

Automation Committee Meeting
August 26, 2020
Via Teams
Draft Minutes

Present:

Tony Arellano, Faythe Arredondo, Smruti Deshpande, Yvonne Galvan, Dani Haas, Brian Martin, Kristie Pratt, Mollie Roache and Chris Wymer (chair)

Also Present: Mike Drake, Kevin Nelson, Natalie Rencher, Marc Lewis

Excused: Rebecca Adams, Mary Jo Lawrence

- I. The meeting was called to order at 10:04 AM by Chris Wymer.
- II. Roll call was conducted. Rebecca Adams from Mariposa was absent due to an internet outage in Mariposa.
- III. Adoption of Agenda – The agenda was adopted as distributed.
- IV. Comments from the Public - None.
- V. The minutes of July 22nd, 2020 were revised after Kristie Pratt pointed out a grammar error in point 3 of Status Reports on Projects.
- VI. Projects for Discussion and Action
 - A. ILS RFP Process - Wymer
 1. Wymer updated the committee on the status of the ILS RFP Process. At the Admin Council meeting they approved putting together options for the ILS procurement process. SJLVS staff are putting together two options for Admin Council. The first option is a full RFP that includes specific questions about ILS functionality, similar to the 2015 RFI but updated to our current services. The second option is exploring a sole source exemption to remain on Horizon.
 2. Roache asked for more information about the sole source process, and if SJVLS is required to issue an RFP. Wymer answered with information about the sole source process. He added that SJVLS is checking with our attorney to ensure the process is done properly.
 3. Wymer provided background on previous ILS procurements. In 2011 we hired a consultant to conduct a survey of the ILS marketplace. The survey was undertaken because Sirsi Dynix had announced they were ending development of Horizon. The results of the survey led SJVLS to consider migrating to Evergreen an open source ILS, however, an RFP for migration and support services resulted in costs higher than our yearly costs on Horizon. At the same time, Sirsi Dynix announced they were going to continue developing new features and improvements for Horizon. As a result of the high costs for the Evergreen migration and support, and the announcement that Horizon development would continue, SJVLS decided to take a second look at other ILS options. In 2015 SJVLS issued an RFI for ILS functionality. The RFI contained specific questions related to SJVLS's needs from an ILS. Based on the responses to the RFI, only Horizon was going to

be able to meet our requirements, and a sole source exemption was used to execute a contract with Sirsi Dynix.

4. Wymer asked for input from committee members that were involved in the last procurement process. Arredondo mentioned that the last time vendors came in and gave presentations about their ILSs, none of the other vendor's products were able to meet SJVLS needs. She expressed concerns about migrating to a new system after the amount of investment put into promoting new products and developing pandemic workflows centered around Horizon. As a result, she would be in favor of exploring a sole source exemption. She also noted that Sirsi Dynix has done a lot of development of new products since we signed the most recent contract. She also noted that Sirsi Dynix mentioned in their past presentation that when they develop new Horizon features, they develop them with 3 systems in mind: SJLVS, Hawaii State Library and Toronto Public Library.
5. Pratt expressed concern that a sole source exemption would result in a less competitive deal than we might get through a full RFP. Wymer noted that the concern is shared by SJVLS, and is something that will be presented as a consideration when the ILS procurement is presented to Admin Council.
6. Deshpande from Merced mentioned that while Evergreen had some appealing components, we had some concerns about how it would work in our consortia setting.
7. Arellano noted that he likes the two options, and that any ILS that could meet SJVLS's needs were prohibitively expensive.
8. Wymer will email the committee members the list of questions about ILS functionality so they can review what's included and make sure all of their needs are addressed.

B. Horizon Upgrade – Wymer

1. Wymer noted that Sirsi Dynix has finished the pre-upgrade check on our Horizon server. We are still waiting for the upgrade to be scheduled and will most likely be September 8th or September 15th. When the upgrade is scheduled, Wymer will inform the committee. Wymer noted that on the day of the upgrade, all Horizon products will be down from 7:00 am to 10:00 am and will keep the committee members updated as the upgrade progresses.
2. Implementation of new features introduced with the upgrade will be discussed at the next Automation Committee meeting.
3. Pratt had a question about public access and the changes to patron PINs that are being introduced with the new Horizon version and when they will take effect. Wymer noted that the new PIN features will take effect once the upgrade is completed. She also asked about what patron-facing components will be affected by the upgrade, and asked if we can add a message to the catalog and mobile app about the downtime.
4. Roache inquired about the process to upgrade Horizon on laptops. Wymer is going to check with the network staff on the proper procedure to upgrade Horizon on library issued laptops.
5. Wymer will email committee members a fact sheet with new features.

C. BC Mobile Click and Collect – Wymer

1. Wymer informed the committee that Click and Collect beta testing is live. Click and Collect will process checkouts through SIP. Unfortunately, using web services is not an option. Wymer will investigate whether we can use a single SIP instance for all Click and Collect transactions, or if we need to have

a SIP instance for each location participating. Because the feature is still in testing, Wymer thinks it would be smart to start with a small number of locations from each interested jurisdiction. Any members that are interested in participating can inform the system office by Wednesday, September 2nd. From there we will have a kickoff meeting to discuss set up the week after. Pratt asked if only one location in a jurisdiction can participate, in part to reduce the impact of any potential bugs. Wymer said yes.

2. Arredondo mentioned that Tulare County would like to participate.
3. Pratt asked about the possibility of putting together a fact sheet on Click and Collect and beta testing. So that information can be presented to managers when they are deciding if they want to participate.

D. Holds at Kings County Locations – Wymer

1. Wymer asked the committee about how to handle the items currently on the hold shelf at Kings County. There are 258 items on the hold shelf, and most of them are from libraries outside of Kings County. Additionally, 98 of those items have another patron waiting for the item.
2. Martin provide an update that Kings County is considering mailing holds to their patrons. Pratt asked if the mail would be tracked. Wymer asked if there would be a mechanism for patrons to ask for the items to be mailed, or a way to confirm the patron's mailing address before sending.
3. Rencher provided some additional information about the process and asked the committee if they would be okay having their items checked out without a firm due date. Kings County is not sure when they will be able to resume services, but they are trying to figure out what kinds of services they can provide.
4. Pratt expressed concern about checking out items without knowing when they will be returned, because some of the items have long request queues and limited numbers of items that can fill holds. Haas seconded Pratt's concerns. Roache asked if the mailing of holds would be a one-time thing, or if Kings County wants to start filling holds through mail on a regular basis.
5. Wymer presented the committee with two possible options. The first would be to cancel the holds on the hold shelf and reinsert the patron at the top of the request queue. This would allow the items to continue to fill holds, while also ensuring Kings County patrons are next in line for the item when they are able to resume services. The second option is a mixed approach. Wymer would provide Martin with two lists of requests. The first list would be requests where another patron is waiting for the item, and the second would be requests without anyone else waiting. Where there is another person waiting for the item, Kings would cancel the hold and re-insert the patron into the request queue. Where there is not anyone else waiting, Kings could contact the patron, see if they need the item, and mail it to them if they want it.
6. Martin made a motion to adopt the mixed approach. Roache seconded. The motion passed unanimously. Wymer will email Martin the two reports.

E. Status Report on Projects – Drake/Nelson/Wymer

1. Drake had no updates.
2. Nelson informed the committee that year 6 project is moving forward. He is working with Logic to get the Fall PC order started. They hope to have the specs and quotes finished by the end of the week and make the PC order form available on the Source by next week. Pratt asked Nelson about the status of network connectivity problems occurring at Beale. Nelson said he thinks they're still on backup circuits.

3. Wymer informed the committee that SMS hold notices stopped going out when we restarted sending overdue notices. This was caused by changes made to the SMS settings in Horizon. Wymer tried to put a customization in place to fix the problem, however it did not work as intended. Unfortunately, currently it does not look like we will be able to send both overdue and hold notices via SMS. As a result, only hold notices will go out via SMS for now. He also let the committee know that there was a small bug discovered with self-registered borrower statistics. All borrower registrations were being counted to the SJVLS headquarters location, rather than the jurisdiction the borrower was registered to. Wymer found a fix to allow the stats to accrue correctly, and Quipu has put the fix in place.

VII. The next Automation Committee meeting will be September 30th, 2020 online via Teams.

VIII. Announcements –

1. There were no announcements

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