records. FRBR was also discussed. If you find items that can be merged into one record you can send them to Janet, and she can merge them if you send her the BIDs and the title.

B. Fines/Blocks

P. Braden

Neville is still working on profiles.

C. SAS By-Laws Committee

L. Coryell

McCann discussed the steps involved in getting remote voting in place.

D. E-mail services

A. Michelini

On Tuesday the migration from the old vendor to the new vendor will take place. All lists will be under one umbrella, and moderation is being turned off. Proof Point (spam filter) is doing a good job.

E. New Directors orientation

P. McCann

Many directors have signed up for this.

New Business

None

Other Items from Committee members

- A. McCann said that it was brought to his attention that the Library application has only male or female options. Possibilities were discussed. Decided that this field could always be left blank.

Rosen motioned to adjourn the meeting at 2:55. Seconded by Rutkowski. Meeting adjourned (Yes 8, No 0, Absent 1).

Respectfully submitted,

Toni LaPorte

Next meeting: March 4, 2019 at 1:30 pm, Livonia Civic Center