Automation Committee Meeting
May 27, 2020
Via Teams
Minutes

Present:
Rebecca Adams, Tony Arellano, Faythe Arredondo, Amy Taylor, Yvonne Galvan, Dani Haas, Mary Jo Lawrence, Brian Martin, Kristie Pratt, and Chris Wymer (interim chair)

Excused: Smruti Deshpande, Mollie Roache

Also Present: Kevin Nelson, Natalie Rencher, Nathan Boyer, Krista Riggs

I.   The meeting was called to order at 10:02 AM by Chris Wymer.

II.   Roll call was conducted.

III.   Adoption of Agenda – The agenda was adopted as distributed.

IV.   Comments from the Public - None.

V.   The minutes of April 14, 2020 were approved as distributed.

VI.   Projects for Discussion and Action

  a.   COVID-19 Re-Opening - Wymer
      a.   Wymer provided information about changes to holds fulfillment so open libraries can fill holds for their patrons. To make this work he had to suspend all pending requests where the pickup location is closed and remove patron's ability to suspend and unsuspend their holds, as well as change the pickup location of their requests. Those changes will allow open locations to run the request pull list and only get items where the request can be picked up. Kristie Pratt inquired about what would happen with requests patrons suspended themselves when the end suspend date is still during a library's closure. Wymer will follow up with the committee.
      b.   Wymer provided information about changes made so notices can be sent for holds where the hold pickup location is open, but not sent if the location is closed. He noted that he was able to restart mail, email, and SMS notices, but hasn't been able to restart phone notices. To restart phone notices, Wymer needs to figure out how to prevent phone notices from going out where the pickup location of a hold is closed. He also noted that he'll need someone to re-record the "hold ready" message to include a message about contacting the library before visiting the branch.
      c.   Wymer finished by discussing the timing of restarting overdue fines and notices. He mentioned that it would be easiest to wait until all SJVLS members are providing some type of services, but he will investigate and prepare for restarting only a subset of libraries. He asked the committee if anyone anticipated restarting overdues at the same time they start providing services. The response was that the members could wait until everyone is ready.
      d.   Mary Jo Lawrence and Dani Haas provided updates on how their re-opening was going.

b. Self-Registration Update – Wymer
   a. Wymer provided an update on self-registration, at this point the self-registration form is up for testing. He demonstrated the test form on sjvls.org and provided details on how it wrote borrower accounts to the ILS. Because we have a better understanding of how the form works, Wymer asked the committee if they wanted to revisit allowing borrowers to place holds. Kristie Pratt pointed out that allowing requests might not work for Kern, because of their expired hold fee. Other members indicated they might be okay with allowing holds to be placed on items. Given that we have member-specific borrower types, and can write holds rules for specific borrower types, it was decided that placing requests will be decided by each member on their own.
   b. Wymer then asked the committee for guidance on how to handle California residents that reside outside of SJVLS's service area. Wymer was unsure we're required to allow self-registration, because we're using CLSA funding to pay for the service. Sally Gomez has reached out to the State Library for clarification. The committee discussed the implications, including what borrower type those borrowers would be assigned, and what resources they would have access to. Nathan Boyer mentioned that we may not be able to provide access to system-wide databases because of the way our electronic databases and authentication are set up.
      i. Porterville motioned to allow California residents from outside SJVLS's service area to use self-registration and provide access to our CloudLibrary subscription. Fresno seconded. Motion carried unanimously.

c. Status report on projects – Nelson/Wymer

   Nelson provided an update on the on-going e-rate audit, and that things are moving forward with the year 6 installs. AT&T had to drop one location. He is going to have a meeting with the State Library to go over a grant program to pay for telecommunications install costs. Lastly, he is still trying to put together a Spring PC order, however, lack of availability of PCs and laptops has made that difficult. Amy Taylor inquired if peripherals like webcams were items that could be included in the order. Faythe Arredondo asked about purchasing omni-directional scanners to support contactless checkouts. Nelson said he could include peripherals and would look into pricing for scanners.
   Wymer noted progress had not been made on the mobile template for the catalog, but once self-registration is finished, he will make it a priority. He provided information about the recent release of Horizon 7.5.6. and will have a more detailed report for the next meeting. Lastly, he noted that Patron Self-Checkout options are going to be included in the next release of BC Mobile and would provide more information when the update is announced.

VII.   The next Automation Committee meeting will be July 22, 2020 online via Teams.

VIII. Announcements – No announcements

   There being no further business the meeting was adjourned at 11:25 a.m.