Minutes of Evergreen Advisory Committee Meeting
Via Zoom
Monday, July 12, 2021 at 1:00 PM

Committee Members Present: Debby Emerson (Wadsworth/Livingston), Kelsy Hibbard-Baker (Geneva/Ontario), Kimberly Iraci (Williamson/Wayne), Margo Prak (Bloomfield/Ontario)
Others Present: Dan Guarracino (Automation Librarian, PLS), Ron Kirsop (Executive Director, PLS), Kathryn Riedener (Cataloging, PLS)
Excused: Lisa Gricius (Warsaw/Wyoming)

1. Call to order
The meeting began at 1:05 PM.

2. New business

2.1 Discussion of EAC structure, roles, and meeting schedule
According to PLSDAC bylaws, the PLSDAC chair should appoint the chair of the EAC. The EAC chair works with Dan to set meeting agendas, communicates summaries of EAC meetings to PLSDAC, and collects agenda topics from PLS libraries.

Margo volunteered to act as EAC chair, pending approval by PLSDAC. Kelsy will continue to record minutes.

Traditionally, the EAC has met at 1:00pm on the first Monday of every other month. Dan suggested holding a vote via email about the meeting schedule so that EAC members who were unable to attend today's meeting can chime in on their availability.

2.2 Goals for the year
Dan discussed goals for the EAC for the remainder of the year, including reviewing OWWL policies and reports, and thinking of ways to improve Evergreen. It was agreed that EAC should review a few policies at each meeting, rather than try to tackle them all at once.

2.3 Systems Access Policy
This pending PLS policy deals with library staff access to patron data, using library devices to access patron information, password security, and generally treating patron data with the care that is required by law.

This policy is currently undergoing revision based on PLS Board feedback, and EAC will review it in the future before sending it back to PLSDAC and the PLS Board.

2.4 Phone number requirement for patron registration
In June 2020, PLSDAC voted to require phone numbers during Evergreen patron registration. This decision was made so that libraries could contact patrons who use the online self-registration option, in case there is a question about pending patron information.

Since then, member library staff have run into issues when registering patrons in-person who do not have a phone number, as Evergreen now requires that field and will not save a new registration without it. Some libraries have been getting around this with a fake phone number (such as 111-111-1111 or 555-555-5555) but others are still having issues.

EAC recommends that PLSDAC vote to require phone numbers for online self-registration but not require phone numbers for Evergreen registration in the web client when a patron is physically in the library.

2.5 COVID-related language in patron notices
Hold notification emails and text messages, pre-due notification emails, and autorenewal notifications currently have COVID-related blurbs regarding library procedures. The language encourages patrons to contact their library about hold pickup procedures, quarantining materials, etc.

PLS will poll libraries about whether they still need the COVID-related blurbs and bring that information to PLDSAC for voting.

2.6 Other COVID-era changes still in effect
There are still multiple COVID-era Evergreen settings in effect. These include: hold notification emails and text messages on a two hour delay (previously 30 minutes); a 10 item hold limit (previously 20 items); and a seven day grace period on fines (to account for quarantining). Additionally, seven day overdue emails are not being sent because some libraries were quarantining materials for seven days.

Margo said that some of her patrons have mentioned that it is frustrating to receive a text message late in the evening (9pm and later) if an item they had on hold was checked in before the library closes at night.

Debby added that some patrons are disappointed that they receive a hold notification after the library is closed because of the two hour delay; pre-COVID, on a half hour delay, there was a better chance that they could make it to the library to get their hold before closing.

PLSDAC can vote on reverting these settings to pre-COVID standards based on polling, as mentioned in section 2.5.

2.7 Update on permissions restructure and individual logins
PLS is looking to roll out individual logins for all member library staff instead of using tech and circ accounts. Before that can happen, PLS has to restructure Evergreen permissions so that there are a few more options than just the current tech and circ permissions.

Individual logins are part of the new System Access Policy discussed in section 2.3. The Office of the State Comptroller has recently audited schools, and the audits have focused on issues with accessing confidential information using shared staff accounts, and not deleting accounts when staff leave. It is very likely that library audits would find the same issues.

Debby and Kim brought up concerns from their staff that when things are busy on the desk, staff who jump in to help are not going to want to log their coworker out of Evergreen and log themselves in. Dan, Kathryn, and Ron all assured the committee that the switch to individual logins would not just be rolled out overnight. There will be training and instruction involved to make the process as smooth as possible.

3. Other News/Comments

From now on, Kelsy will send minutes to egac@pls-net.org for members to chime in on suggestions/clarifications. If there are no changes, or once any changes have been made, Dan will post them on OWWL Docs. There is no longer a need to approve minutes from previous meetings.

Margo asked whether meetings will move back to in-person at PLS or stay virtual. Future meetings will probably move to a hybrid model again where people can attend in-person or join on Zoom if they can't make the trip to PLS.

4. Next meeting date/time

To be determined based on meeting schedule voting (see section 3.1).

5. Adjourn

The meeting adjourned at 2:30 PM.

Respectfully submitted,
Kelsy Hibbard-Baker