Governing Council Minutes
11/17/2017
Oneonta & GoToMeeting

The group welcomed Robin Avolio, new director at South New Berlin.

Old Business – Texting - As far as we can tell, the texting feature is working. Only two libraries are currently using it. It is unclear how many patrons are signed up. When the program started, 4CLS purchased 10,000 text messages.
*Jeff will send an e-mail with instructions for singing up and the number of texts remaining of the original 10,000 along with the cost for additional texts. It is an opt-on program.

Field for Cell Phone in Patron Account – Last meeting, 4CLS was asked to add a field for 'Cell Phone' in the patron record. Investigation has identified a couple issues. When the system looks for a phone number to display, it searches down the record and displays the first one it finds, regardless of whether it is dayphone, phone, or something else.

Phone Number Issues in Patron Account – There has been multiple reports of Patron Phone Numbers not showing on receipts and popups, even though everything looks correct in the patron address fields. This has been found to happen when data was in an address field (typically Dayphone) and the text was deleted but not the actual field.
*Jeff will work on removing these empty fields from the Patron Database, and will send documentation on how to properly remove the fields from the patron record.

2018 Meetings – The following dates & locations are set for the 2018 Governing Council meetings. (all at 10 AM)
February 16 – Greene
May 18 - Whitney Point
August 17 – Johnson City
November 16 – Oneonta

Library Calendar – Jeff went over the yearly activity of setting the library calendar for the next year. Instructions were sent before the meeting. For most libraries, it is necessary to log into the supervisor account to set the calendar. If you don't know the login for your supervisor account, contact Automation. Changes to the calendar don't go into effect until the next day.

BlueCloud Visibility - BlueCloud Visibility started November 7. About half of the libraries are set up. It will take some time for the item records to show up prominently in google search results. It works in any browser. Google search result leads to a separate page (outside the opac) which includes information about each library (including contact info and a map).

See an example by searching in google for Terry Pratchett Oneonta – the search results that start with "link" lead to items in the 4cls catalog.

E-Rate – 4CLS's e-rate application has been funded for 2017-2018. Projects include hardware for a few libraries and installation of fiber BCPL. Also working on extending fiber up the Route 12 corridor in Chenango County. 4CLS will manage the installations and will contact each library before work begins.

Backup Generator – In preparation for the backup generator installation later this year, some electrical work must done in the server room. This work, which is scheduled for Tuesday, November 21 beginning at 8 AM, will necessitate that the servers be shut down for a time. That means circulations, holds, cataloging, etc will be inoperable during that time. 4CLS will contact libraries directly (by phone & e-mail) when it is safe to log in. Libraries can opt to use the offline backup during that time (instructions will be sent).
If you opt to use the offline backup, please notify automation when they call to say the system is back up.
Last time the offline backup was used, there were some issues with circulation computers that were running Windows 10.

Automation Position – 4CLS is working on filling another full time automation position.

General discussion –
Whitney Point is still experiencing discharged items re-appearing on a patron's account.
8,000 items have been marked missing. They are hanging around.
Question- can Claims Returned items be cleared? 4CLS will investigate
There is confusion about the use of county codes. 4CLS will find the answer and bring it to the February meeting.

After the meeting, reps from Baker & Taylor demonstrated axis 360 – their selecting/shopping tool.

Attendance

<u>In Person</u>
Steve Bachman - 4CLS
Jeff Henry – 4CLS
Stephanie Champney – Whitney Point
Barb Potter – Hartwick
Megan Biddle – 4CLS
Sarah Reid – 4CLS
Brian Lee – 4CLS

Stacey Tromblee – Delhi
Deb Stever – Deposit
Carol Boyce – Vestal
Roz Conner – Sidney
Wendy Barckhaus – Franklin
Ed Dunscombe – Endicott
Pat Parks – Stamford
Claire Ottman – Cherry Valley
Robin Avolio – South New Berlin
Tina Winstead – Oneonta
Connie Dalrymple – Norwich
Jo-Ann Haberli – Hancock
Nancy Wilcox - Oxford

Remote
Ben Lainhart – Johnson City
Chris Curch – Worcester
Colleen Law-Tefft – Sherburne
Gary Norman – Morris
Gary Quarella – Greene
Lisa Wise – BCPL
Jennifer Keysor – BCPL