

Governing Council Meeting Minutes

November 21, 2014 – Oneonta

Introductions – New 4CLS Digital Services Librarian Brian Lee was introduced. He is available for training in databases, workflows, and Director's Station

Old Business –

Discussion about putting each library's transit code in parenthesis after the library name in the In Transit pop up screen. Issues are whether than screen can be configured and where else that info may be displayed. **(JBH reviewed this and it is not possible. That field (Library Policy Name) has a maximum of 10 characters - hence COOPERSTOWN is COOPRSTWN)**

At a previous GC meeting, the membership voted to display the patron PINs in workflows. Following that meeting, Sirsi announced they will begin encrypting PINs, rendering the previous decision moot.

Meetings in 2015 –

Group decision to try videoconferencing again for the February meeting

February 20 – Endicott/Greene (videoconference)

May 15 – Hartwick

August 21 – Oxford

November 20 – Oneonta

Library Calendars –

It is time again to adjust your library's calendar in Workflows. Jeff distributed instructions (appended) and led a training session on the topic after the meeting. **Supervisor account access is required to change the calendar. If you don't know your library's supervisor account login info, contact Jeff.**

E-Library vs. Enterprise

Sirsi is no longer supporting E-Library (no more upgrades). Some new materials will not display. At some point soon, it will be retired.

Also coming soon is Blue Cloud PAC. Blue Cloud PAC is a trimmed down version of the Enterprise online catalog. It is designed for use as an OPAC inside a library, but we believe it will be a good low-bandwidth alternative to Enterprise for libraries and patrons with slower connections.

4CLS will develop some bookmarks/pamphlets to inform patrons of the option when PAC becomes available.

Patron E-Mail Addresses

More and more advanced features require e-mail address for patrons. It is suggested that you try to collect an e-mail address when people sign up for a card. Make sure they know that they may receive news & info about the library. Ed will share Endicott's patron application form which adds a space to put an e-mail address.

4CLS can set up an e-mail distribution list for your library to help delivers news, program info, etc. Submit a ticket to automation@4cls.org.

4CLS would like to get more libraries using e-mail notices. If enough libraries switch from 3-part mailers it could save us all some money. 4CLS will provide the training required to print your own notices. 4CLS is also looking into the bulk purchase of windowed envelopes.

A training list will be created so 4CLS can methodically train those libraries interested in moving to e-mail notices.

Forgot My PIN

The 'Forgot My PIN' feature in Enterprise is still not working correctly. It is supposed that an upgrade may help fix it.

Blue Cloud Commerce (Credit Card Payments via Enterprise)

System is ready and will be turned on December 1. Steve will send customizable info sheets designed for patrons and for staff. If a library wishes to be able to offer refunds, they should submit the names & email addresses of the staff that will be executing refunds to Steve. He will set-up up accounts for them on ProPay.com.

After a transaction is completed, the patron receives a transaction number and the option to have a receipt e-mailed to them. That transaction number is necessary to execute the refund.

For the information of members, reports will be run to tell you how much money has been taken in via credit cards and what lost items have been paid for with credit cards. These reports will show up in your finished reports screen in workflows.

E-Resource Central

E-Resource Central will likely be online in the first quarter of 2015. It will make it easier to get records for Download Zone material in Enterprise. Patrons will be able to download directly from Enterprise. 4CLS is checking on the effect of that on circulation stats.

Intranet & Online Forms

The Intranet now has some online forms for your convenience:

- Barcode order form
- Reporting Duplicate Records form

- Circulation Policy Change form

While the forms go directly into the ticketing system, it should be noted that they do not currently deliver auto-responses with ticket numbers to the posters. **4CLS has resolved this and responses should be returned to the requestor.**

If you can think of other possibilities for online forms, send them to Steve.

Buy It Now

New Buy It Now bookmarks were distributed. The graphic on the webpage has been updated for the Holiday season as well. Book purchases through Amazon through 4CLS are now routed through the Buy It Now program. That should help accumulate rebates faster. Some other vendors can be added. **Consensus to add Barnes & Noble, but not other retailers at this time.**

Download Zone Update

Overdrive is moving away from audio in WMA format. Newer portable devices cannot use WMA's. There are only 150 WMA's in 4CLS's Download Zone collection. Some may be switched to MP3, some will be credited to our account.

Lost Cards & Enterprise

4CLS found a bug in enterprise that would let patrons log in with a lost card. This has been fixed.

WiFi

4CLS has found some nice, cloud-controlled WiFi units that give the library more control over the use of their bandwidth. Also, the units can be remotely controlled by 4CLS staff for troubleshooting purposes. A unit is being tested in Oneonta. The units are more expensive. 4CLS is working on a rent-to-own option, spreading the cost over a 5 year period. More information will be distributed.

General Discussion

Please Pay Attention to Street Dates - 4CLS has noticed several new, high profile items being circulated before the street date. It is imperative that all libraries respect the street date. If word gets out, Baker & Taylor could refuse to send those items early.

Database Clean-Up – Consensus to delete never-expiring holds from before 2008.

- Consensus to purge library missing accounts (ex. EN_missing) of items from before 2002. Contact Jeff if you would like to purge your missing account further.

Sidney noted an issue with Envisionware and private browsing (setting it to not remember passwords. That issue may be solved with an upgrade

Attendance List

Dawn Rogers-Kroll	WA
Claire Ottman	CV
Steve Bachman	4CLS
Erin Larucci	STA
Barb Potter	HART
Mary King	GR
Nancy Wilcox	OX
Nancy Simerl	SH
Ed Dunscombe	EN
Brian Lee	4CLS
Sherry Kowalski	BCPL
Megan Biddle	4CLS
Emily Creo	4CLS
Stacey Tromblee	Delhi
Carol Boyce	VE
Tina Winstead	ON
Connie Dalrymple	NO
Donna Jo Cody	WO
Roz Conner	SI