

Minutes of Evergreen Advisory Committee Meeting
Via GoToMeeting
Monday, October 5, 2020

Committee Members Present: Patricia Baynes (Palmyra/Wayne), Lisa Gricius (Warsaw/Wyoming), Kelsy Hibbard-Baker (Geneva/Ontario), Tim Niver (Victor/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)

Excused: Judy Schewe (Naples/Ontario)

1. Call to order

The meeting began at 1:08 PM.

2. Approve minutes from the July 20, 2020 meeting

Ms. Baynes motioned to approve the minutes. Mr. Niver seconded. The motion passed 6-0.

3. New business

3.1 Upcoming patron expirations (12/31)

During the pandemic, PLS took approximately 27,500 accounts that were expiring before June and extended the expiration dates to December 31, 2020. This could be potentially overwhelming for member library staff who will field those calls, emails, and in-person visits to renew.

Mr. Guarracino offered some possible solutions. One possibility is to add one year onto each patron's original expiration date (example: an account that would have expired on April 10, 2020, will be modified to expire on April 10, 2021). This would prevent so many expiring on the same date. Another possibility is to stagger expirations of those affected accounts over the course of 2021.

Mr. Guarracino will find out if it is possible to alter original expiration dates to add one year.

3.2 Online registration policy

A new draft of PLS's Online Library Card Registration Policy declares that only people living or paying taxes in Ontario, Wayne, Wyoming, or Livingston counties can register online for a library card. This is to prevent people from outside the service area, especially residents outside of New York State, from registering online to get access to the digital library.

3.3 Older yellow/purple out-of-system cards

These cards have been discontinued but are still being issued at some libraries who have them in stock. Patrons with these cards who use the OWWL2Go digital library are being counted as PLS circulations. As these patron accounts expire, libraries should consider issuing the patron a new blue/green OWWL card with that library's prefix. PLS plans on sending out an email recalling any of these unused cards that remain at member libraries.

3.4 Role / bylaws of Evergreen Advisory Committee

Mr. Kirsop pointed out that the Evergreen Advisory Committee (EAC) is a subcommittee of PLSDAC (Directors Advisory Committee), but EAC has its own bylaws. Mr. Kirsop and Mr. Sykes led a discussion about the function of EAC and whether it should act as an advisory committee for PLSDAC or as its own entity with its own bylaws. The committee agreed that EAC (and previously OWWLAC) has always been advisory in nature, with committee members working through Evergreen-related issues and then bringing recommendations to PLSDAC and eventually PLS.

PLS staff will look at EAC and PLSDAC bylaws and recommend changes, then will bring them back to EAC and PLSDAC.

3.5 Hold notification emails/texts

All hold notifications are back to normal except for a two hour delay on email and text notifications (as opposed to the normal half hour).

3.6 Out-of-system patrons

There is no PLS mandate governing the issue of library cards to people who live out-of-system (OOS). Individual libraries can opt to issue or not issue cards to OOS residents; they can also opt to charge or not charge fees for cards issued to OOS residents.

3.7 ILL patron complaints

PLS has received patron complaints regarding the reduced delivery runs of ILL items between member libraries. The current delivery schedule is based on the availability of delivery drivers and compliance with material quarantine procedures. Individual libraries and directors should either pass complaints on to PLS or directly respond to patron complaints instead of instructing patrons to contact PLS.

3.8 Hold limits

PLS is looking into changing the soft hold boundary, which targets the patron's home library's copy for hold instead of delivery, and will then look into increasing the overall hold limit.

4. Next meeting date/time

Monday, December 7, 2020 at 1:00pm via GoToMeeting.

5. Adjourn

Ms. Baynes motioned to adjourn the meeting. Mr. Niver seconded. The meeting adjourned at 2:24 PM.

Respectfully submitted,
Kelsy Hibbard-Baker