

Governing Council Meeting Minutes 8/18/17 – Hartwick & Go To Meeting

News

Lisle is going online September 6!

[Much discussion of eclipse glasses]

Old Business

There is some question as to whether the texting of notices is working. They should send automatically for hold notices and overdues. It was originally set up as a pilot, but was never expanded. It is a patron opt-in (need a phone number on the SMS Text Messaging field in their patron account). Jeff will figure out if it is working and bring info to the next meeting.

Please enter patron phone numbers in the 'phone' field. Dayphone does not display in the hold notification screen.

We will relabel one of the fields in the patron record to say "cell phone"

*If a patron's phone number is in the correct phone field and does not display in the hold notification window, send the patron's ID number to Jeff.

We will work on better documenting & posting policies.

If a staff member of another library renews one of your items many times (in a row), contact the library director to let them know.

There is still an intermittent problem with discharged materials showing back up on a patron's record. Please send examples to Jeff.

Blue Cloud Analytics

Blue Cloud Analytics is the new statistical analysis tool (to replace Director's Station). Brian is providing training. Information has been added to the Intranet under '4CLS Support & Information'. Bills reports are not yet available. Weeding reports & circ reports and some patron lists are working. Soon it will work on a tablet! Contact Brian with questions.

Blue Cloud Visibility

This is the module that will make our records findable by search engines. It works with geographic tags so that if one of your patrons searches for an author or title, records from our

catalog will show up in their search results. We hope to have it working by the end of September. 2017.

E-Rate

4CLS's 2017 rebates have not yet arrived. We are working on a fiber channel to Chenango County and increasing bandwidth in Broome. We have run into limitations with the vendors. The current plan is to upgrade current fiber libraries and try to upgrade Otsego County next. The lack of infrastructure in Delaware County is also a limiting factor.

The upgrade to fiber insulates the libraries from slow-downs at times of peak traffic. Old computers might see a performance boost, but will be limited by the speed of the processors.

Overdrive/Download Zone

Overdrive has a new app called Libby. It is designed to be easier to use for first time users. It is not replacing the older app. Brian & Megan will work on some new video tutorials on the new interface.

[Link to download Libby]

Symphony Upgrade Coming

Symphony (workflows) will be upgraded on October 22. The upgrade will take place in the middle of the night. Computers running workflows will need to be updated Monday morning (the 23rd).

It will be followed by an Enterprise update at a later date.

Automation Clerk

4CLS is seeking to hire a part time automation clerk to help run the pc reseller program and improve interaction between member libraries and the automation department.

General Discussion

4CLS will work on better documented policies including payment of other libraries' fines and basic etiquette when handling another library's materials.

4CLS will be sending out a survey to collect data on how the 4cls web page is used. The data will be used to help refine the website.

4CLS is hosting a workshop of Paid Family Leave on September 27 in Oneonta. The rules are changing January first. The new rules affect all association libraries.

Sherburne received a bill from spectrum with a zero balance. Spectrum should not be billing libraries directly. If you receive a bill, send it to Jeff.

Alice Mahardy is retiring after 40 years at Richfield Springs. Kaitlyn Forbes will be taking over as director. Most recently she was the Youth Services Librarian at Cobleskill.

The next meeting is scheduled for November 17 in Oneonta.

Attendance:

In Person

Steve Bachman – 4CLS
Jeff Henry – 4CLS
Dave Kent – Cooperstown
Brian Lee – 4CLS
Barb Potter – Hartwick
Megan Biddle – 4CLS
Sarah Reid – 4CLS
Echo Weller – Springfield
Alice Mahardy – Richfield Springs
Stacey Tromblee – Delhi
Deb Stever – Deposit
Stephanie Champney – Whitney Point
Claire Ottman – Cherry Valley
Connie Dalrymple – Norwich
Ed Dunscombe – Endicott
Colleen Law-Tefft – Sherburne
Nancy Wilcox – Oxford
Tina Winstead – Oneonta

Online

Ben Lainhart – JC
Carol Boyce – Vestal
Chris Curch – Worcester
Emily Creo – 4CLS
Marcie – Sidney
Susan Frisbee – Walton
Lisa Wise – BCPL
Gary Quarella – Greene
Terri Weaver – South New Berlin