MID-HUDSON LIBRARY SYSTEM
System Services Advisory Committee Meeting

Date: May 22, 2019   **Location:** MHLS Auditorium

Committee members attending:

☒ Thea Schoep (Columbia)   ☐ Catherine Benson (Greene)
☒ Julie DeLisle (Columbia)   ☐ Gina Loprinzo (Putnam)
☒ Tom Lawrence (Dutchess)   ☒ Stephanie Harrison (Putnam)
☒ Mary DeBellis (Dutchess)   ☒ Margie Menard (Ulster)
☒ Sue Ray (Greene)   ☒ Julie Dempsey (Ulster)

Staff Attending: Rebekkah Smith Aldrich (MHLS), Laurie Shedrick (MHLS), Linda Vittone (MHLS)

Minutes from the March meeting were not available but are available online.

Discussion Items:

1. **2019 Member Assessment**
   At the Delivery Task Force meeting, a 1% increase in the Member Assessment over the next three years was recommended. Rebekkah reviewed the details of how the Task Force came up with the 1%. The (SSAC) committee reviewed the MHLS Delivery funding sources, the draft assessment chart with 1% increase and the chart with no increase. The committee agreed to recommend the 1% increase to the DA for 2020.

2. **Proposed Delivery Stop Schedule**
   It was noted that only three libraries were affected by the proposed schedule and as those three libraries were notified of the potential change, the committee resolved that the proposed schedule did not have to put to a vote by the DA. In addition, it was resolved that no changes to the schedule's *formula* are needed at this time.

3. **Member Capital Fund**
   Rebekkah reviewed the Member Capital Fund Policy and noted where changes are needed. The Committee agreed that the fund is to be used for future migration, training, hosting and Encore-related expenses. She will redraft and send to the committee for final review before the policy goes before the DA for vote in June with a vote by the MHLS Board to follow.

4. **2019 Action Plan Report** presented by Rebekkah
   The Action Plan was emailed to the committee prior to meeting.
   Discussion
   - Rebekkah said the new delivery vendor is doing well with only a few minor issues and reminded all that if there are issues going forward to contact Tom Finnegan.
   - Laurie reviewed new offerings related to Sierra that include: a Sierra users group, a forum for discussion, a reimagined ILS Knowledgebase and online road map. In addition , and Circ/Cat 101 will soon return. She also talked of providing a Sierra login grid of passwords and password management.
   - The committee agreed to endorse (to the DA) what the ILS Roadmap meeting decided. In priority order: 1-SMS Text 2-Decision Center 3-Mobile worklist.

- Tom questioned the need for *Support for implementation and operations of community connectivity demonstration projects* (page 8) in the Action Plan: He felt that it should be deleted from the plan as we are not actively pursuing it. Rebekkah argued successfully to leave as is as it is still a live topic that is being given thought since it is a PILOT program and to expand the item to include the promotion of the Toward Gigabit Libraries Toolkit.
- Rebekkah spoke of Project Outcome and that Columbia & Greene Counties are participating this summer.
- New minimum standards now include Technology Training for staff. Rebekkah asked if we'd like help from MHLS. Tom noted that they have a four-page competency sheet for employees. The committee agreed that they would like help from MHLS for directors to identify technology-related competencies for their staff.
- Tom asked about the section: *Develop and offer an "Advocates & Ambassadors" workshop regionally for library staff, trustees and Friends* (page 11). Rebekkah explained that MHLS is refreshing Advocacy Boot Camp after a successful run.
- 2020 Census: Thea spoke of her experiences after attending MHLS Census workshop and why it is so important for communities to be counted: representation at the federal government level as well as federal aid to New York State will be negatively impacted should there be an undercount.

5. **2019 DA Events**
   a) Topics: The committee reviewed current scheduled topics and brainstormed for future topics
   - Sexual Harassment Prevention Training: Discussion about what is the Library's responsibility to ensure that outside vendors/contractors have had training. Rebekkah said that we need clarification from the State as the language is unclear but should improve over time.
   - The group agreed on Open Meetings Law/FOIL and asked Rebekkah to schedule Bob Freeman for the October DA Workshop Meeting.

   b) Draft checklist for events
   Thea proposed a checklist for committee organizers to streamline communication and planning for meetings. Rebekkah suggested requiring registration. Tom suggested bringing outside people in. The committee agreed to have a minimum cut-off, or to cancel the meeting/presentation/workshop if registration did not reach 15-20 attendees. The draft checklist was tweaked and Thea will send out when complete.

   Tom talked of adding streaming content in the catalog. A lively discussion ensued. All eventually agreed with adding such content into the catalog even though not all libraries offer such content. Rebekkah acknowledged that things are changing and need to change rapidly and offering such content in the OPAC may speed that along.

   Meeting adjourned at 12:05pm

   Next Meeting: Rebekkah will send a Doodle Poll

   Submitted by Sue Ray

To include in DA Business Meeting Agenda Attachment as an Action Item:
- Title: 2020 Tentative Assessment Table
- Background: Annually a Tentative Member Assessment Table is provided to library directors for budgeting purposes.
- Issue: The System Services Advisory Committee met on May 22nd, 2019 to review, discuss and recommend the 2019 Tentative Member Assessment Table. The proposal includes a 1% increase to the assessment to assist with the increased costs related to the delivery service. This is the first proposed increase in eight years.
- Recommendation: The SSAC recommends approving the 2020 Tentative Member Assessment Table available at: http://da.midhudson.org/wp-content/uploads/2014/01/2020-DRAFT-Assessment-Chart-with-1-Increase_5.2.19.pdf
- Status: Discussed at March 6, 2019 SSAC; Discussed at March 20, 2019 CL/CD; Discussed at April 9, 2019 DA; Discussed at May 1 Delivery Services Funding Task Force meeting; Discussed at May 6 CL/CD; Discussed at May 22 SSAC; Action Item at June 11 DA meeting.

To include in DA Business Meeting Agenda Attachment as New/Proposed Business & Information:
- Title: ILS Road Map
- Background: The new 5-year contract with Innovative provides a number of new features to benefit the patron and staff experience with Sierra. An ILS Road Map meeting was convened with members of the SSAC, county library association chairs and the chairs of the CL/CD and RS Advisory Committees.
- Issue: After an overview and Q&A period reviewing five potential implementation projects: Decision Center, Mobile Worklists, Program Registration, a mobile app and text notices, the group prioritized the implementation of three items for an 18-month implementation plan called the ILS Road Map.
- Recommendation: The SSAC And RSAC recommend the adoption of an ILS Road Map that prioritizes the implementation of
  - 1) Text Messages sends text messages to patrons when notices are triggered.
  - 2) Decision Center: a comprehensive collection management and analytics solution that provides timely and focused action recommendations for budgeting, selection, weeding, floating collections and more. Decision Center helps libraries match supply and demand to delivery-optimized service. By using current and complete data – about circulation, holds, transits, patrons and acquisitions – while streamlining collection management workflows.
  - 3) Mobile Worklists provides a mobile interface to manage collections int the stacks, allowing staff to reduce the back and forth between the stacks and the desk, cut down on repetitive materials handling, and decrease reliance on paper reports.
- Status: Discussed at the April 4 ILS Road Map meeting; reported at the April 9 DA meeting; discussed at the May 22 SSAC; discussed at the May 23 RSAC meeting.