

Minutes of Evergreen Advisory Committee Meeting

Via GoToMeeting

Monday, July 20, 2020

Committee Members Present: Patricia Baynes (Palmyra/Wayne), Lisa Gricius (Warsaw/Wyoming), Kelsy Hibbard-Baker (Geneva/Ontario), Tim Niver (Victor/Ontario), Judy Schewe (Naples/Ontario), Frank Sykes (Livonia/Livingston), Tracy Whitney (Marion/Wayne)
Others Present: Dan Guarracino (Automation Librarian, PLS), Ron Kirsop (Executive Director, PLS), Kathryn Riedener (Cataloging, PLS)

1. Call to order

The meeting began at 1:11 PM.

2. Approve minutes from the May 4, 2020 meeting

Mr. Niver motioned to approve the minutes. Ms. Schewe seconded. The motion passed 7-0.

3. New business

3.1 Curbside pickup module

As of July 1, Evergreen offers a curbside pickup module; this is in early stages and allows libraries to schedule appointments for patrons to pick up materials via curbside delivery. This would be an optional feature (not all libraries would need to use it), and it could be a long-term service, not just used during the pandemic. Mr. Guarracino will demo the curbside pickup module at the next PLSDAC meeting.

3.2 Self-registration

Online self-registration appears to be going well. Some patrons already had existing accounts that were expired, but this can be viewed as an opportunity to welcome old patrons back to using the library.

Mr. Niver remarked that it would be helpful to have a welcome email sent to new patrons, even ones who sign up for a card in-person at the library. There is a splash page after submitting the online registration form that explains the terms of the card, but it's possible some people are skipping over it.

The committee agreed that online registration is a useful feature for patrons and should be advertised more. It would also be helpful to give patrons the option to renew expired cards online or request a new card after losing one.

3.3 Patron notifications

Overdue email notifications are still off. The committee recommends that overdue notifications be turned back on with the addition of language explaining that items already returned may be in quarantine and still on the patron's account. Because PLSDAC voted to turn the overdue

notifications off, PLS will present a list of pros and cons of turning them back on at the next PLSDAC executive committee.

3.4 Hold limits

PLSDAC voted to lower the number of holds during the pandemic. Once ILL delivery resumes, PLSDAC will vote again whether to increase the number of holds.

3.5 Quarantining magazines

A recent REALM study showed that trace amounts of SARS-CoV-2 were detected on magazines after four days. At this time, PLS continues to require a 72-hour quarantine for delivery items, but individual libraries should follow their own quarantine practices as they see fit.

3.7 Amnesty checkin mode

PLS recommends that libraries continue using amnesty checkin mode through at least July; libraries may want to continue using it until overdue notifications are turned back on.

4. Next meeting date/time

Monday, August 24, 2020 at 1:00pm via GoToMeeting.

5. Adjourn

Ms. Hibbard-Baker motioned to adjourn the meeting. Mr. Sykes seconded. The meeting adjourned at 2:39 PM.

Respectfully submitted,
Kelsy Hibbard-Baker