Automation Committee
Agenda Packet

November 15, 2023	Online via Microsoft Teams	10:00 a.m.

Enclosed are the agenda and prepared attachments for this meeting.

Copies of these materials may be made at the public's expense.

The public may participate by using the following URL:

https://go.sjvls.org/automation231115

To participate in the meeting by telephone, call:

(559) 785-0133

Enter Phone Conference ID: 158 440 579#

The public may also participate at any of these teleconference locations:

Coalinga-Huron District Library: 305 NORTH 4TH ST, COALINGA CA 93210

Fresno County Public Library: 2420 MARIPOSA ST, FRESNO CA 93721

Kern County Library: 701 TRUXTUN AVE, BAKERSFIELD CA 93301

Kings County Library: 401 NORTH DOUTY, HANFORD CA 93230

Madera County Library: 49044 CIVIV CIRCLE DR. OAKHURST, CA 93644

Mariposa County Library: 4978 10TH ST, MARIPOSA CA 95338

Merced County Library: 2100 O ST, MERCED CA 95340

Porterville City Library: 15 E. THURMAN AVE. SUITE A, PORTERVILLE, CA 93257

Tulare County Library: 200 WEST OAK AVE, VISALIA CA 93291

Tulare Public Library: 475 NORTH M ST, TULARE CA 93274

Accessibility and Accommodations: In accordance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the San Joaquin Valley Library System at (559) 600-6256 no later than 10:00 a.m. on Tuesday, November 14, 2023.

Public records: Disclosable public records related to this agenda are available for public review at the Fresno County Public Library, Business Office, located at 2420 Mariposa Street, Fresno, CA 93721, during regular business hours, 8:00 a.m. – 5:00 p.m., Monday through Friday.

AGENDA

A. COUNCIL OPENING

1. Call to Order
2. Introductions
3. Adoption of the Agenda
4. Public Comment – The Public may comment on any items relative to SJVLS and not on the agenda.

B. APPROVAL OF MINUTES OF SEPTEMBER 20, 2023 (ATTACHMENT 1)

C. ITEMS FOR DISCUSSION AND ACTION

1. DISCUSSION: Guidelines on Adding Notes to Other Member's Materials – Wymer
2. ACTION: Editing Account Information in Enterprise – Wymer (Attachment 2)
3. DISCUSSION: Passwords for Patron Accounts – Wymer (Attachment 3)
4. DISCUSSION: Horizon Migration – Wymer
5. DISCUSSION: Weeding Procedures – Wymer

D. STAFF REPORTS

1. Senior Network Systems Engineer
2. Associate System Administrator
3. System Administrator

E. CALENDAR ITEMS

1. Set the date and agenda building for the next meeting, tentatively January 17, 2023, at the Tulare Public Library.

F. ANNOUNCEMENTS

1. Committee members are invited to share items relating to collaboration, innovation, and professional development of interest to the Committee.

G. ADJOURNMENT

SAN JOAQUIN VALLEY LIBRARY SYSTEM
Automation Committee Meeting
September 20, 2023

DRAFT MINUTES

A. CALL TO ORDER

1. The meeting was called to order at 10:01 a.m. by Chris Wymer

B. ROLL CALL AND INTRODUCTIONS

1. Roll call was conducted.

   i. PRESENT

      1. Yvonne Galvan (Coalinga-Huron), Tiffany Polfer (Fresno), Kristie Pratt (Kern), Sarah McIntyre (Madera), Sheri Haveman (Tulare City), Faythe Arredondo (Tulare County), Chris Wymer (Chair)

   ii. EXCUSED
      1. Matt Johnson (Mariposa), Smruti Deshpande (Merced), Anthony Arellano (Porterville), Brian Martin (Kings), Heidi Clark (Tulare City)

   iii. OTHERS PRESENT

      1. Kevin Nelson (SJVLS), Mike Drake (SJVLS), Logic Vang (SJVLS)

C. ADOPTION OF THE AGENDA

1. Pratt (Kern) motioned to adopt the agenda.
   i. Polfer (Fresno) seconded the motion.
   ii. The motion passed.

D. PUBLIC COMMENT

1. There were no comments from the public.

E. APPROVAL OF PREVIOUS MEETING MINUTES

1. Pratt (Kern) motioned to adopt the minutes as distributed.
   i. Polfer (Fresno) seconded the motion.
   ii. The motion passed.

F. PROJECTS FOR DISCUSSION AND ACTION

1. Windows 11 Policy Challenges – Vang
   i. Vang updated the committee on his progress testing Windows 11 for deployment to public and staff workstations, and recommended delaying implementation. Currently, Windows 11 does not allow administrators to restrict public access to PC settings and policies, which prevents him from securing the public image in a way that continues to

support features for the public and protects patron privacy after using a public PC.

    ii. Vang noted our current Windows 10 configuration is safe and secure for both patrons and SJVLS's network. Windows 10 supports a configuration that allows SJVLS to offer local storage for patrons to save files and allows for a script to run to clean the PC when a borrower logs off. The most problematic features in Windows 11 are the inability to disable logging into cloud accounts from within Windows apps, disabling web and application search integration in Windows Explorer, and disabling access to certain system settings.

    iii. Vang's recommendation to the committee was to continue to purchase PCs and laptops with Windows 10, and to avoid deploying Windows 11. If Microsoft is unable to implement the necessary features before ending support for Windows 10, SJVLS will re-visit this recommendation and consider alternatives that would allow us to deploy Windows 11.

2. Barcodes for Items – Wymer

    i. Wymer informed the committee that the Item Barcodes RFQ closed. SJVLS received 3 responses, and the winning respondent was notified. Wymer will present the vendor and recommendation to Administrative Council for approval at their next meeting. Wymer then informed the committee that SJVLS has received the historic barcode ordering information from Fresno County, as well as the procedures for placing orders.

    ii. Wymer asked the committee if there was a preference for coordinating group orders at certain times during the year, or if it would better to leave it open on-demand. Pratt suggested creating a form on the Source where members can place orders. In the event a member's order fails to meet the vendor's minimum order requirement, SJVLS will see if other members are interested in placing an order. Wymer will let the committee know when the agreement is finalized, and the form is ready.

3. Cataloging Services – Wymer

    i. Wymer updated the committee on the discussion about Cataloging Services from the last Administrative Council meeting. At that meeting, Wymer presented the idea of allowing all members to copy catalog their own materials and contracting with an outside vendor for original cataloging services.

    ii. Wymer then provided the committee with a preliminary timeline of the transition. In October, Administrative Council will be presented with the plan for Cataloging Services. If approved, in November and December SJVLS will meet with the current cataloging centers to define how SJVLS handles various bibliographic fields in our catalog, in order to draft requirements for an RFP. In January, SJVLS will release an RFP for Original Cataloging Services. At the same time, SJVLS will develop training materials for member library staff, quantify any changes to SJVLS's budget, and make any necessary changes to staff user permissions in Horizon. In April and May, member library staff will be given training to help prepare them for their new task. Training topics will include basics of cataloging, how to use Connexion, how to import records into Horizon and work with the Data Load Error Log, and a basic

MarcEdit training. SJVLS will create a dedicated Teams group for catalogers, where they can collaborate. In June, any last-minute preparations will be completed, and on July 1 the new approach to Cataloging will begin.

4. Removing Oracle Java – Wymer/Vang
    i. Wymer updated the committee on SJVLS's initial testing of replacing Oracle Java with Amazon Coretto Java. Java was replaced on SJVLS staff workstations, as well as on the DayEnd PC, and no issues were encountered with Horizon.
    ii. Vang informed the committee that he and Aaron Lusk have developed a script to automate removing Oracle Java and install Amazon Coretto Java. They have done initial testing of the script on Fresno Central's public PCs and the tests were successful. Once testing in Fresno Central is complete, they will do additional tests on Fresno's branches. Once the tests are completed, SJVLS will schedule the remaining jurisdictions one at time, and will communicate the schedule with the members ahead of time.

5. Horizon Migration – Wymer
    i. Wymer updated the committee on the timeline for the Horizon migration. Earlier in September, SJVLS staff met with SirsiDynix to begin planning the project. Currently, SJVLS needs to purchase Windows Server licenses before work can begin. After the licenses are purchased, SirsiDynix will setup the database, and do an initial migration of our data. Then SJVLS and its member libraries will start a 30-day testing period, to ensure the new database is setup correctly.
    ii. During testing, Fresno Central and Tulare Public libraries will serve as primary testing locations, but all members will have roles in testing the new database. Wymer reviewed the different modules that need extensive testing, as well as what that testing will include.
    iii. Once the testing period is completed, we will schedule the production migration. We will experience 4-6 hours of downtime while the migration occurs. Wymer provided the committee with a list of steps for the production migration.
    iv. Pratt asked if the Horizon client upgrade would require a full install, or if it's an upgrade script, like previous upgrades. Pratt also asked if testing locations will have to have a special VM for the new Horizon client, or if two instances can be installed on the same workstation. Wymer believes there can be two installs on one workstation but will confirm with SirsiDynix.

6. Review and Update Default Notice Language – Wymer
    i. The committee reviewed the default notice language for each of the notice types that prints automatically and recommended changes where they're needed.
    ii. The following changes were made to notice language:
        1. The printed hold notices that are sent when a phone notification cannot be completed was revised to use the same language as the standard printed hold notification.
        2. The first overdue email notice was revised to change 1st to First and add "please" to the final sentence, and the phrase "Please do

not reply to this email, contact the library directly" was surrounded by *** to match the pre-overdue email notice.

3. The second overdue notice was changed for both print and email notices to use the same language from the 3rd and 4th overdue notices. The notice will now read "Second Overdue Notice. The following item(s) has(have) been overdue for quite some time. Please resolve this problem before we are forced to bill you for replacement of the item(s). In the email notice, "***Please do not reply to this email, contact the library directly*** was added at the end.

4. The third and fourth overdue notices had "***Please do not reply to this email, contact the library directly*** to the end of the email notice.

5. The final overdue notice language for Kern County was updated to use the same second sentence from the standard notice language. Kern's final overdue notices now read "This is your final notice to return the item(s) listed below. If the items are not returned promptly, you will be billed for the replacement cost of the item(s). Overdue accounts may be sent to a collection agency." Fresno County requested similar notice language for their final overdue notices.

6. The billing notice language was updated to remove "Thank you" at the end of the notice, and replaced "If you have already contacted the library, please disregard this notice" with "If you have recently contacted the library, please disregard this notice."

7. The damaged block notice was updated to replace "fine" with "fee". Wymer will test damaged notice generation to see what language is pulled from the damage block comment, because the item information will not be available.

8. The committee decided to implement the updated notice language on Friday, September 22. Wymer will update notice language on Thursday afternoon, so it takes effect when notices are generated Friday morning.

    a. Pratt (Kern) motioned to implement the changes to notice language as decided by the committee.

        i. Arredondo (Tulare County) seconded.

        ii. The motion passed.

G. STAFF REPORTS

1. Senior Systems Network Engineer

    i. Nelson updated the committee on the progress of obtaining Windows Server licenses. SJVLS did not receive a response to our licensing RFP, so Nelson is working with Dell to get a quote for licenses.

    ii. Nelson provided an update on the CENIC Year 10 RFP. He requested quotes for 1 Gbps for all branches currently less than 1 Gbps. He approved renewals on the locations up for renewal. Lastly, he asked for 10 Gbps and 100 Gbps quotes for all headquarters locations. At this point the intent is to get an approximation of the costs associated with those higher speeds.

      iii. Nelson finished with an update on the CENIC Year 6 branches. Across all of California, only 8 locations from Year 6 are still not connected. Seven of those locations are SJVLS libraries.

2. Associate System Administrator
   i. Drake updated the committee on the hotspot and laptop lending reporting required for the annual State Library report. The State Library is asking libraries to report the number of hotspots and internet connected devices lent to patrons. Because of the differing ways members set up their laptop and hotspot collections, calculating those statistics can be challenging. He's willing to work with each member individually to help compile their circ stats, and ensure the collections are configured in a way that will make future reporting easier.

3. System Administrator
   i. Wymer updated the committee on the status of the Telemessaging server migration. Currently, the new server has been set up, the project manager was given access, the drivers for the Dialogic cards were installed, and the configuration from the old server was backed up and migrated to the new server. SJVLS is waiting for a "go-live" date from the vendor. When they receive it, Wymer will inform the members.
   ii. Wymer informed the committee that he's working on finishing the grant report for eBooks for All. In total, just under 1500 licenses were purchased with the funding, and usage statistics show more circulation each month.
   iii. Wymer informed the committee that he's been working with SirsiDynix to troubleshoot an error in Enterprise. Currently, patrons are unable to edit their email address, email name, or phone number, even though the catalog is configured to allow it. SirsiDynix has determined it's a result of a concurrency error but cannot isolate the specific cause.
   iv. Lastly, Wymer informed the committee that the prep work for the Enterprise upgrade was completed. We're currently waiting for the actual upgrade date to be scheduled.

H. CALENDAR ITEMS

1. Date and location for next Automation Committee Meeting
   i. November 15, 2023, at 10:00 am online via Teams.

I. ANNOUCEMENTS

1. Arredondo announced that Tulare County had to close their Springville branch, because of an issue with the roof. They do not have a timeline for re-opening and will be providing service with bookmobile stops at the branch.
2. Pratt announced that Kern County has hired a project manager for their upcoming construction projects. They have a total of 17 locations that will be renovated. Their goal is to only close one Bakersfield City branch at a time.
3. Polfer announced that Fresno County will be hosting ALA's Holocaust exhibit for two months, beginning November 4th.

J. ADJOURNMENT

1. There being no further business to discuss the meeting adjourned at 12:24 p.m.

DATE: November 15, 2023

TO: Automation Committee

SUBMITTED BY: Chris Wymer – Administrative Librarian

SUBJECT: Editing Account Information in Enterprise

POTENTIAL ACTIONS:

1. Update the "Your information could not be saved" message to include instructions to reload the page and try again, and to contact your local library if attempts still fail.
2. Remove the ability to edit account information in Enterprise.
3. Create a new SIP instance for OverDrive and any other eRC resources that does not update the last comp use date on authentication requests.
   a. NOTE: selecting this action means patrons that solely use eBooks will not have their last use dates updated and could be erroneously purged in the inactive patron purges.

FISCAL IMPACT:

There are no fiscal impacts associated with the potential actions.

DISCUSSION:

Currently, patrons are unable to edit their account information in Enterprise, even though email address, name used in emails, and phone number are supposed to be editable. The cause of the issue relates to concurrency values for patron records changing between logging in and attempting to edit their account information. The cause of the problem is OverDrive authentication.

When a patron logs in to Enterprise and opens "My Account," the call to retrieve OverDrive checkout and hold information generates a patron login request from OverDrive to SIP. The SIP instances are configured to update a patron's last comp use date when an authentication request is received. Because the authentication request modifies the patron's record, the concurrency value is also updated, invalidating the concurrency value sent to Enterprise. When a patron tries to edit their account, the invalid value makes the update request fail.

In SJVLS's initial testing, OverDrive does not send an authentication request every time a patron loads My Account. Instead, it appears authentication results are saved for a period of time, but the length of time is not presently known. This means a patron could re-load the page and successfully edit their information after the first attempt fails.

PRIOR AGENDA REFERENCE:

No prior reference.

Motion: Second:

_____ PASSED   ____ REJECTED

DATE: November 15, 2023

TO: Automation Committee

SUBMITTED BY: Chris Wymer – Administrative Librarian

SUBJECT: Passwords for Patron Accounts

BACKGROUND:

During public comment at the October 6, 2023, Administrative Council meeting, a member of the public requested that SJVLS consider implementing passwords for patron accounts instead of using a 4-digit PIN. They were informed that the Automation Committee was the body that would make decisions about modifications to the ILS and patron accounts.

Horizon, Enterprise, and BC Mobile all support passwords for patron accounts. If we implement passwords, those will be used to login to Enterprise and BC Mobile going forward, and patrons without passwords would need to create them. We do not have the ability to allow multiple "password" or "PIN" fields to be used for authentication in each Enterprise profile, thus if we convert to patron passwords, they will have to be used by all patrons. Any authentication requests from vendor resources that use SIP would still be able to use PINs instead of passwords. For any vendors that support passwords, we could create new SIP instances that require passwords, and those could be used by those vendors.

QUESTIONS FOR DISCUSSION:

- Have there been requests from other patrons?
- What are your thoughts on the conversion?
- Are there any problems or concerns related to making the conversion?
- What complexity criteria should we use? For example, minimum and maximum password length, number of numerical characters, number of special characters, upper case characters, number of characters that can be repeated, disallow last XX passwords, and number of days before password change.
- What is the recommended timeframe for implementation? How long should we give warning about the change before implementing it?
- How do we assign passwords to patrons that do not have it set up?