

**4CLS Governing Council Minutes
February 21, 2014 at 10:00 am-12:40 pm
Oxford Memorial Library**

Attending: Sherry Kowalski (BCPL), David Kent (CO), Claire Ottman (CV), Lydia Buffington (DE), Stacey Tromblee (DI), Mary King (GR), Barb Potter (HART), Andrea Tillinghast (JC), Connie Dalrymple (NO), Darlene LaBrie (SNB), Tina Winstead (ON), Nancy Wilcox (OX), Alice Mahardy (RS), Nancy Simeral (SH), Marrie Gifford (SI), Erin Larucci (STA), Carol Boyce (VE), Donna Jo Cody (WO), and from 4CLS: Jeff Henry (4CLS), Steve Bachman (4CLS), Pamela Brown (4CLS), Megan Biddle (4CLS), and Emily Creo (4CLS)

Please note, decisions made at the meeting appear in bold.

1. Welcome – Introductions
 - a. Andrea Tillinghast - Library Director at Your Home Public (JC)
 - b. Emily Creo – Head Cataloger at 4CLS
2. Old Business / Action Items
 - a. Staff from 4CLS are going to begin taking the minutes from Governing Council meetings. There will also be a new format that concentrates on 4 major elements: those who attended, the agenda, action items, and decisions that the group made.
 - b. Jeff Henry observed, that through an oversight, the notes from the November 2013 meeting have not yet been distributed but will be soon.
 - c. Someone asked about the **proper format if a library chooses to enter a driver's license number in the ALT ID field. It should be entered without spaces. Alternatively, only the last 4 digits can be used, but those are not necessarily unique numbers.**
3. Change in date for May GC Meeting – Change to May 9, 2014
 - a. This meeting will be conducted through point-to-point videoconferencing. Members will need to go to either EN or GR to attend.
4. Bandwidth Upgrades - In preparation for 2014 e-Rate application
 - a. Jeff Henry will be distributing these reports soon.
 - b. In general, libraries are well within their bandwidth, with the exception of occasional spikes at a few locations.
 - c. Jeff with review the bandwidth at CV to verify it is now at the same level that other libraries have.
5. eMail Notices –discussion on the 4CLS initiative to help us “Go Green”
 - a. Implementation is progressing slowly. The cost of materials is the issue, although it was observed that the printed notice can be folded, stapled, and sent without an envelope. Not all libraries are concerned about the labor involved in mailing notices or placing phone calls for them. Jeff Henry clarified that once an item is declared lost, the bills are printed and not emailed.

6. eCommerce Options

- a. Steve Bachman announced that the only viable option for using credit cards to collect fines and other payments is SirsiDynix's BLUEcloud Commerce service and distributed a handout (**attached**) that summarizes what this would mean for 4CLS online libraries that use Enterprise.
- b. Governing Council expressed interest, and in May, Steve will report back with answers to these questions:
 - i. Is it possible to have a demo of the product before committing?
 - ii. When it is necessary to refund a bill to a patron, can the amount be put back on their credit card?
 - iii. Is it legal to assess a convenience fee?
 - iv. Are both credit and debit cards accepted?
- c. It is necessary to install upgrades to both Symphony (the underlying computer system) and Enterprise (the public interface). Jeff is planning on installing the Symphony upgrade before March and is getting us scheduled with SirsiDynix to install the Enterprise upgrade in anticipation of implementing BLUEcloud Commerce.
- d. Once a decision is made, other action items for 4CLS staff to complete before implementation include:
 - i. Reports set up to run so that libraries can see fines paid by date.
 - ii. Sample policies about refunds and other aspects of using BLUEcloud Commerce.
 - iii. A monthly report in WorkFlows for lost items billed (irrespective of how they were paid for).

7. eResource Central - brief demo of STLS's installation of eResource Central

- a. This module would integrate the Download Zone and its functionality (reports, help, etc.) into the Enterprise interface. It would cost \$5,500 initially plus an annual maintenance fee of approximately \$5,000.
- b. In May Jeff will report back with information about:
 - i. How subject heading searches work, since Download Zone materials do not have them in the Download Zone database (only broad subject categories as assigned by the publishers).
 - ii. What impact would this have on a library's annual automation fee.

8. Buy It Now Program with Amazon

- a. Since initiating the service in November, \$149.02 had been collected through the end of January.
- b. Jeff will distribute the remaining holiday bookmarks and ask SirsiDynix for newer ones.

9. Serial Control

- a. Megan Biddle said that she has scheduled CO's training and by the end of March will contact the other libraries in the queue to schedule them. If your library is interested and you have not completed the application form to get scheduled, please do so. From intranet.4cls.org, search for the word serials to retrieve the link to the Serials Control Application. Megan plans to train 2 libraries each month through the end of 2014.

10. Download Zone

- a. In response to questions about Download Zone reports, Megan Biddle demonstrated how to run the aggregated report for usage of the Project Gutenberg collection and how

to then calculate an individual library's usage. She also demonstrated how to run monthly circulation reports.

- b. If libraries need information about their logins and passwords for Download Zone reports, please send a message to downloadzone@4cls.org . Either Megan Biddle or Pamela Brown will respond.

11. Patron History

- a. Jeff Henry described this free option in both Enterprise and e-Library. This is not the only way patrons can track their reading history, and one concern is that while patrons can choose to opt in, if the information is subpoenaed, the information 4CLS must provide in response is not limited to the patron(s) named in the subpoena. Jeff also observed that Governing Council would need to make a decision about the period of time for which reading histories are retained before they are purged to recovery the computer storage.
- b. At the May meeting, Jeff will report on:
 - i. Can a patron who chooses to use this edit his reading history?
 - ii. Can a disclaimer about the service be incorporated within Enterprise?
 - iii. Is it true that if a patron opts in and subsequently turns it off, information is still collected about that patron?

12. General Discussion

- a. Concerning backups, Jeff Henry reminded members that 4CLS does not backup library PC's. There is arguably no reason to backup PC's that are used by the public, but staff machines should be backed up regularly. He distributed an article **(attached)** recommending several options for cloud storage.
- b. ONA wants a location code to use so that new DVDs cannot have hold placed against them until they have been in the collection for about 6 months.
 - i. Jeff Henry will explore options.
- c. Members reviewed how to place a hold in WorkFlows for that library's copy of an item.
- d. 4CLS was asked to consider acquiring smaller totes for the delivery of audiovisual items (i.e., separate media bags), since they are subject to damage by books.
- e. Members were asked to check audiovisual materials at discharge for missing pieces.
- f. Members discussed the best way to discard items. Jeff recommends charging the item to XX_discard (where XX is the library's code), which will generate statistics.
- g. Jeff Henry will report to Governing Council on how to do a mass deletion for items checked out to XX_Missing.
- h. Jeff Henry encouraged members to use the Governing Council email list to communicate with each other about circulation issues.
- i. Members recommended including on the agenda for each Governing Council meeting a short tutorial or demo for 1-2 topics of general interest. Suggestions included database cleanup procedures, long-in-transit procedures, and how to generate a pending transit report and print it.

Attachments: BLUEcloud Commerce & 4CLS
Top-10-Cloud Storage

Next Meeting: Friday, May 9th, 2014 at 10:00am. We will be videoconferencing, so please attend at either EN or GR.

BlueCloud Commerce & 4CLS

BlueCloud Commerce is program that SirsiDynix has been developing to allow libraries to accept credit & debit cards for the payment of fines. The primary benefit for patrons is convenience.

How Does it Work?

Patrons will be able to pay their library bills through the online catalog. They will see a link in the My Account section of Enterprise. The actual credit card transactions will be handled by a third party company called ProPay (www.propay.com).

What Will It Cost?

There are three cost components associated with this program. The yearly account fee (\$100) will be covered by 4CLS. ProPay also assesses a fee equal to 2.2% of the total transaction amount (called an interchange fee) and a \$0.50 per transaction convenience fee. This program can be made cost-neutral to member libraries by setting the convenience fee to \$1 per transaction. In addition, the Governing Council members may agree to set a minimum payment amount.

How Will Libraries Get Paid?

Payments will be collected in a 4CLS merchant account and distributed to member libraries on a quarterly basis. If patron payment volume increases sufficiently, 4CLS will consider monthly distribution. 4CLS will run reports to ensure than payments for lost items are delivered to the owning library.

Also Of Note

- No credit card information will be stored on 4CLS or member library machines
- An online demo can be arranged
- At this point, BlueCloud Commerce cannot be used to collect donations online
- Patrons could pay multiple fines from multiple libraries at once
- Only enabled with Enterprise (not e-Library)

****BlueCloud Commerce has the functionality to allow libraries to accept credit card payments through WorkFlows. To do so, a library must purchase a card reader (\$60) and, pay a 2.2% interchange fee, and a per transaction fee of \$0.30. No convenience fee is applied.**

(see reverse for some hypothetical numbers)

2/18/2014

Hypothetical Figures

It is very difficult to forecast what percentage of library bills would be paid by credit card. We expect that most bills will still be paid in cash at member libraries. Below are some calculations and some hypothetical assumptions to illustrate how the ProPay fee structure might impact revenue from library fines. The fine figures used were taken from Directors Station.

In January 2014, 4CLS libraries collected \$24,413 from 1309 payments for lost materials, an average of \$18.65 per bill.

If, for example, 10% of the payments for lost materials were paid by credit card, this is how the fees would be applied:

Collection

131 Bills	Totaling	\$2,443.17	
	Convenience Fees	<u>\$ 131.00</u>	(assuming no bulk payments)
	Total Collected	\$2,574.17	

Disbursement

To ProPay		
Interchange Fee	\$ 53.75	(2.2% of total transactions)
Transaction Fees	\$ 65.50	(\$0.50 per transaction)
To Billing Libraries	\$2,454.92	

*** Hypothetical figures for accepting credit cards through workflows

Library A collects 106 payments totaling \$2,088

If, say half of those payments were made with credit cards, the fees would be thus:

Collection

53 Bills	Totaling	\$1,044.00
	Transaction Fees	<u>\$ 15.90</u>
	Total Collected	\$1,059.90

Disbursement

To ProPay	
Interchange fee	\$ 22.97
Transaction fee	\$ 15.90
To Billing Library	\$1,021.03



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What is the Review Process that you uses to Find the Best in online storage companies?

Top10CloudStorage.com uses a ten point quality check for each of the reviews that we provide on the website. Our ultimate goal is to assist our readers in finding the best in cloud storage and the most expeditious way in which to do that is to use the same criteria in reviewing each online cloud storage provider. Our experts provide a professional review (an expert look at the company) and then we open up our forum to customers that have used the service and want to rate it themselves. This is how we are

Trend	Company	Price	Review
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able to provide an unbiased opinion and technical look at cloud backup while also offering the sentiment of the consensus of actual customers.

Our professional reviews and customer reviews both use the same ten point look at the cloud online storage company. We highlight what is most important to the consumer, with categories such as how much storage space the company offers, as well as how reliable the cloud file storage company is. Each category receives a score based on a 1 to 5 star system and that is how we determine the overall rating for the company.

Let's take a look at how Top10CloudStorage.com looks at an online cloud storage provider:

Value for Money

Selecting a cloud data storage company that is the least expensive does not mean that the customer is getting the best value for their money. What Top10CloudStorage.com looks for in value is a combination of everything that makes up the cloud storage company and then, how much they charge. This might mean that the customer will see a cloud backup company that charges more for their service, but if they are ranked highly in value for money, then that company also offer superior features, storage space and reliability which, when weighed against the cost, makes up the rating for this online storage category.

Reliability and Uptime

This category is based on statistical data related to the uptime of the service. It is expected that cloud storage companies have a 99.9% uptime; however some may fall below that due to unforeseen circumstances. Top10CloudStorage.com believes that the consumer should be made aware of that so that they may make the most informed decision in selecting their online storage service provider.

Customer Service

The Top10CloudStorage.com staff reviewers put cloud storage company customer service departments through a test. This test is conducted as a live phone or live chat customer service request. The time that it takes to get a response and a solution to a problem is rated for speed, helpfulness and efficiency.

Technical Support

Technical Support and customer service are closely related; however this category is a rating of the technical proficiency of the tech support staff. Certainly, it is one thing to have a friendly and helpful tech support agent assisting you and quite another to have one that is all of that and actually solves the problem quickly.

Features

This category is a rating of the amount of features that are offered as well as their usefulness to the consumer. Some cloud storage companies tend to comment on a large number of features that they offer however, those features are not always of a benefit to the consumer. Top10CloudStorage.com keeps a careful eye on this category when reviewing a company.

Storage Space

This category is a comparison of the amount of storage space offered by the company. Storage space also factors into the 'value for money' rating.

Ease of Use

When testing cloud storage services, Top10CloudStorage.com rates how easy that service is to use. This is compared against a benchmark of general users and technically proficient users. A good rating represents a median between ease of use for general and technical users.

Overall Rating

The overall rating category is the accumulation of all the rankings assigned to the aforementioned categories. This category gives the cloud storage consumer a quick overview of the company that is being reviewed and can be helpful in making a well informed and expedited decision.

In conclusion, Top10CloudStorage.com works as an advocate for the cloud storage consumer by assessing those services and reporting directly to the consumer. By also including customer reviews, Top10CloudStorage.com delivers an overview of cloud storage companies in a way like no other review site does.

October 29, 2013

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just a quickie to say i found this app to be pretty darn good. it's cheap, works everywhere i go and it's syncing app makes life easy when out the house. got this guys vote



Are they bad?No. But I've had better. Not the chaepest or the most efficient. Kinda surprised actually



What is the most important factor when you're choosing a cloud storage/online backup provider?

- ☒ Price
- ☒ Technical/Customer Support
- ☒ Storage Size
- ☒ Features

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**What is the most important factor
when you're choosing a cloud storage/
online backup provider?**

- ☐ Price
- ☐ Technical/Customer Support
- ☐ Storage Size
- ☐ Features

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