

SC Lends Executive Board Meeting – **DRAFT**

August 19, 2016 10:00am
South Carolina State Library

Attendance: Rita Vogel, Alan Smith, Michael Kaltwang, Kristen Simensen, Faith Line, Chris Yates, Jennie Redmond, Charlotte Johnston, Eric Robinson, Ray McBride, Luanne James (York), Amber Conger, Reita Drinkwine.

Guests: Nina Brummet (Criminal Justice Academy Library), Paul Harmon (SCSL IT Director), Jessica Ogburn (SCSL Electronic Resources and Customer Support Specialist)

- It was mentioned to the group that the Hampton Library (AHJ) Grand Opening is scheduled for Sept. 10th.

- Group was informed that Williamsburg County is almost recovered from the flood last fall.

Approval of June 2016 Minutes: *Ray McBride* made a motion that the minutes from June 2016 be accepted (with corrections already made to the spellings of Eric's last name and Amber's last name). *Rita Vogel* seconded the motion and *all approved*.

Committee Reports

A. Cataloging – No report.

B. Circulation

- Faith reported that the workgroup had a meeting on August 10th and that this meeting was an opportunity for circulation staff to talk about issues that we all have in our libraries.
- One common issue discussed at meeting was *VOID* versus *FORGIVE*. Reminder was given to the group that Void is not tracked in Evergreen's fine calculating tool - but Forgive is.
- Another issue mentioned at Circ Workgroup meeting was issue of searching the catalog for an item and having a Chinese Anthology book appear as one of the results. It seems that this is happening a lot. Faith said we need to identify what this book is and look at the record. Chris said he would look into this issue further.
- Faith mentioned that the Circ Workgroup talked about other items such as the default search screen in the staff client being the advanced search screen instead of basic and also issues pertaining to workstations being registered to specific locations and ways that circ staff can use one workstation to check in/route items as needed (example would be between Bookmobile and a branch).
- Faith reported that the Circ Workgroup said that items marked as Damaged (as in their item status – not ones charged to patrons for damage) are still showing up for holds. Reita asked if we could ask Equinox to change this. *Faith Line* made a motion that Chris be allowed to ask Equinox to make materials with an item status of Damaged as not holdable. *Charlotte Johnston* seconded the motion and *all approved*.
- Faith said the Circ Workgroup will be working on a standard form that we all can use for books and other items that come to us to circulate for a hold through ICLs damaged or in poor condition (and not damaged by the shipment process itself).
- There was a reminder given to the group that we all need to look at our dusty transits on a

monthly basis.

- There was discussion about regular reports that we all need/would like and that perhaps we could get ESI to create/generate these regular reports for us. Examples of reports would be dusty transits, new patron registration by location, and circulation by branch/shelving location.
- Faith said she would send out an e-mail to the group to see what sort of reports we would like.
- Faith mentioned patrons are complaining at some libraries about receiving text messages for holds after midnight or early in the morning hours. It does not seem that there is really anything that we can do about this.
- Faith said that the Circ Workgroup asked if we could standardize shelving locations. An example is that currently we have shelving location “adult dvd” and another shelving location that is “adult dvds”. Alan said that the Sys Admin group can look into this further.
- Circ Workgroup feels like training is a big need and want to know if SCLends could use some funds to do more with training. Agreed by group that this is an item to discuss and explore further at a future meeting. In the meantime Ray said he would share his training manual from Beaufort County with everyone to help out with documentation.
- Faith said that, per a request from the Circ Workgroup, that she will be sending copies of the SCLends Board meeting agenda and approved minutes to the Circ Workgroup in the future.

C. Finance

- Eric reviewed a handout that covered information from the old fiscal year and the closeout. Ended year with \$432,789.83.
- Eric pointed out that the Beginning balance for new fiscal year is different because SCSL pays their dues at the beginning of July.
- Eric reported that we have \$192,923.83 as of now.
- Williamsburg ended up paying their dues and Alan said that he would follow up with Ben to make sure that this was what Williamsburg wanted/needed to do.
- Eric said that Ben Loftis from Cherokee County asked Eric what their dues would be if they joined SCLends and that and Eric gave him a ballpark idea. Alan will call Ben Loftis to find out how the board meeting with Cherokee County and Colleen Pappas visiting went.

D. Governance – No report.

E. Systems Administration

- Alan said that this group has a meeting scheduled for Sept 21st. At this meeting they will talk about bug fix/AIM reports. At this meeting they may also invite person from TBS (Today's Business Solutions) to come and provide information about their product(s). Paul from SCSL will also be invited to attend.

F. ICL

- Kristen passed around a list of contacts to make sure she had the correct names and information for everyone's libraries.
- Chris reported that he had talked to Fleet Management – they are working on keeping the same drivers on the same routes, trying to make the routes a little shorter in time (adding two extra routes), and are addressing issues/incidents that they learn about with the drivers and doing the follow up.

G. Migration

- Chris has emailed everyone the updated migration information from NC Cardinal.

- Kristen did clarify that there is a difference between the nuts and bolts of migration verses the culture/expectations of a consortium during prospective discussion and migration process.
- Charlotte said she will prepare a packet with all the migration materials saved from Clarendon's migration. She'll make five copies of this packet and send out – Circ Workgroup, Cataloging Workgroup, State Library, Systems Administration Workgroup, and SCLends Chair.

H. PR – No report.

I. Website

- Charlotte will send Chris the minutes from the last meeting as well as other old minutes for the website.

Other Questions/Issues and Discussion

Holds Filling Process

- Group talked about the fact that there is no real way around holds getting “stuck” in a certain area of your county.....reminder given to the group that holds are filled taking into account a number of factors including the time stamp when added , time stamp of when requested and also geolocation.
- Group was in agreement that a Purchase Alert report is helpful – but Ray said he would like for us to revisit the report and see if we can improve it. Many agree that the algorithm for the current report doesn't work well right now and is not providing useful information.

New Items Added to the Catalog

- There was discussion about the need to come to consensus about new items added to catalog and whether or not we can show them as “In Process” and allow people to place holds before they are “In/Available”. Ray offered do some research on this issue and report back.

SCLends Approved Shelving Locations

- Was a brief discussion about the need to look at this and keep things standard with the prefixes for three main age groups. Both the Circ Workgroup and the Sys Admin group will look at this issue further and report back.

Forgotten Password Page

- Ray reported that there are intermittent issues with the page not working correctly and that we need to get with Equinox and get this fixed. Chris will work on this with Equinox and follow up with the group on what he learns.

Online Account Renewal

- Ray led a discussion for the group about online account renewals as this is a service that could be convenient for patrons. Issues brought forth in the discussion not only included convenience to the patron, but also contracts for online databases, access to services like HOOPLA, and various library policies – all with a concern of making sure a person is a still a “valid” patron.
- Another option to make things more convenient for patrons is to allow cards to expire once every two years – and then they still have to come in to the library every two years to validate.
- *Ray McBride* made a motion that library accounts in SCLends be changed to expire once every two years and then to further explore the option of online renewals for the future. *Rita Vogel* seconded the motion and *all approved*. Chris said that he will ask ESI to change the update

button to reflect two years.

Misc Items

- Ray asked if Chris could look into the upgrade schedule and see when the next one is and see what the pieces of that upgrade will be so we can start to think about scheduling it.
- Searching exact title in the card catalog rarely works the first time – Kristen says put the title in quotes and people may see better results.

Staffing Update and Next Steps

- Chris said that Tom Adamich was contacted by Leesa before she went out on medical leave and at the time he was still 50/50 on wanting to take the Cataloging position.
- Chris also said that he reviewed the job posting again and said that maybe we had too many things in the posting that we were looking for – being the combination of cataloging and systems needs. Chris says maybe tweak and adjust the posting to focus more on the cataloging piece and recommended that the group look for a qualified, competent, professional cataloger. Chris, and others, felt we would get a better pool of applications if we went this route.
- Chris said we are prepared to re-advertise and he will send us the post to look at again.
- Group re-established that there will be a “search” committee for this position and that it would be best if the committee review the post and job description rather than the entire SCLends Board. In addition to the State Library staff, the search committee members are: Alan, Jennie, Carl and Reita.

Annual Statistics

- The group told Chris that the annual statistical report is usually due at the end of October.
- Alan said he wants to make sure that ESI gives us the right data set for us to use when creating our annual reports this year. Chris said he will organize getting a report for us for the stats that we will need for Kathy Sheppard and that he will have ESI run those reports now.

Next Meeting Date

- Alan asked if we are going to have a retreat. Kristen said she could look into Clarks in Santee again as a location and could also look at Santee State Park. It was also mentioned that Scott has offered the library in Hampton as a location and Ray offered Beaufort as a location as well.
- Alan said that he will send out a poll to see about everyone's availability for the end of September and beginning of October. Topic for retreat is standardizing circulation policies and shelving locations.
- Equinox will be at SCLA.
- Alan reported that SCLA poster session applications due at end of the month.

Ray McBride made a motion to adjourn the meeting and *Eric Robinson* seconded that motion. *All approved.*