

Minutes of Evergreen Advisory Committee Meeting

Via Zoom

Tuesday, March 7, 2023 at 1:00 PM

Committee Members Present: Debby Emerson (Wadsworth/Livingston), Lisa Gricius (Warsaw/Wyoming), Kimberly Iraci (Williamson/Wayne), Margo Prak (Dansville/Livingston), Erin Robinson (Arcade/Wyoming), Jessica Winum (Geneva/Ontario)
Others Present: Dan Guarracino (Automation Librarian, OWWL), Kelsy Hibbard-Baker (Technology Services Librarian, OWWL), Kathryn Riedener (Collection & Resource Coordinator, OWWL)

1. Call to Order

The meeting began at 1:04 PM.

2. OWWL Updates

2.1 Aging circulations

See item 4.3 of the June 2022 EAC minutes.

No updates at this time.

2.2 Next Evergreen upgrade

The tentative Evergreen upgrade date of mid-May will probably have to be pushed back due to issues with Aspen testing. The committee members requested that Evergreen not be updated in the summer due to summer reading.

3. New Business

3.1 Lost and damaged items

3.1.1. Credit card transaction fee deduction

Kim wondered if other OWWL member libraries would be okay with getting 3% less on lost/damaged items payments as a “convenience fee” for patrons paying with credit card.

Margo will bring this up at OWWLDAC.

3.1.2 Standard for noting damage to items

When items are returned damaged and kept in circulation, what is the standard for noting the damage so that future patrons don't get charged for it? Some libraries make a note with pen or pencil on the inside cover with date and initials.

The committee agreed that the reason to charge someone for a damaged item is to replace the item. If a patron pays for a damaged item, the item should not be kept in circulation and the patron should own the item.

It was suggested to bring this to OWWLDAC so that directors can pass this information on to their staff.

3.1.3 Annotations on lost/damaged item payments

The OWWL Policy "Lost and Damaged Materials" says that an "annotation should be added to the transaction by the library accepting payment." A member library asked what needs to be annotated when all the relevant information is already in the Evergreen transaction.

The second part of this policy also needs to be changed due to the new policy that checks and cash should not be sent via OWWL delivery.

Dan suggested striking the second sentence about annotations and amending the second bullet about checks being addressed. This will be brought to OWWLDAC.

3.1.4 Damaged item flowchart

Dan put together a flowchart to help member libraries walk through the process of handling damaged items (mostly owned by other libraries).

After Dan makes a couple minor changes to the flowchart, the flowchart will be available for member libraries to print. It will also be linked on the OWWL Docs page for recalling items.

3.2 Failure to pickup hold fee

A couple libraries may still be using the "failure to pickup hold" fee. It's up to local policy at individual libraries whether or not they use it. If the fee is still being used at some libraries, then it should remain in Evergreen.

3.3 Fine-free patron profile

A library wants to be able to charge fine-free patrons for specific specialty items such as hotspots or museum passes; they requested that Dan create a circ policy in Evergreen to allow this.

3.4 Aspen

3.4.1 TPAC analytics

There will be a transition period where we have both the new Aspen discovery layer and the current TPAC. We will be using Matomo, an open-source, locally hosted analytics software, to see if people are still finding loopholes to use the TPAC.

3.4.2 Testing and general update

Internal testing started last week. It's likely that Aspen will not launch at the end of the month as previously thought, and member library testing will be delayed.

3.4.3 Aspen/Wikipedia

In Aspen, you can click on an author's name after performing a search. Aspen will perform a new search for the author as well as show a snippet from Wikipedia about the author. The snippet also contains links that perform searches for other works by and about the author.

A couple committee members expressed concern about the potential for misinformation or patrons getting lost by clicking on those search links. The information also can only appear at the top of the search results, and those using a mobile phone would have to scroll through it to get to their search results. Other committee members defended Wikipedia's accuracy.

Ultimately, it was agreed that more discussion is needed, so this will be brought to OWWLDAC.

4. Next Meeting Date/Time

TBD

5. Adjourn

The meeting adjourned at 2:50 PM.

Respectfully submitted,
Kelsy Hibbard-Baker