

Automation Committee Agenda Packet

May 24, 2023

Online via Microsoft Teams

10:00 a.m.

Enclosed are the agenda and prepared attachments for this meeting.

Copies of these materials may be made at the public's expense.

The public may participate by using the following URL:

https://go.sjvls.org/automation230524

To participate in the meeting by telephone, call:

(559) 785-0133

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The public may also participate at any of these teleconference locations: Coalinga-Huron District Library: 305 NORTH 4TH ST, COALINGA CA 93210 Fresno County Public Library: 2420 MARIPOSA ST, FRESNO CA 93721 Kern County Library: 701 TRUXTUN AVE, BAKERSFIELD CA 93301 Madera County Library: 49044 CIVIC CIRCLE DR. OAKHURST, CA 93644 Mariposa County Library: 4978 10TH ST, MARIPOSA CA 95338 Merced County Library: 2100 O ST, MERCED CA 95340 Porterville City Library: 15 E THURMAN AVE, SUITE A, PORTERVILLE, CA 93257 Tulare County Library: 200 WEST OAK AVE, VISALIA CA 93291 Tulare Public Library: 475 NORTH M ST, TULARE CA 93274

Accessibility and Accommodations: In accordance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the San Joaquin Valley Library System at (559) 600-6256 no later than 10:00 a.m. on Tuesday, May 23, 2023.

Public records: Disclosable public records related to this agenda are available for public review at the Fresno County Public Library, Business Office, located at 2420 Mariposa Street, Fresno, CA 93721, during regular business hours, 8:00 a.m. – 5:00 p.m., Monday through Friday.

AGENDA

A. COUNCIL OPENING

- 1. Call to Order
- 2. Introductions
- 3. Adoption of the Agenda
- 4. Public Comment The Public may comment on any items relative to SJVLS and not on the agenda.

B. APPROVAL OF MINUTES OF MARCH 22, 2023 (ATTACHMENT 1)

C. ITEMS FOR DISCUSSION AND ACTION

- 1. DISCUSSION: 2023 COSUGI Conference Report Wymer
- 2. ACTION: Telemessaging Server Replacement Wymer (Attachment 2)
- 3. DISCUSSION: Self-Registration Policy Review Wymer (Attachment 3)
- 4. DISCUSSION: Deleting Unused Locations, Itypes, and Collection Codes Wymer (Attachment 4)
- 5. ACTION: Inactive Self-Registered Patron Purges Wymer (Attachment 5)
- 6. ACTION: FY 2023-24 Meeting Schedule Wymer (Attachment 6)

D. STAFF REPORTS

- 1. Senior Network Systems Engineer
- 2. Associate System Administrator
- 3. System Administrator

E. CALENDAR ITEMS

1. Set the date and agenda building for the next meeting, tentatively July 19, 2023, at the Visalia Library.

F. ANNOUNCEMENTS

1. Committee members are invited to share items relating to collaboration, innovation, and professional development of interest to the Committee.

G. ADJOURNMENT



SAN JOAQUIN VALLEY LIBRARY SYSTEM

Automation Committee Meeting March 22, 2023

DRAFT MINUTES

A. CALL TO ORDER

1. The meeting was called to order at 10:00 a.m. by Chris Wymer

B. ROLL CALL AND INTRODUCTIONS

- 1. Roll call was conducted.
 - i. PRESENT
 - 1. Yvonne Galvan (Coalinga-Huron), Tiffany Polfer (Fresno), Kristie Pratt (Kern), Brian Martin (Kings), Smruti Deshpande (Merced), Heidi Clark (Tulare City), Chris Wymer (Chair)
 - ii. EXCUSED
 - 1. Sarah McIntyre (Madera), Matt Johnson (Mariposa), Anthony Arellano (Porterville), Faythe Arredondo (Tulare County)
 - iii. OTHERS PRESENT
 - 1. Kevin Nelson (SJVLS), Mike Drake (SJVLS)

C. ADOPTION OF THE AGENDA

- 1. Pratt (Kern) motioned to adopt the agenda.
 - i. Clark (Tulare City) seconded the motion.
 - ii. The motion passed.

D. PUBLIC COMMENT

1. There were no comments from the public.

E. APPROVAL OF PREVIOUS MEETING MINUTES

- 1. Pratt (Kern) motioned to adopt the minutes with a revision to the Senior Network Engineer's report. The correct year for CENIC bids is Year 9.
 - i. Polfer (Fresno) seconded the motion.
 - ii. The motion passed.

F. PROJECTS FOR DISCUSSION AND ACTION

- 1. Updating Mobile Phone Type Descriptions in Horizon Wymer
 - i. Wymer introduced Kern County's proposal to update the descriptions for mobile phone types in Horizon. Pratt shared that the current descriptions for the mobile phone types are confusing for staff and patrons regarding what types of notices are sent with each type. She is

requesting to update the wording to make the types of notices clearer in the description. The new proposed phone type descriptions were discussed, and the consensus was the descriptions were an improvement.

ii. The new phone type descriptions are:M – Mobile, SMS capable with telephone notices

M-no – Mobile, SMS capable, NO phone notices

- 1. Clark (Tulare City) motioned to adopt the mobile phone descriptions as proposed.
- 2. Deshpande (Merced) seconded the motion.
- 3. The motion passed.
- 2. Standardizing istat Descriptions in Horizon Wymer
 - i. Wymer informed the committee that a recent request for a report on audiobook usage for a member library was more challenging than it should have been as a result of varying terms used to describe audiobooks in istat descriptions. The inconsistency in terms is not limited to audiobooks and presents challenges when compiling data for the Annual State Report. As a result, Wymer is proposing establishing a controlled vocabulary and naming convention for istat descriptions to make it easier for everyone to work with other member's istat codes in reports.
 - ii. Wymer wants to establish controlled terms for the following aspects of istat descriptions: jurisdiction, audience, format, and language.
 - iii. The committee discussed options for each part of the istat description. Clark pointed out that there are istats in the list that are no longer used, and the committee discussed potentially deleting istats that are no longer needed. The concern with deleting istats is losing the description of the material and the ability to do long term analysis on collection usage, because there would not be an easy way to determine what material the istat applied to. Drake mentioned that there may not be a need to delete istats, since they do not use a large amount of storage space in the database. Wymer asked about the date range staff use when performing long term analysis. The consensus among committee members was 10 years of historic stats for collection usage are what are not currently associated with a collection code and have not appeared in the stats table for more than 10 years will be deleted.
 - iv. The discussion on recording jurisdiction focused on how to present jurisdiction names at the beginning of descriptions. Options considered were spelling the full name, or using a two-letter abbreviation. The consensus was that abbreviations are common within Horizon, and staff would understand what they mean. It would also save space in the description text.
 - v. The discussion on audiences focused on how to present the main audience for an istat. The committee's consensus for adult materials was to omit adult from the description. For Young Adult and Juvenile materials, the discussed centered on whether to abbreviate the term, or spell it out completely. Deshpande and Galvan commented that the abbreviations YA and J are common and well understood by staff. Pratt

mentioned that the decision on how to represent Young Adult material should be used for Juvenile materials too, for consistency.

- vi. The discussion on formats focused on what terms to use for common media formats: Audiobooks, Movies and TV Shows, Music, Large Print, and Serials. After discussion, the consensus was to omit "book" from print materials and use the following for other formats:
 - 1. Audiobooks
 - a. Book on CD
 - b. Book on MP3
 - i. Used for playaways and other audio editions of a book that come with a built-in media player.
 - c. Book with CD
 - i. Used for printed materials that come with an accompanying audio recording of the text. For example, read-a-long children's books.
 - 2. Movies and TV Shows
 - a. DVD
 - b. Blu-ray
 - c. DVD Set
 - d. Blu-ray Set
 - e. DVD & Blu-ray Combo
 - f. VHS (if applicable)
 - 3. Music
 - a. Music CD
 - 4. Large Print
 - a. Large Print
 - 5. Language
 - a. Full name of language
 - b. If multiple languages are included under a single istat use the term "Foreign Languages"
 - 6. Serials
 - a. Periodical
- vii. The committee discussed naming conventions for istat descriptions and came to the consensus on this syntax:
 - 1. {JURISDICTION} {AUDIENCE} {LANGUAGE if applicable} {FORMAT} {ANY OTHER DESCRIPTION}
- viii. Pratt (Kern) motioned to adopt the proposed controlled vocabulary for istat description and naming conventions, with a deadline of June 30, 2023, to complete the description revision.
 - 1. Clark (Tulare City) seconded.
 - 2. The motion passed.
- 3. Draft 2023-2026 Technology Plan Wymer
 - i. Wymer presented the draft Technology Plan to the committee. The goals for the plan were identified during the Technology Planning Summit, held in November 2022. The goals are:
 - 1. Modernize SJVLS Server and Network Infrastructure
 - 2. Streamline eContent Offerings
 - 3. Improve Patron-facing Network Infrastructure
 - 4. Establish More Working Groups

- 5. Continue to Pursue Funding Opportunities for Network Infrastructure
- ii. Wymer and Kevin went through the proposed objectives and projects for SJVLS to meet the technology goals.
- iii. Clark (Tulare City) motioned to approve sending a recommendation to Admin Council to adopt the 2023-2026 Draft Technology Plan.
 - 1. Deshpande seconded.
 - 2. The motion passed.
- 4. Palace Project Update Wymer
 - i. Wymer updated the committee on the progress with the Palace Project. SJLVS received the grant funding from the State Library and selectors can start purchasing titles soon. Accounts in the Palace Marketplace have been created for selectors, and they received training on how to navigate and create carts. The eBook interest survey closed on 3/16, and we received 764 responses. Wymer will distribute the results soon.
 - ii. He informed the committee about a delay in setting up patron authentication. Because of a hard to locate error in web services, patron authentication occasionally fails. Wymer has a ticket open with SirsiDynix and working with SirsiDynix and Palace staff to resolve the error.

G. STAFF REPORTS

- 1. Senior Systems Network Engineer
 - i. Nelson informed the committee that the PC Order is open and he will be sending an announcement soon. PC prices continue to increase, and this order's model will cost \$1,270. The PC model this time is a small form factor. Currently, there is no close date for the PC order.
- 2. Associate System Administrator
 - i. Drake informed the committee that he has been working with Kern County to set up in-app checkout of materials in BC Mobile. It works similar to a self-check. If other members are interested, they can reach out to discuss setting it up.
- 3. System Administrator
 - i. Wymer informed the committee that the Library Card Order is currently open. It will remain open until April 3, and the order will be submitted on April 10.
 - ii. Wymer has been working on PLSEP reimbursements and reporting.
 - iii. Wymer gave an update on the process to get a quote for a replacement server for TM3. He received an initial quote from SirsiDynix. After reviewing it with Nelson and his team, potential modifications to the hardware quote were identified. Wymer has sent the modifications back to SirsiDynix to see if they can be accommodated.
 - iv. Wymer updated the committee on the bug in email notices and receipts where non-breaking spaces are being represented as ?. This week SirsiDynix released a patch for the email processor that corrects this issue. Wymer will be installing the patch in the morning of 3/23.

H. CALENDAR ITEMS

Date and location for next Automation Committee Meeting

 May 24, 2023, at 10:00 am online via Teams.

I. ANNOUCEMENTS

- 1. Pratt shared that Kern County is gearing up for Summer Reading Program.
- 2. Deshpande shared that Merced County will be opening a new Teen Center. They're excited.
- 3. Clark shared the Tulare Public Library will be hosting their Garden Festival on April 1st. Recently they launched a seed library program, with the seeds available rotating seasonally to match current growing conditions.

J. ADJOURNMENT

1. There being no further business to discuss the meeting adjourned at 12:20 p.m.

TO: Automation Committee

SUBMITTED BY: Chris Wymer – Administrative Librarian

SUBJECT: Telemessaging Server Replacement

RECOMMENDED ACTION:

1. Approve submitting a recommendation to Admin Council to purchase a new server for Telemessaging and migration services from SirsiDynix, with total costs not to exceed \$15,000.

Approval of the recommended action will approve sending a recommendation to Admin Council to authorize SJVLS staff to procure a replacement server and work with SirsiDynix to migrate and configure the Telemessaging software on the new server with a maximum total cost not to exceed \$15,000.

ALTERNATIVE ACTION(S):

Alternatively, the committee could decide not to replace the Telemessaging server, and instead extend maintenance on the existing server for another year when it's due in March 2024.

FISCAL IMPACT:

Approval of the recommended action will not increase membership dues and assign no more than \$15,000 from the ILS replacement fund in System Committed projects to pay for the physical server and software migration.

DISCUSSION:

Telemessaging is an important service for SJVLS patrons, allowing them to get notifications about holds, and overdue items, as well as providing information about current checkouts, and the ability to renew items. The current Telemessaging server was installed in May 2018, and the initial 5-year maintenance term has expired. In March 2020, Admin Council approved purchasing a one-year maintenance extension to ensure support for the server, extending support through March 2024.

While the server is still under support, SJVLS staff are recommending replacing the server and upgrading the underlying operating system. The replacement will ensure Telemessaging is operating on a recent, supported version of Windows Server. To help reduce the costs of the replacement, SJVLS will utilize the existing telephony cards from the current server, resulting in a savings of approximately \$3,600.

PRIOR AGENDA REFERENCE:

No prior reference.

ATTACHMENTS INCLUDED AND/OR ON FILE:

No attachments included or on file.

Motion:

Second:

_____ PASSED

____ REJECTED

DATE:	May 24, 2023
то:	Automation Committee
SUBMITTED BY:	Chris Wymer – Administrative Librarian
SUBJECT:	Self-Registration Policy Review

BACKGROUND:

Self-Registration launched in June 2020 to allow patrons to sign up for a library card without first visiting a library branch. Self-Registered borrowers can access electronic resources and place holds on physical materials but must visit a branch and verify their account information before they can borrow physical materials. Borrowers are given 6-months to verify their accounts before they expire. The service has been running for 3 years now, and it is time to review the policy and consider any possible changes to improve the service.

DISCUSSION:

The self-registration policy defines the following rules for when and how a borrower can create an account through self-registration. Borrowers must be 13 years or older to register, have a residence address within SJVLS's service area, and not have an existing account. During registration, the form will check if the borrower's address is a valid address, and the borrower has received mail at the address. It also checks for an existing SJVLS account. After the account is created, a welcome email is sent to the borrower's email address containing their barcode number as well as information about their library and resources available to them.

Since launching, 23,959 borrower records have been created using self-registration, the table below provides statistics on accounts created per SJVLS member:

Jurisdiction	Self-Registered Borrowers
Coalinga-Huron	108
Fresno County	7,534
Kern County	9,898
Kings County	957
Madera County	721
Mariposa County	134
Merced County	1197
Porterville City	546
Tulare County	2,168
Tulare Public	687

Questions for Discussion:

- How would you rate the self-registration experience for your patrons?
- What works well?
- What isn't working, or creating challenges for staff?
- How could the service be improved?
- Are there any possible changes to self-registration policy that could address challenges, or improve the service?



San Joaquin Valley Library System Administrative Headquarters

2420 Mariposa St. Fresno, CA 93721

Self Registration Policy	Policy No.	
	Effective Date	6/5/2020
Admin Librarian Approval:	Next Review	6/5/2023

Background

Online self-registration has become a standard service utilized by businesses and organizations from all sectors to expedite the account creation process. As a result, being able to create an account online has become an expectation, and many libraries across the country have enabled it for their patrons. Advanced features such as name and address verification, as well as duplicate checking, allow identification of duplicate or erroneous accounts prior to their creation, helping eliminate the potential for abuse.

Self-registration provides numerous benefits for both patrons and the library. Patrons can sign up for a card prior to visiting the library, saving the time required to fill out a paper form. Additionally, they can be provided access to the library's electronic resources, allowing use of digital materials at any time, even if the library is not open for service. This is especially helpful for patrons with non-standard work schedules, who may find it difficult to visit when the library is open.

Library staff time is saved because staff only need to verify the information was recorded correctly, as opposed to entering all the data necessary to create the account. Additionally, the library's environmental footprint is lowered by reducing or even eliminating the need for paper applications.

Approval and Scope

On April 14, 2020 the SJVLS Automation Committee voted to allow self-registration for patrons ages 13 and older. Self-registration is intended as a form of pre-registration. Self-registered borrowers will be assigned a borrower type based on their age and physical address. Within 6 months of registering, borrowers are required to visit their local branch with their ID to confirm their account details. This confirmation is required prior to borrowing physical materials. Borrowers will be provided access to the electronic resource collections of the member library system they're registered to.

Information Collected

To facilitate account creation, the self-registration form will collect the following information:

- Name first, middle, last and, if applicable, suffix
- Physical Address the address where the patron resides
- Mailing Address this is only collected in situations where the patron's mailing address differs from their physical address (i.e. PO Boxes)
- Phone Number
- Email Address
- PIN

• Date of Birth

As a result of variations in the way young adult patrons are registered throughout SJVLS we will not be collecting parent/guardian information through the self-registration form. We are also not collecting Driver's License/ID information from any users.

Assigning Borrower Types and Locations

Borrowers will be assigned their borrower type and location based on their age and physical address. Borrowers ages 13-17 will be assigned a Young Adult borrower type, and borrowers ages 18 and older will be assigned an adult borrower type. The location and borrower type will match the member library system where the borrower's physical address is located. For example, a patron aged 16 and residing in Madera's service area would be assigned a Madera Young Adult Self-Registered borrower type, and a location of Madera Main Library.

Duplicate Checking

The self-registration form will check for fraudulent, or duplicate accounts prior to creating the borrower record. Duplicate checks will compare the values in the new borrower record against existing borrowers to see if they match on multiple fields. In the event a potential duplicate account is located, the borrower will not be able to use self-registration. Checking for fraudulent accounts will check for fictious names (like Mickey Mouse, Tom Sawyer, etc.), as well as situations where the borrower's name is not associated with the address entered on the form. If a potential account seems fraudulent, the borrower will not be able to use self-registration. Borrowers who are unable to self-register will have to visit their local library to sign up for an account.

Confirming Account and Borrowing Privileges

By default, self-registered borrowers will be provided access to system-wide e-Resources, and the e-Resources of their local library. They will not be able to checkout physical materials; however, each SJVLS member can decide whether they want to allow self-registered borrowers to place requests.

Within six months of registering, or prior to borrowing physical materials, self-registered borrowers must verify their account information. When confirming their account, library staff will:

- Verify the information in Horizon matches the patron's ID
- Confirm the patron's physical and mailing address
- Record the patron's ID number
- Update the patron's borrower type from "self-registered" to the appropriate borrower type
- Add a borrower stat class to the borrower's record that reflects their physical address
 - Note: library staff should NOT delete the self-registered borrower stat we will use that value to track statistics for self-registered accounts over time.
- Issue the patron a physical card, if they desire
- If the patron is a young adult, update the account according to local registration policies. For example, if young adult patrons need to have a responsible party, make sure you record their information correctly.

Expiration Period

Because self-registration is intended as a pre-registration, patrons are expected to visit their local branch and confirm their account information within 6 months of self-registering, or the card will expire. Expired cards will not be able to access e-Resources and will need to be confirmed before access is restored.

Account Deletion

In the event a duplicate account is later found for a self-registered borrower, the self-registered account will be deleted upon discovery. Additionally, self-registered accounts that have been expired for at least a year will be deleted during the annual patron purge, done at the end of June each year.

DATE:	May 24, 2023
то:	Automation Committee
SUBMITTED BY:	Chris Wymer – Administrative Librarian
SUBJECT:	Deleting Unused Locations, Itypes, and Collection Codes

BACKGROUND:

SJVLS has utilized Horizon as our ILS for just shy of 20 years. During that time, we've accumulated a large number of codes for locations, item types, collections, borrowers, and other values. At the same time, library services have changed. Material formats have changed, for example audiocassettes were replaced by audio CDs and VHS tapes were replaced by DVDs and Blu-rays. Unfortunately, some branches were closed and will not re-open, and some collections no longer circulate.

DISCUSSION:

While library services have evolved, the codes for discontinued collections, services, and locations remain in Horizon, and likely will not be used again in the future. Annually, on July 1, SJVLS compiles annual stats to report to the State Library, and each month we run monthly stats for the members. Some of the queries to generate counts include codes that have no records attached to them, effectively cluttering the results, and making them harder to analyze. With the annual stats approaching, now is a good time to consider deleting unused codes to make the State Library Report easier to analyze. The current version of Horizon supports deleting locations, allowing us to finally remove closed locations from Horizon.

An additional advantage to deleting unused codes is making staff's workflows easier, by removing confusion about the correct code to assign in records.

Questions for discussion and/or consideration:

- Do you have any codes that are no longer needed?
- Do you still need to view stats for the code(s)?
- Does the code pertain to a grant, and does the grant have any requirements about retaining data for auditing or reporting?

Considerations for deleting itypes:

- No items with the itype code.
- Not referenced in circ rules.
- Not referenced in an acquisitions PO.
 - NOTE: there are workarounds to this issue. Contact the system office if you want to delete an itype that is referenced in a PO.

Considerations for deleting locations:

- No items linked to this location.
- No borrowers linked to this location.
- Not referenced in circ rules.

DATE:	May 24, 2023
TO:	Automation Committee
SUBMITTED BY:	Chris Wymer – Administrative Librarian
SUBJECT:	Inactive Self-Registered Patron Purges

RECOMMENDED ACTION:

- 1. Approve the inactive self-registered patron purge criteria of accounts that have been expired for at least 12 months.
- 2. Approve including self-registered borrowers in the upcoming inactive patron purges.

Approval of the recommended action will establish criteria for removing inactive selfregistered borrower accounts. The established criteria will be used during the upcoming inactive patron purges that will be done in June.

ALTERNATIVE ACTION(S):

Alternatively, committee members could suggest different criteria for when self-registered borrowers are considered inactive and deleted from Horizon.

FISCAL IMPACT:

Approval of the recommended action, or an alternative action will not affect SJVLS membership dues or have any other immediate fiscal impact.

DISCUSSION:

SJVLS launched self-registration in June 2020, at the beginning of the COVID-19 pandemic. Self-registered borrowers have access to electronic resources and the ability to place holds on physical materials but cannot checkout physical materials. Self-registration policy states that self-registered library cards expire 6 months after creation. To continue using the account, borrowers need to visit their local SJVLS library branch and confirm their registration information. Once their information is confirmed, the patron receives full borrowing privileges and the standard account expiration period for their jurisdiction.

To date, SJVLS has not deleted any inactive self-registered borrowers. During the pandemic many library branches were closed, or only offered limited hours, and Automation Committee members decided not to delete inactive accounts as a way of giving self-registered borrowers additional time to verify their accounts.

Now that the Emergency Orders related to the pandemic have been lifted, and SJVLS member libraries are able to resume normal operations, we need to define criteria for deleting inactive self-registered borrowers. SJVLS staff are proposing that self-registered accounts that have been expired for longer than 12 months and owe less than the jurisdiction's 3-year purge amount owed threshold be included in the System's annual 3-year inactive borrower purge. This definition gives borrowers 18 months from account creation to visit a library branch and confirm their registration information. Using this criterion approximately 9,250 borrowers will be included in the upcoming inactive borrower purge.

PRIOR AGENDA REFERENCE:

No previous agenda reference.

ATTACHMENTS INCLUDED AND/OR ON FILE:

None included or on file.

Motion:

Second:

_____PASSED _____REJECTED

DATE: May 24, 2023

TO: Automation Committee

SUBMITTED BY: Chris Wymer – Administrative Librarian

SUBJECT: FY 2023-24 Meeting Schedule

RECOMMENDED ACTION:

1. Approve the attached list of proposed Automaton Committee meeting dates for FY 2023-24.

Approval of the recommended action will establish a tentative schedule for Automation Committee meetings for the upcoming fiscal year.

ALTERNATIVE ACTION(S):

If the attached dates have any conflicts with known scheduled events, Automation Committee members can amend the proposed schedule. Meeting locations can also be modified at the recommendation of committee members.

FISCAL IMPACT:

Approval of the recommended action will not have an impact on membership fees or make changes to SJVLS's budget.

DISCUSSION:

The proposed Automation Committee meeting schedule is being provided to allow committee members to plan around meeting dates. With the end of the COVID-19 State of Emergency, the committee can resume the pre-pandemic meetings schedule, meeting bi-monthly on the third Wednesday of the month.

PRIOR AGENDA REFERENCE:

No previous reference.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Attachment – Proposed Meeting Schedule.

Motion:

Second:

_____ PASSED

_____ REJECTED

SJVLS Automation Committee Meeting Schedule FY 2023-24

Date

Location

July 19, 2023 September 20, 2023 November 15, 2023 January 17, 2024 March 20, 2024 May 15, 2024 Visalia Library Woodward Park Library Teleconference Tulare Public Library Hanford Library Teleconference