

AUTOMATION COMMITTEE

November 18th, 2020

10:00 a.m.

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

<https://go.sjvls.org/automation201118>

AGENDA

- I. Call to Order**
- II. Roll Call and Introductions**
- III. Adoption of Agenda**
- IV. Comments from the Public**
- V. Approval of Minutes of September 30th, 2020 - Attachment 1**
- VI. Projects for Discussion & Action**
 - A. ILS RFP Update - Wymer**
 - B. Federated Search in Enterprise - Drake**
 - C. BC Mobile – Patron Self-Service - Wymer**
 - D. Status Report on Projects – Drake/Nelson/Wymer**
- VII. Set date and Agenda building for next meeting, tentatively January 27th, 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 Tuesday, November 17th, 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

**Automation Committee Meeting
September 30, 2020
Via Teams
Draft Minutes**

Present:

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

Also Present: Mike Drake, Kevin Nelson, Amy Taylor, Marc Lewis, Kristin Baer, Vikki Cervantes, Karina Galindo, Melissa Kulmer

Excused: Anthony Arellano

- I. The meeting was called to order at 10:02 AM by Chris Wymer.
- II. Roll call was conducted. Vikki Cervantes was sitting in for Anthony Arellano who was unable to attend the meeting.
- III. Adoption of Agenda – The agenda was adopted as distributed.
- IV. Comments from the Public - None.
- V. The minutes of August 26th, 2020 were adopted as distributed.
- VI. Projects for Discussion and Action
 - A. BC Mobile Patron Self-Service and Click and Collect – Wymer/Kulmer
 1. Melissa Kulmer from Sirsi Dynix demonstrated two new features for the mobile app – Patron Self-Service and Click and Collect. Patron Self-Service would allow patrons to checkout their items using the mobile app. Barcode only checkout is already included in the app, but RFID checkout has a cost associated with the set up of the feature. Click and Collect is a feature for curbside pickup of holds. It will allow patrons to tell the library they're on their way and allow library staff to prepare and checkout their holds prior to their arrival. The feature is currently in the beta-testing, and SJVLS is participating in testing the feature.
 2. Roache asked if self-service would be able to switch between RFID and barcode checkout. Unfortunately, self-service can only be set up to use RFID for checkout or scanning barcodes on a per-location basis, it can't switch between. Roache pointed out that about 10-15% of the items that fill holds in Tulare Public come from libraries that do not have RFID tags. Pratt pointed out that Kern County items sent to Tulare Public for holds would not be able to be checked out through self-service. Another challenge that was discussed was how to deactivate RFID tags, as well as handling security gates. Because of the challenges with handling the mix of tags throughout the system, the committee decided to table the discussion until a later meeting. Wymer will try to think through ways to implement this feature.
 - B. Unique Management – Wymer
 1. Wymer asked the committee about their thoughts on resuming submitting patron accounts to collections agencies. With due dates, overdue fines, and

notices resuming the only circulation feature still disabled is submitting delinquent borrowers to collections agencies. Roache mentioned that Tulare Public just resumed taking fees for fines, and handling cash so they don't want to resume submitting borrowers at this time. Arredondo, Adams, Martin, and Haas had the same feeling. Pratt mentioned that they don't use Unique Management so Kern didn't have a preference. Wymer reminded the committee that all jurisdiction's debt collect thresholds were raised to \$9,999.99, and to open a support ticket with the system office when they're ready to resume new submits.

C. New features in Horizon 7.5.6 – Wymer

1. Wymer gave an update on the Horizon 7.5.6 upgrade, there are a lot of new features. Wymer asked the committee for direction on what features they want to implement first. The new features to set up include: borrower passwords, merging duplicate borrower accounts, setting up transit groups, adding the “you saved XX dollars by borrowing from the library” message to circulation receipts, Editing Comments, and new Auto Renew settings.
2. The committee discussed the new features. There was discussion about the steps involved to set up borrower passwords, and Drake gave an overview of the merge borrower feature. The committee decided that they want SJVLS to prioritize setting up merging borrower records and adding the dollars saved by using the library message to checkout receipts.
3. Wymer will work to put together a training for the JSAs on how to configure and customize circulation slips, including adding the new dollars saved feature. Drake and Wymer will work to develop guidelines for merging borrower records.

D. GALE federated search in Enterprise – Wymer

1. Wymer presented a request from Pratt about incorporating the new GALE databases into Enterprise search results. Pratt also discussed a search result display enhancement she saw recently that displays copies held at local libraries. There was a lot of enthusiastic support for incorporating GALE results into catalog searches. Wymer provided the committee with some possible options that he's seen implemented by other libraries.
2. Haas motioned to have SJVLS staff investigate setting up federated search using a tabbed search results display and to see explore options to display branch holdings in search results. Merced seconded. The motion passed. Wymer will investigate options and present them at the next meeting.

E. ILS RFP Update – Wymer

1. Wymer informed the committee that Admin Council approved issuing an RFP for the ILS. He provided an overview of the key dates for the RFP, and let the committee know it will be issued on October 1st. Wymer reviewed updates he made to the questions about ILS functionality, including adding sections asking about Reporting Options, Discovery Layer, and Mobile App, as well as adding a few questions in other sections to reflect changes since our last procurement. SJVLS staff will review the vendor responses to the questions about ILS functionality. Any responses that indicate they could meet the consortium's needs will then be presented to a full review committee. Each SJVLS member library system would be able to appoint as many staff members as they need to evaluate ILS functionality, including circulation staff, catalogers, collection development and any other departments that utilize the

ILS features in their daily work. Each SJVLS member library system would submit a single score for their jurisdiction, and a winner would be selected based on those scores.

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

1. Nelson informed the committee that we have two e-rate audits. One is a PQA review with USAC for 2016, and a full e-rate audit for 2018. Nelson and Wymer have spent a lot of time tracking down paperwork for the audit. The California Broadband grant application is in process, he's waiting for quotes back from AMS. Our e-rate consultant is going to handle the majority of the paperwork for the grant. Nelson mentioned that the grant may not cover all the items requested, but anything that isn't covered can be added to next year's e-rate category 2 request. Nelson also mentioned that the PC Order is live, however, there are supply shortages for certain products like chromebooks, headsets, and cameras, so some items are back ordered for a significant period of time.
2. Drake had no updates.
3. Wymer informed the committee that he's working to get Click and Collect testing up and running, although he's having problems getting items to actually check out. Wymer also let the committee know that Kings County is preparing for curbside service, which means we can set a lot of system-wide functions back to normal. He also mentioned that there's a bug with SMS hold notices that we'll need to mitigate when we go back to normal. Wymer mentioned that we would be able to resume allowing patrons to suspend and unsuspend their holds. Pratt pointed out that some of their locations are not re-opening yet, and patrons have holds suspended at those locations. This would prevent us from restoring those functions. Wymer mentioned that this will be an agenda item for the next meeting.

VII. The next Automation Committee meeting will be November 18th, 2020 online via Teams.

VIII. Announcements –

1. Pratt shared that Kern County will be re-opening 5 more branches in early October, and will also begin offering limited in-branch services at their open locations.
2. Arredondo shared that Visalia opened yesterday for lobby services with a limit of 10 people per area in the library. Their other branches might start offering lobby services in October. They are also going to RFID all of their locations.
3. Roache from Tulare Public inquired about setting up in-branch self-registration, and the status of the Spanish versions of the self-registration form. Wymer provided information about in-branch registration. Roache and Wymer will work together to test the configuration of the in-branch self-registration form. Lawrence from Madera is going to check on the status of the translations.

There being no further business the meeting was adjourned at 11:38 a.m.