

**4CLS Governing Council Minutes  
May 9, 2014 at 10:00 am-11:49 am**

**This meeting was conducted via point-to-point videoconferencing between the  
Moore Memorial Library (GR) and the George F. Johnson Memorial Library (EN)**

Attending:

At GR: Ramona Bogart & Wendy Caldiero (AF), Claire Ottman (CV and CO), Stacey Tromblee (DI), Mary King and Pam Sousa (GR), Barb Potter (HR), Connie Dalrymple (NO), Tina Winstead (ON), Nancy Wilcox (OX), Alice Mahardy (RS), Nancy Simeral (SH), Roz Conner & Lily Wadsworth (SI), Donna Jo Cody (WO), Stephanie Champney (WP), and from 4CLS: Jeff Henry.

At EN: Lisa Wise (BCPL), Cathy Seary (EN), Andrea Tillinghast (JC), Carol Boyce (VE), and from 4CLS: Steve Bachman, Pamela Brown, Megan Biddle, and Emily Creo.

**Please note: Decisions made at the meeting appear in bold.**

1. Welcome – Introductions
  - i. This meeting was Governing Council's first to be conducted through point-to-point videoconferencing. 17 people participated from GR, and 8 from EN. Staff at both GR and EN were thanked for helping to make this meeting possible.
  - ii. Governing Council will be surveyed about whether this approach meets the libraries' needs.
2. Old Business / Action Items
  - a. The BookMyne app for Android is available once again. It is a new version. Enhancements will be ongoing to restore complete functionality.
3. eMail Notices – We didn't make "Earth Day 2014." Try to make progress toward "Earth Day 2015."
  - a. RS and WP are being configured for email notification.
  - b. OX has implemented recently. Patrons like it, but staff want a pop-up when a book is checked out to know whether the patron has an email address on file. Jeff responded that this information is included when using a receipt printer or a dedicated regular printer. However, SirsiDynix is aware of customers' wanting a pop-up window.
4. BLUEcloud Commerce – Answers to questions from the Feb. GC meeting and who would like to be an early adopter
  - a. Some of the information about BLUEcloud Commerce discussed at the meeting, especially concerning the convenience fee and refunds, has been superseded by new information. Please see the attachment for updated information.
  - b. Credit card vs. debit card: Purely debit cards are not supported. Credit card transactions are more straight-forward transactions and are supported.
  - c. 4CLS will generate lists of lost items paid for by credit card. Quarterly reports will be distributed to the libraries showing payments made by credit card. Funds will be distributed by billing library, except for lost item payments, which will go to the owning library. If the volume supports it, this frequency will be increased.
  - d. Straw poll: How many libraries are interested in proceeding, even if it would cost 2.2% of the transaction fee?
    - i. GR: 7

- ii. EN: 1 tentative
- 5. Continued discussion re eResource Central
  - a. Subject heading searches: Southern Tier is the only site that had been contacted, and they verified that without MARC records for OverDrive titles, subject heading searches cannot retrieve those materials. However, STLS has discovered through research that few people search by subject headings. Jeff is pursuing a copy of their research report.
  - b. Impact on automation fees: The information about automation fees for 2015 will be distributed soon and will include 2 scenarios for members to plan their budgets. One scenario will include eResource Central; the other will not.
- 6. After the Symphony upgrade, how do we want to utilize the new item and user categories?
  - a. There are now 7 additional USER CATs to be defined as we wish.
    - i. As a result of the discussion, **if your library is interested in setting up a different profile with a 6-month expiration period for college students, please send a ticket to [policy@4cls.org](mailto:policy@4cls.org).**
  - b. There are now 3 additional ITEM CATS.
    - i. The usage of these will be discussed at the collection services advisory committee meeting on June 2.
  - c. Jeff reported that the problems with reports that had occurred during the first month after the upgrade have been resolved. For an explanation of report errors, check the log.
    - i. To check the log, in WorkFlows, go to the CIRCSELE toolbar, and select Report Group and then Report Session. About half-way down the page check the checkbox labeled "Include Log" and click OK at the bottom. If the Finished Reports folder is open, you will need to close Finished Reports and re-open it for the new setting to take effect. NOTE: When closing WorkFlows, it will inform you that properties have changed and ask if you want to save the changes.
- 7. Policy changes
  - a. Delinquent patrons: Currently, if a patron has 3 over-due items, he is blocked.
    - i. **It was decided to abandon consideration of the number of overdue items and to rely on the amount of money owed for blocking a patron.** Each library determines its own threshold of money owed. Jeff expects to have this in place by May 21. However, it will not affect any patron who is already blocked under the old policy.
  - b. Invisible PINs: Lisa Wise asked whether PINS can be made visible to staff again, as it is quite a burden for BCPL staff to have to reset 20+ on a daily basis.
    - i. PINs were made invisible for staff, based on security concerns and after a vote at GC. The matter was brought to vote again, with the result that **the decision was reversed.** However, since the re-vote, Jeff has obtained new information regarding the visibility of pins at recent SirsiDynix meetings. SirsiDynix is working on new releases and new modules that are to meet NIST standards, with the result that PINs will be encrypted and shadowed. Our vendor is also building into the next release of Enterprise a "Forgot PIN" function to address this issue. **4CLS plans to make no changes concerning PINs until the implementation of NIST standards, since doing otherwise would be confusing to staff and patrons.**

- c. New-Item (Non-Holdable): Although the New Book category is holdable, it is possible to create a new CAT that is not and can be used for these materials.
    - i. GC was not in favor of this change. Jeff will research options.
  - d. Donna Jo Cody asked why so many items are shadowed so that they do not appear in the public catalog.
    - i. Jeff demonstrated how to stop shadowing an item: In WorkFlows and Circ Select, go to the Item Maintenance screen, and click off the option to shadow that item. Donna Jo responded she cannot unclick the option. She will submit a ticket with examples for Jeff to review.
  - e. Jeff will send announcements to both the Governing Council and RAPAS email lists when policy changes are made.
- 8. Locking down Directors Station until we move to Analytics
  - a. Jeff explained that Directors Station runs on a server under Microsoft server 2003 software, which is no longer supported by Microsoft. Upgrading it will cost \$3,000. Analytics is to be released in 2014 and will be free to current Directors Station customers. We have a suitable server ready.
    - i. **Governing Council agreed to lock down Directors Station in the interim until Analytics is ready for use. This means that Directors Station can be accessed only from within a library or the 4CLS building.**
- 9. BuyItNow
  - a. To date, \$181 has been realized and is being used to offset automation fees.
  - b. New promotional bookmarks and posters were distributed to members at both meeting sites.
- 10. Serials Control status update
  - a. Megan Biddle expects that everyone who has expressed an interest will be trained by early July. Only GR and SI remain to be scheduled. If your library is interested, please contact Megan at [mbiddle@4cls.org](mailto:mbiddle@4cls.org).
- 11. Download Zone update
  - a. 4CLS staff have recently conducted training at MO, and RO is scheduled within the week. This is training for staff and/or the public. Please contact Megan at [mbiddle@4cls.org](mailto:mbiddle@4cls.org) if your library is interested in scheduling a training session.
- 12. Patron History – Tracking patron reading history in the Symphony system
  - a. **Governing Council voted not to turn on this option.**
- 13. 4CLS Loaner PC's
  - a. 4CLS Automation has a few loaner PC's available for use if a staff PC needs to be sent in for service. These machines are not suitable for use by the public, because they have no filtering and are not locked down. They have Windows 7 and come installed with WorkFlows. If your library is interested in borrowing one or more temporarily, please send an inquiry to [automation@4cls.org](mailto:automation@4cls.org).
- 14. Bandwidth Utilization Charts: How to access the charts for your library
  - a. Instead of killing a forest to distribute these reports on paper, especially since they demonstrate no areas of concern, use your browser to go to 74.202.61.117/graphs. Jeff will also send this IP address to member libraries. The reports show weekly minimums, maximums, and averages. Wi-Fi is rolled in, if it is on the same router and if that router is one that 4CLS monitors.
- 15. Training topics for future meetings

- a. Jeff will be using SurveyMonkey to poll members for both topics and presenters.
16. General Discussion – Everyone
- a. If your library has a new director and the member information on the 4CLS website needs to be updated, please send a message with the correct information to [enterprise@4cls.org](mailto:enterprise@4cls.org).
  - b. County codes: These are a hold-over from DRA. **Since they appear to not be used now, it was decided to abandon the user of county codes.**

Next Meeting; Friday, August 15th, 2014 at 10:00 am at the William B. Ogden Free Library in Walton

Attachments:

# 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](http://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 that 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 more)**

## Follow-Up

After the February Governing Council, I took several questions to Sirsi for clarification. The results are below:

- Refunds – it will be possible for a library to offer refunds for credit payments. Each library will be issued login info they can use to access to ProPay system and execute a refund.
- Credit vs. Debit – The system will work with credit cards and cards that can be used as debit or credit. Cards that are debit only (where transactions require a PIN) cannot be used with ProPay.
- Convenience Fee/Surcharge on Workflows transactions – the BlueCloud Commerce system does not include an automatic method to apply a convenience fee for in-person credit card transactions. Plus, state law indicates that adding a fee for in-person credit card transaction is not allowed.

## 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
	<u>Transaction Fees</u>	<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