

MHLS System Services Advisory Committee Meeting
March 5, 2014, 12:30-2:30 PM - MHLS Conference Room

Minutes

1. Tom Lawrence moved to accept the January 8, 2014 Meeting Minutes; seconded by Patti Haar and the motion were unanimously approved.
2. Sierra User Names
Robert Drake reported that he needs the user name memo updated. He noted that he will delete any user names that are not currently being used. The committee gave Robert approval to send out a list of libraries that have has completed the required survey. Robert indicated that on average he receives a 50% response to surveys.
3. Login for MHLS Resource Sharing Page
The committee discussed the current login for the MHLS Resource Sharing page and decided to update the login. The MHLS will issue individual library logins. Libraries will be able to select their own login information after the initial login.
4. Conference Call with Innovative
Recent ILS Problems prompted a conference call with Triple I regarding several issues with our system. Chris (last name?) from Customer Support and Rich and Andrew from Triple I discussed our major issues with Sierra. They noted that there was an issue with their switches that may have caused several of our problems. Two of the tickets however, were not related directly to the switch, but were affected due to CPU spikes. Triple I accepted that the infrastructure needed an upgrade. We are not currently on the 10GB switches and will need to be upgraded in the near future. Discussion continued about compensation for our downtime, the group noted they will look into it.

Erica asked what we would get \$ back as per our contract bc we were down. They will take a look and they don't know how much we will get back. Reimbursement is based on the length and frequency of the outage. They didn't know that information to provide us an answer. Sales need to decide – they will respond by the end of the week.
5. Status of Boopsie
Eric reported that the Ulster County directors are thinking of moving to Boopsie now. Eric noted that Suffolk is not happy with Boopsie and suggested that Ulster directors contact them.
6. Update on Salary & Benefit Survey
Merribeth discussed updating the Salary & Benefit information through a survey.
7. Plan of Service Review
 - a. Tom Sloan discussed MHLS Plan of Service and what area we evaluate next.

Element 6 – COORDINATED SERVICES

1. Goal Statement: MHLS will provide member libraries opportunities to participate in cost-sharing and group purchasing of products and services.
2. Intended Result(s): Member libraries will have:
 - Opportunities for group purchasing and cost-sharing.
 - Reduced costs for services and products.
3. Evaluation Method(s):
 - Number of coordinated service opportunities.
 - Survey member library director satisfaction and effectiveness of coordinated initiatives.

Element 9 – COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement: MHLS will collaborate with other library systems on projects that benefit member libraries.
 2. Intended Result(s): Collaborations shall:
 - Enhance member library opportunities.
 - Maximize the cost effectiveness of services to member libraries.
 - Increase regional staff development opportunities.
 3. Evaluation Method(s):
 - MHLS staff evaluation of cost-effectiveness.
 - Survey member library director satisfaction.
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8. Frank highlighted our scheduled meeting dates for 2014:
 - a. June 5
 - b. September 10
 - c. November 12 (snow date November 13)
 9. Gillian made a motion to adjourn the meeting; seconded by Frank Rees and the meeting was closed at 2:34 pm.