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580 Camino Mercado
Arroyo Grande, CA 93420
805 543 6082
Blackgold.org

**AUTOMATION AND TECHNICAL SERVICES
(ATS) OPERATIONS COMMITTEE AGENDA
April 1, 2020– 10:00 a.m.
Video Webinar – ATS Ops**

WebEx URL:
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* 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** — March 4, 2020 by Kristina Uvalle (BG)

4) **CIRCULATION** –

   a) COVID – 19 Update – status reports

   b) Follow up on Kit/E-device/Staff only material types (ATS)

5) **ILL –**

6) **TECHNICAL** —

   a) *Discuss Upgrade to 6.4 delay

   b) *Quipu barcode option

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, March 4, 2020 – Santa Maria

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, Cassidy Charles, Molly Wetta, SB; Marie Crusinberry GO; Justin Formanek SP; Kim Hunter, ATS; Matt Duhon, ATS; Glynis Fitzgerald, BG; Directors [File Copy];

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**AUTOMATION AND TECHNICAL SERVICES
(ATS) OPERATIONS COMMITTEE MINUTES
March 4, 2020 – 10:00 a.m.
Dorothea Nelson Conference Room- Santa Maria Public Library**

Those attending: Kim Hunter, Matt Duhon, ATS; Glynis Fitzgerald, Kristina Uvalle (via phone), BG; Karen Christiansen, PR; Marci Cunningham, SLO; Selena Fierro, SM; Dominic Keen, LM; Justin Formanek (via phone) SP; Alain Dussert, SB; Marie Crusinberry, GV.

* Item accompanies the agenda

1) **10:40 A.M. CALL TO ORDER** Kim Hunter, Chair, Presiding
    Recorder; Kristina Uvalle (BG)

2) **ADOPT AGENDA** — Moved/seconded (Karen Christiansen/Marie Crusinberry) carried with the addendum of 4a to discuss using employment authorization documentation as unique ID.

3) ***APPROVE MINUTES** — February 5, 2019 by Kristina Uvalle (BG), moved/seconded (Karen Christiansen/Selena Fierro and carried as presented.

4) **CIRCULATION**

   a) Employment Authorization document as unique ID.

   Dominic K. introduced the idea of accepting an employment authorization document as a unique ID. He compared it the US Border Crossing ID that is accepted according to the circ manual. Karen C. stated that it does not list an address on it, but could be used as a picture ID. Marci C. suggested it could be used as a photo ID and that it does have a DOB, a proof of address could be requested as an additional form of ID. Kim H. asked what number to use. It was decided that USCIS # plus the USEA would work. The US Bordering Crossing ID would be added to the bottom of the list of the current list of unique ID's in the circ manual.

   b) *Discuss Best practices for kits/LoT definitions (ATS)

   Glynis F. introduced the idea of establishing a focus group to address and solve issues such as the LoT definition in a brainstorming session focused on one topic at a time. Karen C. added that she would like to see the focus group meet face to face and perhaps designate a ½ day meeting to work. Marie C. agreed that meeting in person would be more productive with the option to call in if there were scheduling conflicts. Glynis F. offered to send out a survey monkey to assess potential dates. Both Karen C. and Justin F. stated that Wednesdays would be the best day scheduling-wise. Proposed dates of 3/15, 3/25 and 4/8 were offered for consideration. Glynis F. would follow-up with a survey after getting approval from Directors at the AC meeting in March.

   Glynis F. also addressed another lingering topic of the Yewno app. She offered that it would be a good fit for the Student Success Initiative. She introduced the idea to the RAS committee of offering workshop training webinar followed by a brainstorm session to incorporate Yewno with SSI. She suggested that possibly two people from each jurisdiction participate. Preferably, from the YS or RAS committees. It was agreed that it would be a good fit for SSI, however, there were some lingering technical issues concerning free vs. paid access and some recurring issues with broken links. Marci C. stated that wasn't something a lot of kids were using and

questioned whether it was worth putting resources into something that wasn't viable yet. The general consensus was that it is a great idea, but the execution was not happening, and the product was just not quite there yet making staff reluctant to offer it to patrons. It was suggested that it be dropped for now and be revisited if some of the technical issues are resolved. It was also suggested that Matt D. be available to help the State Library as a consultant upon request, since they expressed some interest in his knowledge.

c) *Feedback of 'kit' and E-device material type/collection to training (ATS)

Marci C. did a test record set and found inconsistent practices for electronic media as a collection code. She felt that e-device might be a clearer definition than electronic media. It brought up the question of what is considered an e-device vs LoT vs eResource. Kim H. asked if it would help to have an in-house collection material type. She could create one and see if that would help to clean-up the list a bit. Homework would be to review the electronic media collections to see if they are appropriate for the items listed. It was decided to table this topic until after the LoT focus group met.

*Discuss/approve proposed hotspot circ manual changes (ATS)

The changes to the circ manual were reviewed and no additional changes needed to be made. Kim H. asked Justin F. if SP was circulating the 10 hotspots they had purchased yet and how they were going to be used. Justin stated that they would not be part of a kit and he thought that some of them were in circulation but was not completely sure.

d) *Discuss methods of patron payment used at staff desks (ATS)

Kim H. asked if any locations were currently taking payments at the staff circ desks. If so, what form (cash, cc) and by what company or means were they collecting. She also wanted to know if any location was interested in taking payments at the staff circ desks. Comprise Technologies has an over the counter product that could handle taking payments from the circ desk. Karen C. stated that PR uses Transaction Express and would not be allowed to move away from it as it has been approved by the city. LM and SM were interested, but GV, SLO and SB all said no. Glynis F. stated would reach out to Comprise to see if LM could pursue it on its own.

e) *Discuss patron codes not in use (ATS)

Kim H. reviewed a listed of possible patron codes to be removed from Polaris. Karen C. listed that PR used adult, homebound, ILL, internet only, juvenile, juvenile yes yes, library, online reg, teen, teen temp and student. Marci C. added that SLO also uses institutional and temporary. Justin F. stated that SP uses the same as others, Alain D. added that SB does not use adult no hold fee, juvenile no hold fee, juvenile no internet no video, juvenile no internet yes video, juvenile yes internet no video, limited temp, teen temporary, Ventura ILL, or volunteer. Kim H. will send out a list of things to be removed for final approval.

5) **ILL –** N/A

6) **TECHNICAL** —

a) *Delay in proposed upgrade to 6.4 (ATS)

The Admin Council did not meet in February to give approval of an early upgrade. Once the AC approves the upgrade, ATS will contact the vendor for possible dates. Kim H. reminded Ops that the upgrade will need to be in training for at least a month before going live on the PAC. First choice of 5/16 with 6/6 as a second choice.

7) **ONGOING DISCUSSION ITEMS**
   a) What Technology vendor(s) are you in discussions with for your library? –

GV- adding Kanopy, self-checks are working wonderfully, new PC upgrades, bibliotheca. SLO AMH and delivery trucks have both been tabled for the moment. LM bibliotheca and self-checks are both up and working great, new carpet going in and the front desk is being reconfigured. They will be closed in May, Kim asked that they try to give a 4-week heads up as soon as they know the date of closure. PR is working with the city to streamline the printers nothing BG related. SB is starting to replace all their hardware on Sunday with the city helping with the cost. Their bibliotheca self-check died 1 ½ years out of warranty. They are also upgrading Envisionware. SM having some issues with upgrades and PC Reservation. SP nothing new going on.

b) Are any new installs of technology hardware planned? – N/A

c) PCI Informational Minute – Matt D. reported no new information from the January attack. He reminded everyone of the importance of being PCI compliant. Jurisdictions reviewed who was responsible for library IT. SLO has 300 computers maintained by an on on-site IT tech and one assistant. LM is city IT usually Jonathon, SB city IT will not cross BG with Cassidy and Alain on-site. PR is city IT usually Ken. SM is city IT. SP is Justin and Ned.

8) BLACK GOLD UPDATE —

Glynis F. reported that BG is working to simplify the device survey. Matt is working on identifying what is necessary and is planning to visit the libraries and using a label process for ease of purpose and consistency. Matt D. stated that Cybrarian has a new version link on the ATS website for download. He stated that they have very good tech support if anyone runs into problems. BG is waiting on a date from iTiva. Capira's newest version with fixes is supposed to be available today, hopefully we will see it in the next couple of weeks. Content Café moved its servers to the Cloud without telling us and it took 4 days to repair and still has some kinks. Kim is scheduled to go to IUG in April. Idea Lab is now available to everyone, Kim will send out a link to use. She reminded everyone if they have plans to set-up a remote location or bookmobile, they will need to be a branch and it takes 6-8 weeks to properly set-up in Polaris. Matt D. is scheduled to go to Cenic Conference March 16-18th. He will check email, but there may be a delay as he will be in and out of meetings all day. Justin F. was asked how their VOIP was doing. He reported that they had great quality, although the changes in extensions was causing people some problems. The main line has a new number as well as some direct lines. A location for LoT focus group was discussed with Lompoc offered as a possibility. Libraries were asked to keep BG informed of any COVID – 19 planning and whether Lompoc would be accepting delivery when they are closed.

9) ROUNDTABLE —

10) ITEMS TO BE FORWARDED — (To Council or other committees) 6.4 upgrade, LoT focus group to AC for approval.

11) AGENDA BUILDING — 6.4 upgrade update and items 4b.

12) NEXT MEETING — 10:00 a.m., Wednesday, April 1, 2020 – Webinar

13) ADJOURNMENT — Move/seconded by Dominic K./Marci C. at 12:24 pm approved.

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TOPIC:	E-Device and Kit additions to training	**PRIORITY LEVEL:** (1-Low 3 – High)	☐ 1 ☒ 2 ☐ 3
SUBMITTED BY:	Kim Hunter		
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?*	Testing on these items need to be completed before any upgrade is made to training as the upgrade will remove these changes. Replacement costs, patron limits for max items and holds and the TOM decided before changes can be moved to Production. It is important to determine if these new collections, material type solve the issue or just create more division in this complex issue.

OUTCOME(S)

DESIRED OUTCOME(S): *Describe your desired outcome(s)*	Maximum discoverability in the PAC and the ability to implement circ parameters by material type.
OTHER COMMENTS:	These changes can also be placed back into training after the upgrade is completed.

TOPIC:	Polaris 6.4 Upgrade – Postpone	PRIORITY LEVEL: (1-Low 3 – High)	☐ 1 ☐ 2 ☒ 3
SUBMITTED BY:	Cassidy B. Charles, Santa Barbara Public Library		
TYPE OF ITEM:	☐ For Discussion ☒ For Recommendation ☐ Other: _For Consideration__		

BACKGROUND STATEMENT

BACKGROUND: *Describe why you are bringing this item before the committee. What problem are you trying to solve?*	Due to the COVID-19 pandemic, Santa Barbara Public Library is interested in postponing the implementation of the Polaris 6.4 upgrade until Fall 2020, contingent upon the progression of the pandemic, the operating status and capacity of Black Gold member libraries, and more information from Black Gold on the priority level of the upgrade. The Polaris 6.4 upgrade was originally being reviewed by the BG library directors for April 19th or 26th.

OUTCOME(S)

DESIRED OUTCOME(S): *Describe your desired outcome(s)*	Postponing the Polaris 6.4 upgrade from the planned April 2020 implementation, or another date when the member libraries at capacity and location access for implementing a systems upgrade.
OTHER COMMENTS:	

TOPIC:	Online registrations through Quipu	**PRIORITY LEVEL: (1-Low 3 – High)**	☐ 1 ☒ 2 ☐ 3
SUBMITTED BY:	Kim Hunter/ATS		
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?*	We had a request for barcodes other than PACREG be generated for online registrations. Quipu has stated that given a barcode range they will follow the card guidelines (Codabar, check digit). This can be done by library and does not need to be done at a system level.

OUTCOME(S)

DESIRED OUTCOME(S): *Describe your desired outcome(s)*	Decision from your library if you would like a barcode applied using a range provided to Quipu. This would enable patrons to access that they cannot access with the PACREG barcode prefix.
OTHER COMMENTS:	