Automation Committee Meeting
July 25, 2018
Via Skype

Present:
Tony Arellano, Faythe Arredondo, Heidi Clark, Smruti Deshpande, Yvonne Galvan, Dani Haas, Brian Martin, Kristie Pratt, Gray Spate, and Mary Ellen Tyckoson (chair)

Also Present: Kevin Nelson, Chris Wymer

Absent/Excused: Rebecca Adams

I.   The meeting was called to order at 10:03 AM by Mary Ellen Tyckoson.

II.   Roll call was conducted.

III.   Adoption of Agenda – The agenda was adopted as distributed.

IV.   Comments from the Public - None.

V.   The minutes of June 6, 2018 were approved as distributed.

VI.   Projects for Discussion and Action

a. Purchase recommendation on BLUECloud Mobile - Tyckoson

Tulare Public moved that we send a recommendation to purchase BLUECloud Mobile to Administrative Council. Merced seconded. There was a little discussion. Those who have seen the demo liked it. Tyckoson clarified that it will cost more than our current app, Library Anywhere, but will provide a much better user experience. Motion carried unanimously.

b. Horizon family group guidelines – Tyckoson

Tyckoson presented draft guidelines for using the family group feature in Horizon. Basically groups will be owned and managed by jurisdictions with local policy prevailing and no cross-jurisdictional group membership. The decision to use/not use would be up to the jurisdiction. Substantial discussion of the policy and procedural aspects of using family groups took place. Most of our members may chose not to use it due to local privacy policies. Porterville moved and Tulare Public seconded approving the guidelines and allowing those who wish to use family groups to proceed. Motion passed unanimously. Automation Committee will revisit family groups in six months if someone turns it on and can report on their experience using it.

c. SmartPay, processing fees and address verification – Tyckoson

Visa charges us an "integrity fee" on transactions when we don't verify that the address entered matches the billing address. Comprise has been working on address verification (AVS) and installed it on Kern and Fresno's profiles. It worked well for Kern who has a different payment processor, but for Fresno, using TSYS, it significantly increased the failed payment rate. It was removed from SmartPay.

Comprise thinks they have identified the problem and they are working on it, but we aren't sure if fixing TSYS will break Kern's payments. We will test again when they have a new version and decide where to go from there.

d. Status report on projects – Nelson/Wymer/Tyckoson

Nelson reports that they are still waiting for the E-Rate office to approve equipment substitutions before buying the year 3 routers and getting the new circuits up. A list is being compiled of locations from year 2 that would like bandwidth upgrades from the next round of CENIC bids. He still needs input from some jurisdictions. The bandwidth speed test requested by the state library was discussed. The System office can't do them since that would require travel to every branch. Dell has made some changes that are getting in the way of getting orders, especially laptops, completed. We should open a PC/peripheral order round soon once specifications are worked out.

Wymer has been working on a script to use Web Services for authentication, specifically for Kern's new Hoopla subscription, but it will be extensible for use with other vendors. Tyckoson noted that she'll be asking Wymer to start developing some training on BlueCloud Analytics.

Tyckoson noted that we've have a small incidence of calls from the new telemessaging machine failing with a status of Not Ringing! It's 2-4 calls a day out of nearly a thousand so hard to track down, but she will be trying to match the Not Ringing incidents with numbers on our phone bills to determine if the problem seems to be with one of our 6 phone lines or more likely on the patron side. She has also started setting up BlueCloud Central accounts for the JSAs so that they can manage locations for BLUECloud Mobile and eResourceCentral collections for their jurisdiction. There will be Skype training sessions soon. Boyer has gotten all of the EBSCO resources that can be switched to https done and will be sending out information on new links.

VII. The next Committee meeting will be September 26, 2018 in Tulare.

VIII. Announcements – Clark reported that TPL's new website is up and running, they are very happy, and it gets more hits than anything else on the City of Tulare's site.

There being no further business the meeting was adjourned at 10:54 a.m.

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