BLACK GOLD
COOPERATIVE LIBRARY SYSTEM

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**AUTOMATION AND TECHNICAL SERVICES
(ATS) OPERATIONS COMMITTEE AGENDA
January 6, 2021– 10:00 a.m.
Video Webinar – ATS Ops**

Meeting Number: 625 911 376
https://blackgold.webex.com/blackgold/j.php?MTID=mc6c00e9d264a125f0788425caca2d8a3

Join by phone
1-650-479-3208 Call-in toll number (US/Canada)
Access code: 625 911 376

* Item accompanies the agenda

1) **10:00 A.M. CALL TO ORDER** Kim Hunter, Chair, Presiding
   Recorder; Kristina Uvalle (BG)

2) **ADOPT AGENDA** —

3) ***APPROVE MINUTES** — October 7, 2020 by Kristina Uvalle (BG)

4) **CIRCULATION** –

   a) *Change UMS wording for notices (Referred by Admin Council)

   b) Discussion - Upcoming directions for the ILS (GF)

   c) *Discuss Capira app (SLO)

5) **ILL –**

6) **TECHNICAL** —

   a) Feedback from the Polaris 6.6 upgrade

7) **ONGOING DISCUSSION ITEMS**
   a) What Technology vendor(s) are you in discussions with for your library? ─
   b) Are any new installs of technology hardware planned? ─
   c) PCI Informational Minute

8) **BLACK GOLD UPDATE**

9) **ROUNDTABLE**

10) **ITEMS TO BE FORWARDED** — (To Council or other committees)

11) **AGENDA BUILDING**

12) **NEXT MEETING** — 10:00 a.m., Wednesday, February 3, 2021 – Webinar

13) **ADJOURNMENT**

Distribution — email notice of web-posted agenda packet (available at www.ats.blackgold.org): Karen Christiansen, PR; Marci Cunningham, SLO; Selena Fierro, SM; Joanne Britton SM; Dominic Keen, Donn Adolfo, Jonathon Cardenas, LM; Alain Dussert, Molly Wetta, SB; Marie Crusinberry GO; Justin Formanek SP; Kim Hunter, ATS; Matt Duhon, ATS; Glynis Fitzgerald, BG; Directors [File Copy];

**AUTOMATION AND TECHNICAL SERVICES
(ATS) OPERATIONS COMMITTEE MINUTES
October 7, 2020– 10:00 a.m.
Video Webinar – ATS Ops**

Attending: Erica Thatcher, SLO; Selena Fierro, SM; Dominic Keen, LM; Alain Dussert, SB; Ariana Bilek, SB; Marie Crusinberry GO; Kim Hunter, ATS; Matt Duhon, ATS; Glynis Fitzgerald, BG; Kristina Uvalle, BG.

* Item accompanies the agenda

1) **10:00 A.M. CALL TO ORDER** Kim Hunter, Chair, Presiding
   Recorder; Kristina Uvalle (BG)

2) **ADOPT AGENDA** — Moved/seconded JF/SF. Approved. Motion carried.

3) ***APPROVE MINUTES** — September 2, 2020 by Kristina Uvalle (BG). Moved/seconded JF/SF. Approved. Motion carried.

4) **CIRCULATION** –

   a) *Making Cataloging branch 'fine free' for ITIVA and App renewals

   Many vendor services (Overdrive, Capira, ITIVA) need to use the Cataloging Unit for verification as they can only connect to one SIP address. Currently the Cataloging Unit has a 49.99 fine max and has .25 fines for most item material types. Many Black Gold locations are now 'fine free' and their patrons are experiencing having fines placed on their account when a renewal is performed using one of these services. Removing fines from the Cataloging Unit would prevent this from happening. For locations that still charge fines, fines would not be applied either.

   KH(BG) reported that stats were sent out to jurisdictions so they could gauge the impact of making the Cataloging branch 'fine free'. KC(PR) stated that the stats did make an impression and felt the number was small enough to lessen the effect on libraries. MC(GV) was surprised so many of their patrons used the phone for renewals. Ops approved forwarding the recommendation that the Cataloging branch be 'fine free' for iTiva and App renewals to the Administrative Council for final approval. (SM: no; PR: yes; LM: yes; GV: no; SB: yes; SLO: yes; SP: N/A).

   b) *Forgiving replacement fees for deleted items – BA

   SBPL wants to age out some juvenile/teen patrons to adult library cards. If they have not used their library cards in over 3 years, we may just delete them. Some of the accounts are for juvenile/teens who owe replacement/damage costs for deleted items that belong to other jurisdictions.

   KH (BG) stated that if the decision is made to waive fees, it will need to be added to the Circ Manual. KC (PR) decided it was important to provide access to young people and that parents are in control of most kids until they are 18 and any fees, fines or charges are as ,much their (parents) responsibility as the kids. She is in favor of waiving the fine and giving transitioning teens and juveniles a fresh start. MC (GV) felt that there was a difference between rolling over an account and deleting it altogether. It was pointed out that it is not possible to identify the owning library for an item that has been deleted. Ops approved forwarding the recommendation to "waive replacement/damage costs for deleted items for juvenile/teens aging to adult" to AC for final approval. (SM: yes; PR: yes; LM: yes; GV: yes, for deleted items, no for fines and fees for patrons rolling over to adult; SLO: yes; SB: yes; SP: N/A). Suggested language for the circ manual is:" An exception to this is made for juveniles/teens who are aging up to adults. In tis case, items charges to their account showing as 'deleted' would be removed from the account prior to the update."

c) *Adding "print charges" to "fee reason" menu – BA

At SBPL, we have started printing documents for patrons via PrinterOn. Patrons submit print jobs remotely, we then release them on a print release terminal, charge patrons' accounts for the jobs, and give the print jobs to patrons at sidewalk service. We are trying to make it easier for staff (who don't have access to Polaris hard clients) to assign print charges for patrons directly into the patrons' accounts, using LEAP. They would select a new "fee reason" from that menu in LEAP called something like "print charges" to do so. This would be done from the patron record account screen in LEAP.

KH (BG) stated that this is a simple change in SA. Ops approved the addition to SA. (SM: yes; PR: yes; SLO: yes; SB: yes; GV: yes; LM: yes; SP: N/A)

d) *Extend hold expiration dates (currently holds expire after 365 days) – PR

Pre-COVID, the amount of time given for holds to fill was 12 months. Currently, with limited exchanging of items between libraries (Paso and SLO County exchange each other's items through hold fulfillment, but their patrons do not have access to SM, LO, SB, GV, or SP items), some holds placed pre-COVID are now expiring – often when the patron is close to having their hold fulfilled. (Recently, for example, a patron had a popular DVD set on hold, was in the #2 position, and the hold expired). A second factor to consider is that with the economic hit that many of our government agencies have experienced/are experiencing, it may become more difficult for libraries to purchase materials at the same levels they were pre-COVID, further contributing to patrons' longer wait times for desired items, and further risking that the holds will expire. An extension of the expiration date for holds would help our patrons to maintain their place in the holds queue, even when items are more difficult to borrow.

KH(BG) stated that the time can be extended to however many days Ops wants to add. Ops approved forwarding the recommendation to extend the holds expirations to 18 months for all jurisdictions to AC for final approval. (SM: yes; PR: yes; LM: yes; GV: yes; SLO: yes; SB: yes; SP: N/A).

e) *Submitting patrons to collections again

We had had some locations request to begin collections submissions again. I checked with Polaris : It is recommended that your entire library system use a single system-wide setup, but if you need library or branch-specific settings, you can open the Collection agency options parameter at the system level, set the defaults, and then change them as needed at the library level. You can set the Collection Agency to be disabled at the library level for any libraries that will not be re-enabling. In order to have the option enabled at the library levels the setting must first be enabled at the system level. If you change the reporting level, you will receive a message that "Changing reporting level will remove the collection agency block from all patrons that have been submitted to the collection agency". The patrons would be re-submitted according your newly adjusted settings and the blocks re-applied the next time the Collection Agency job runs. Also, collection agency fees could be reapplied to these accounts once the block is applied again. When reporting at the library or branch level a patron could be submitted to collection agency for multiple organizations if they meet the criteria at multiple locations. (This is the case if the "Reporting by" setting is set to something other than Patron Branch, if the reporting level is set to Patron Branch then the patrons are only reported for money owed to their own branch, even if they owe money at other branches). After reviewing these statements with Unique – they also recommend we continue using the system setting.

This item is informational to Ops and will be forwarded to AC for approval.

f) Operational Update by Jurisdiction

SM – Offering sidewalk service at all locations. Opening Grab & Go at Orcutt and bookmobile starting 10/19.

PR – No changes from last month. Ballot box in the library had 600 ballots the first day. Looking into buying laptops for outside wi-fi service.

LM - Still offering door side service by appointment along with email printing. In talks to start Grab & Go.

GV – Still offering sidewalk service and virtual programming. No plans to offer Grab & Go currently.

SLO – Offering Grab & Go services and virtual programming. Looking to offer Grab & Go programming for kids and teens.

5) ILL – N/A

6) TECHNICAL —

a) Upgrade 6.6 date for Production server – October 24th scheduled

Upgrade is scheduled to start Saturday, October 24th. KH encouraged everyone to continue testing on their equipment and report any issues to Kim. There is a video up on iii.com for the new Vega product. Jurisdictions were reminded that all Windows updates must be done on any computer that accesses Polaris before the upgrade.

7) ONGOING DISCUSSION ITEMS
a) What Technology vendor(s) are you in discussions with for your library? ─ **N/A**
b) Are any new installs of technology hardware planned? ─ **N/A**
c) PCI Informational Minute
   MD once again reminded everyone that to be PCI compliant, everything should be on Windows 10. Failure to do so can result in the loss of erate funding, grants and possible fines.

8) BLACK GOLD UPDATE

GF – Delivery has moved to an "every 2 weeks" schedule and appears to be working fine. We are changing the format of the Device Survey to make it easier to identify the equipment that needs to be recorded. Matt is planning to go to each location to set-up a new system of labeling equipment and work with staff to make the process easier for everyone.

MD – Planning to work with IT departments to upgrade the juniper system after hours at each library.

KH – Reminded everyone the importance of testing before the upgrade scheduled for the 24th

9) ROUNDTABLE N/A

10) ITEMS TO BE FORWARDED — (To Council or other committees) 4a, 4b, 4c, 4d, 4e.

11) AGENDA BUILDING – Upgrade results

12) NEXT MEETING — 10:00 a.m., Wednesday, November 4, 2020 – Webinar

13) ADJOURNMENT at 11:49 a.m. Moved/seconded KC/AD. Approved. Motion carried.

TOPIC:	Unique Management Notices	PRIORITY LEVEL: (1-Low 3 – High)	☐ 1 ☐ 2 ☒ 3
SUBMITTED BY:	Glynis Fitzgerald –requested by Admin Council		
TYPE OF ITEM:	☐ For Discussion ☒ For Recommendation ☐ Other: _____		

	BACKGROUND STATEMENT		

BACKGROUND: *Describe why you are bringing this item before the committee. What problem are you trying to solve?*	The mailed letter notices that Unique Management sends out to patrons with lost materials on their accounts have confusing and outdated language. Patrons who receive these letters are often upset and fearful that they will be credit reported over library fees because of the references that they will be reported to a collection agency. See the various notices below:

Fine Notice

Custom: This message is to inform you that our records indicate your account has accrued fines/fees that may cause you to be reported to a collection agency. To view your account and see these charges online, go to www.blackgold.org . If you have any questions regarding your account, please call your local library.

Default:

Bill Notice

NT_BILL_EM_TEXT

Inherited Custom: THIS IS A BILL. These charges have not been paid. Contact your LOCAL LIBRARY within 10 days or your account may be referred to a collection agency.

3rd Overdue Notice

NT_OVD3RD_EM_TEXT

Inherited Custom: As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible or you will be billed a replacement fee.

	OUTCOME(S)		

DESIRED OUTCOME(S): *Describe your desired outcome(s)*	Admin Council has directed the Ops committee to review the language on the notices and reword them to indicate that while the notice is a "material recovery" effort and that while it does go to collections, it is not reported to credit bureaus.

OTHER COMMENTS:	

TOPIC:	Discontinue the Capira App	PRIORITY LEVEL: (1-Low 3 – High)	☒ 1 ☐ 2 ☐ 3
SUBMITTED BY:	Marci Cunningham		
TYPE OF ITEM:	☒ For Discussion ☒ For Recommendation ☐ Other: _____		

	BACKGROUND STATEMENT		
BACKGROUND: *Describe why you are bringing this item before the committee. What problem are you trying to solve?*	The Capira app has been lacking in functionality for quite some time and now that the catalogue has been re-configured, patrons are unable to place holds. They are very frustrated with the app and this is not the user experience we want them to have.		

	OUTCOME(S)		
DESIRED OUTCOME(S): *Describe your desired outcome(s)*	Discuss options for sunsetting the app.		
OTHER COMMENTS:			