

Southern Tier Library System
Directors Advisory Council
Wednesday, May 31, 2023
GoToMeeting
9:30 am

GoToMeeting Attendance: Brian Hildreth (STLS), Ken Behn (STLS), Mandy Fleming (STLS), Erika Jenns (STLS), Denise Chilson (Hornell), Pauline Emery (Corning), Emily Smith (Montour Falls), Tina Dalton (Cuba), Connie Beall (Addison), Lorie Brown (STLS), Larissa Wagner (STLS), Karen Smith (Whitesville), Karen Fay (Addison), Sally Jacoby-Murphy (Hammondspport), Nic Gunning (Wellsville), Karin Thomas (Odessa), Owen Frank (CCLD), Molly Fox (Cohocton), Sheila Weaver (Belfast), Hope Decker (Wayland), Angela Gonzalez (Penn Yan), Wilsinia Ocasio (Prattsburgh), Paul Chapman (CCLD), Melanie Miller (Alfred)
Excused: Kelly Povero (Watkins Glen)

- **Call to order-** Meeting called to order at 9:35am.
- **Discussion and Approval of January Minutes** Motion to approve by Pauline; seconded by Owen

BUSINESS

- **Old Business**
 - Updates from Committees:
 - Circulation Management- Mandy Fleming
 - Meeting scheduled for next week
 - Information Literacy- Emily Smith
 - Plan to meet after June CE.
 - Diversity & Equity – Sally Jacoby Murphy
 - Book club will be June 28 led by Melanie Miller. We are reading *Everything You Wanted to Know About Indians But Were Afraid To Ask* by Anton Treuer (Young Readers Edition)
 - Strategic Planning (for DAC)- Kelly Povero
 - Tina shared for Kelly that there will be a Doodle poll sent to schedule the next meeting
 - Vacant: DAC representative 0-1,999 population
 - We are still looking for a representative for this population group. If you are interested, or know of someone who might be interested, please reach out to Tina.
 - Mentor Program
 - A survey link was sent out by Tina. She will send it out again.
 - Lucky Day Collection
 - Mandy shared that they will be discussing this at the Circulation Committee meeting next week to propose circ rules. They will pilot this program at 1-2 libraries.
 - Strategic Planning (for libraries): Brian met with several directors to begin brainstorming strategic planning with libraries. One suggestion was a series of focus groups in each county.
- **New Business**
 - StarCat Pin to Password Change

- Several directors had expressed concern over the PIN to password change.
- Brian shared that he and STLS acknowledge areas in which communication of this change could have been better
- Nic shared his frustration over accessibility of patrons including those who may not use email, or children that use a parent's email for Libby only. Nic pointed out that other library systems use a 4-digit PIN and bank cards use 4-digit PINs, so he felt that this was an unnecessary barrier to patrons, and causing frustration which may mean losing patrons.
- Pauline shared Nic's fear of losing patrons.
- Melanie shared that Alfred lost a patron yesterday. She also shared that she felt blindsided by the change because she missed an ILS meeting in which this was discussed in more depth. Also, having PINS expire on June 19, a federal holiday will cause more frustration for patrons because many libraries will be closed and staff will not be available for assistance.
- Sally shared that she also lost a patron this week. She too felt out of the loop as she cannot attend all meetings, but thinks of the DAC as a central place for receiving information.
- Tina shared that once a patron has an email on their account, there is no way for them to opt in or out of automatically generated notices. She placed a Help Desk request regarding this.
- Nic and Pauline said that many families use one email for the family, and that is additional emails the person is receiving.
- Linda shared that clerks in her library are having a difficult time, and there are many people without email.
- Nic shared concern about the timing.
- Ken shared that in the periods between May 17 and the end of the month that last year 462 patrons used their online accounts. This year it's over 10,000. So people are using their online accounts and changing their passwords.
 - As far as email notices, STLS is working with SirsiDynix to allow patrons to opt out of receiving notices. Patrons would have to opt out of all notices, or receive all. It would be too confusing to opt in to certain notices.
 - As far as the moving the date of the expiration of PINs, he wouldn't recommend pushing the date back, because it means patron data is less secure for longer. There would be a change in messaging 48 hours prior to the expiration to inform patrons that it is imminent.
- Brian reiterated that a push in the date is not recommended by Ken who is the expert on the ILS. Directors could vote to change the date, but they would be going against the recommendation.
- Nic shared that summer reading increases the visibility of the library.
- Pauline agreed saying summer reading is a captive audience that library staff can be sharing this with patrons. Libraries often see patrons they don't typically see through summer reading program, and this is an opportunity to provide more education and awareness.
- Linda asked what to do if patrons do not have email. Mandy clarified that staff can manage the password in WorkFlows if the patron cannot do it themselves.
- Mandy also reminded directors that all notices are customizable, so if the text of our notices needs to be changed to submit a Help Desk ticket.

- Angela shared that she changed her password after breaking her phone and it was very easy.
 - Brian shared that he agreed with Sally's sentiment that the DAC is the place to receive information from all other meetings and committees, and that's what he shares in new director orientations. He restated that this was a decision that should have been run through the DAC.
 - There was discussion of what date would be better to have PINs expire. It was decided that August 28th.
 - Pauline made a motion to change the date to August 28th. Wilsinia seconded. The motion carried.
 - Brian shared that member libraries pay for the ILS, and that the library system is a cooperative group which takes into consideration the needs and opinions of member libraries. Ultimately patron security is a priority for the library system, and he and Ken are legally responsible for that. He was appreciative of the fact that we can discuss and share these things to come to a common solution.
 - Digital Collection Purchasing Guidelines- Erika
 - The Overdrive selectors and the Digital Library Advisory Group met to discuss the ebook/audiobook purchasing ratios. Currently, ebooks and audiobooks are purchased in a 45% to 55% ratio dependent on cost. The advisory group proposes moving to a 50-50 ratio based on number of titles.
 - Angela made a motion to approve these changes. Pauline seconded. Motion carried.
 - Virtual Monthly Meet Up
 - This would be a casual meeting scheduled on the off months from DAC. Paul shared his previous library system did a similar thing.
- **Central Library Report- Paul**
 - Between March 1 and May 20, the e-Desk has received 130 questions. They receive an average of 8 print jobs a day.
 - He hopes to have all his information compiled into a standard format that can be shared with the DAC ahead of the meeting.
 - As of May 6, 137 print adult non-fiction items were purchased with Central Library funds. 59 of these items were checked out, in transit, or on hold.
 - Tina shared that if directors have a non-fiction title that a patron requests, but the system doesn't have, you can email the e-desk to request for purchase!
- **STLS Director's Report- Brian**
 - ARPA funds have been disbursed to participating libraries. These funds will offset ARC matching funds. 44 out of 48 libraries participated in these projects which improved technology infrastructure throughout the Southern Tier Library System.
 - The state budget has passed. Unfortunately, libraries will receive flat funding for LLSA and Construction Aid. Fortunately, the governors 3% proposed cut was overturned. When considering budgeting for next year, libraries will receive the exact same amount for LLSA as they did in 2022.
 - Brian encouraged library directors to invite state representatives to library summer reading events.
 - Over 2,000 postcards were sent to representatives as part of advocacy efforts!
 - Challenges to Library Services

- Brian, Emily, and Pauline have been working on a toolkit to supplement the ALA toolkit on library challenges.
- Brian shared that the NY Alliance of Library Systems has contracted Stephanie Cole Adams to develop resources for libraries as well.
- Melanie asked if this would include information on First Amendment audits as well.
- Paul shared from his experience customer services is your best defense.
- **General Updates**
 - From STLS Consultants
 - Mandy shared that she has a meeting scheduled with Rob from Ingram and the person that handles the state contract with Ingram to address some of the cost increases.
 - From Directors
 - Nic asked about museum passes, specifically Corning Museum of Glass and if there was a way to get consortium pricing.
 - Brian shared that in the past STLS had advocated with CMOG to get consortium pricing for libraries.
 - Emily shared that the Ithaca Science Center provided them with 2 free passes.
 - Paul also shared that in his previous work other organizations besides museums might offer tickets to libraries, such as the Binghamton Philharmonic.
- **Adjournment- Meeting adjourned at 10:40**

Next Meeting: July 26 at Montour Falls.

Respectfully Submitted,

Melanie Miller