

AUTOMATION COMMITTEE

May 27th, 2020

10:00 a.m.

Via Teams- The public may participate using the link below:

<https://go.sjvls.org/automation-5-27-2020>

AGENDA

- I. Call to Order**
- II. Roll Call and Introductions**
- III. Adoption of Agenda**
- IV. Comments from the Public**
- V. Approval of Minutes of April 14th, 2020 – Attachment 1**
- VI. Projects for Discussion & Action**
 - A. Re-opening discussion – Wymer**
 - B. Self-Registration Update – Wymer**
 - C. Status Report on projects – Nelson/Wymer**
- VII. Set date and Agenda building for next meeting, tentatively July 22nd, via Teams.**
- VIII. Announcements**

In accordance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact Christopher Wymer at 559-600-6256 no later than 10:00 AM on Monday, May 25th, 2020.

The disclosable public records related to this agenda are available for public inspection at:
Fresno County Public Library, Business Office
2420 Mariposa Street
Fresno, CA 93721

Attachment 1

**Automation Committee Meeting
April 14, 2020
Via Teams
DRAFT Minutes**

Present:

Rebecca Adams, Tony Arellano, Faythe Arredondo, Smruti Deshpande, Yvonne Galvan, Dani Haas, Mary Jo Lawrence, Brian Martin, Kristie Pratt, Mollie Roache, and Chris Wymer (interim chair)

Excused:

Also Present: Heidi Clark, Jacqueline Collings, Sally Gomez, Mary Leal, Kevin Nelson, Natalie Rencher

- I. The meeting was called to order at 10:02 AM by Chris Wymer.
- 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 January 22, 2020 were approved as distributed.
- VI. Projects for Discussion and Action
 - a. COVID-19 Closings and Re-Opening - Wymer
 - a. Wymer asked Automation Committee Representatives to give a brief report on if they have staff in their libraries and/or if staff are working from home.
 - i. Coalinga has administrative staff in the building to handle basic processes like paying bills. Staff are not working from home.
 - ii. Fresno has staff at most if not all their branches. Some staff are also working from home.
 - iii. Kern only has staff coming into the library to empty bookdrops. The majority of staff are working and providing virtual programs.
 - iv. Kings has their staff working in their branches.
 - v. Madera has a limited number of staff performing administrative functions. The majority off staff are on administrative leave.
 - vi. Mariposa still have some staff at their branches, other staff members are working from home.
 - vii. Merced has 5 branches open and is offering curbside pickup of materials.
 - viii. Porterville has staff working in their Adult Learning Center. They also have staff working from home.
 - ix. Tulare County is rotating administrative staff through their buildings, while most staff are working from home or diverted to work in a joint information center.

Attachment 1

- x. Tulare Public has their director working in the building 5 hours a day. Two other staff members are in once a week for a half day. No one is working from home.
- b. Wymer shared an overview of the steps SJVLS staff took in the ILS to prepare member libraries for an extended closure. The steps taken were:
 - i. Entering closed dates for all locations so fines would not accrue.
 - ii. Removing open and closing hours from the ValleyCat mobile app.
 - iii. Extending due dates for items currently checked out and not overdue or lost. Extending hold expiration dates for items currently on the hold shelf. Extending borrower account expiration dates into the future so patrons can access e-Resources while their libraries are closed.
 - iv. Raised the threshold at which borrower accounts are reported to collections agencies to avoid sending new borrowers to collections while their libraries are closed, and suspending communications with patrons currently in collections.
 - v. Asked member libraries to stop running the Request Pull List
 - vi. Stopped generating and sending notices for holds and overdue items.
 - vii. Added messages about the closures to patron-facing applications – online catalog and mobile app.
 - viii. Made changes to DayEnd processes to prevent overdue items from aging to lost while libraries are closed.
- c. Wymer provided clarification on how the ILS was set up so fines and fees would not be assessed during the closure. Entering closed dates for all locations means fees will not be assessed for that period of time, and extending due dates prevents items from becoming overdue.
- d. Wymer provided clarification on how holds fulfillment was suspended. There were no changes made to the way Horizon fills holds. Instead, manual fixes were put in place to achieve the desired result.
- e. Wymer then discussed considerations for re-opening libraries and system services. He noted that we need to wait for a majority of members to re-open before resuming running notices and filling holds because other functions are also connected to them, such as aging items to lost and sending billing notices. He provided advice on checking in materials and how to handle transits. Wymer noted that until libraries re-open, bookdrop checkins will always backdate to the library's last open date before closing, so staff checking in materials can use that option. Wymer then went over possible ways to configure Horizon so staff can use a normal workflow to check in items after re-opening. After that Wymer discussed handling in transit items during the closure. He advised committee members to do their best to avoid checking in transit holds, but it's okay to check in returns. He will also follow up individually with members to work on staggering due dates for items currently checked out.
 - i. Dani Haas asked if it was necessary to separate holds and returns in shipment, and what to do if the amount of transits gets too big. Sally Gomez noted that while Fresno delivery has limited staff, they most likely have the ability to make one run a week to each jurisdiction. She noted that there is limited space at the delivery hub and they may need to ask members to keep transits at their local HQ for members that can't receive deliveries. Sally and Chris will get more information and provide the members with an update.

Attachment 1

b. Self-Registration Policy– Wymer

- a. Wymer provided an update on self-registration. QUIPU's eCARD will provide us with the ability to check for duplicate accounts, verify email and mailing addresses, and assign borrower types based on the borrower's location. Our set up will be a single registration form for all SJVLS members that will be hosted on sjvls.org. Being able to assign specific borrower types means we can provide self-registered patrons with access to system-wide and jurisdiction-specific e-Resources. The new self-registered borrower types would only have access to e-Resources and would not have privileges for physical items without first updating to a full account. Due to variation in how SJVLS member libraries handle patrons ages 13-17, we need to come to a consensus on how to handle these patrons, in addition to agreeing on how an expiration period for self-registered accounts.
 - i. Kristie Pratt asked how the barcode numbers will be assigned, because Kern County has resources that authenticate based on the format of the first numbers in barcode number.
 - ii. Heidi Clark inquired about reporting of new user signups. Chris replied that he can create a report to track new accounts so staff can review them
 - iii. Anthony Arellano asked if we can update our configuration, if needed. Wymer will investigate and let the committee know.
 - iv. Anthony Arellano of Porterville motioned to approve self-registration for borrowers 13-17 without parent guardian and 18+ with an initial expiration period of 6 months from registration allow access to system-wide as well as jurisdiction-specific e-Resources. Kings seconded. Motion carried unanimously.

d. Status report on projects – Nelson/Wymer

Nelson didn't have a mic so Wymer report for him that SJVLS received an e-rate PQA audit for year 2 equipment. We asked our e-rate consultants to file an extension as we would be unable to perform the audit given current events.

Wymer noted that Nathan Boyer will be helping finish the Enterprise mobile template. The final work remains in the accessibility modes. He also noted that the monthly stats and quarterly ILL stats processes did not run correctly when they were supposed to, but he was able to fix the problem on the same day.

VII. The next Automation Committee meeting will be May 27th, 2020 online via Teams.

VIII. Announcements – No announcements

There being no further business the meeting was adjourned at 11:20 a.m.