Business Meeting of Thursday, June 26, 2025

Action Item #2: 2026 Members Assessment – *Please note, display data in column C has been corrected, final 2026 fee amount is unchanged as the correct data was used to calculate it.*

Background: Annually a Member Assessment Table is provided to library directors for budgeting purposes.

Issue: This year the System Services Advisory Committee has continued the discussion to review, discuss, and recommend the 2026 Member Assessment Table in light of their analysis in 2025 of the history of the member assessment in the context of state aid over the same period of time.

The committee recommends a 9.5% increase to the total Members Assessment for 2026 over 2025. This does not necessarily translate to a 9.5% increase for each library, as the formula to generate each library's amount is impacted by their chartered service populations and their three-year averages for circulation and holds as well as other variables in the formula.

This recommended amount is higher than usual for the second year in a row due to both the same issues presented last year (i.e. the recognition of the value of MHLS services to member libraries and a desire to maintain service levels and that funding from all sources has not kept up with inflation nor the realities of modern library system services) , as well as a new consensus reached by the committee that it is in the best interest of the member libraries for MHLS' funding to be less reliant on state aid in light of projections for instability in state aid for libraries over the next four years.

Recommendation: The System Services Advisory Committee recommends approving the 2026 Member Assessment Table as presented. June 26 update: Corrected version of the chart with actual data now displaying in Column C. Final 2026 amount unchanged.

Status: Discussed at the January 2025 SSAC meeting; February 2025 DA meeting; May SSAC meeting. Action item at the June 2025 DA meeting.

Effective Date: January 1, 2026. To be billed in quarterly installments.

Action Item #3: Public Facing Messaging

Background: There is functionality in the shared catalog, mobile app, and Libby to use a message display to provide universal messages to patrons who use services through these interfaces.

Issue: To date, we have not made use of this option to reach patrons which is a missed opportunity.

Recommendation: The committee recommends a pilot to use this message banner in the three interfaces for two limited purposes on an alternating basis: 1) to encourage more patrons to sign up as advocates with the New York Library Association, this will link directly to the sign-up form on NYLA's website and will not be used for the various calls to action for advocacy, patrons would opt in to receive those directly through NYLA and 2) to promote the 2025 MHLS Road Trip.

Status: Discussed at the January 2025 SSAC meeting; discussed at the February 2025 DA meeting; discussed at the May 2025 SSAC meeting. Action item at the June 2025 DA meeting.

Effective Date: Upon approval.

Action Item #4: Update to Resource Sharing Standards for Barcode

Background: The barcode field should contain only 14 numeric digits. The first barcode listed in the record is considered the primary barcode.

Issue: The mobile app can render a scannable barcode from barcodes that do not contain spaces.

Current description: BARCODE: Type or scan the patron barcode number. Do not add spaces.

Recommendation: The committee recommends the following edit to the Resource Sharing Standards:

- Patron Record Fields:
  BARCODE: Type or scan the patron barcode number. Do not add spaces to the barcode string. Valid barcodes are numeric in format.

  Procedures:
- The committee recommends authorizing MHLS to regularly clean up the barcode string ot a numeric, no space format.
- Valid barcodes will be positioned first in the patron record.

Status: Reviewed at the May 2025 RSAC meeting. Action item at the June 2025 DA meeting.

Effective Date: Upon approval.

Action Item #5: Circulation eMail Marked as Spam

Background: As reported in the February 2024 MHLS Report to Member Library Directors:

> *"Mail notifications sent from Sierra have been upgraded to an Amazon Email Relay (AWS SES). This is to keep with current industry standards adding DKIM (DomainKeys Identified Mail) authentication to our existing SPF (Sender Policy Framework) and DMARC (Domain-based Message Authentication, Reporting and Conformance). Gerry was proactive in identifying this as something we should do and worked with Innovative to complete the process. This helps ensure that your notices continue to be delivered to patrons' inbox without being blocked as spam."*

The new standards are in place as a measure to protect individuals from bad actors who send unsolicited email, some with malicious intent. The new DMARC policy includes an acceptable threshold of .01% of daily spams without incident. A warning is issued for each blocked email and a threshold of .03%, indicates that the sender has passed the acceptable level of spam blocks and is blocked as a sender through AWS.

Issue: A "Block as Spam" will result in an entry in the Amazon Web Service's (AWS) suppression list. From this point forward, AWS will block any emails sent from **Notices@midhudson.org**, to that address to respect the patron's request to block. Changing patron records in Sierra or in LX Starter will not remove the patron from the suppression list. Future emails will be blocked, and our sending email will be charged an infraction for any future emails from Sierra to that patron. Only the patron can remove the block by unblocking the original email in their own email client.

Recommendation: The committee recommends that the following policy be added to the Resource Sharing Standards in a new section "Email Notification":

Marked as Spam:
1. <u>Sierra Patron View</u>: Do not re-add the patron email field or update the notice preference when a note regarding blocked email is present in the patron record.
   a. Patrons who have marked a Sierra Circulation notice of any type will be set to Notice Preference = "Print" of "Phone", **Not "None" or "email"**.
   b. The patron's email will be removed from the email field copied to a note field along with a dated message from MHLS technology operations staff, indicating that we have been notified that our email has been blocked by the patron.

2. **LX Starter View**: Do not re-add the patron email field or update the notice preference when the patron history includes any reference to **"Marked as Spam"**, as shown below:

> ❌ **Marked as spam** - notice Holds Pickup
> Apr 20, 2025, 2:04 pm
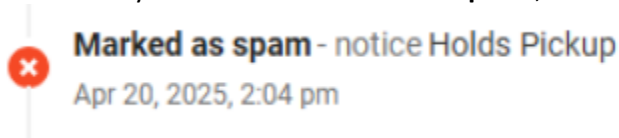
For more information, staff can refer to the Sierra patron record.

3. Remediation to reinstate email messaging include:
   Patrons who have elected to establish the block must take the steps to remove the block before we can resume Circulation Notice service to email.
   a. The patron must first establish proof (a screen capture or print) of notices@midhudson.org listed as a safe sender.
   b. A ticket with Techsupport@midhudson.org must submitted with the proof unblocked status of the email notices@midhudson.org (Safe sender list)
   c. Staff will actively monitor the patron in LX Starter for block notification.

Status: Discussed at January 2024 RSAC meeting; discussed at February 2025 DA meeting; discussed at January 2025

RSAC meeting; discussed at February 2025 DA meeting; discussed at May 2025 RSAC meeting. Action item at the June 2025 DA meeting.

Effective Date: Upon approval.

Action Item #6: System-wide Removal of Artificial Intelligent (A.I.)-generated Content from Hoopla

Background: In light of the Library Futures briefing and reports from MHLS member libraries of A.I.-generated content of low quality in the Hoopla collection, the DA authorized MHLS staff to reach out to Hoopla leadership with concerns over the poor curation of the Hoopla collection. Hoopla's response, found here, indicated a change in policy to mitigate the presence of poorly A.I.-generated content, use metadata standards to identify A.I.-generated content, and promoted the ability for customers to "opt-out of all publisher-tagged AI-generated content by contacting their sales representative." The March delivery of hoopla MARC records to MHLS contained a much larger than usual removal file, in which many summaries and other low-quality titles were removed from their collection. The MHLS catalog has been updated accordingly.

Issue: Not all libraries have opted out of A.I.-generated content which means A.I. titles are still in the catalog. Managing the catalog content is a global issue, therefore a policy to eliminate known A.I. titles from the catalog is necessary. A library-by-library approach with non-curated content is neither effective nor efficient.

Recommendation: The CL/CD Advisory Committee recommends that MHLS be authorized to use the tools made available by the vendor to avoid loading identifiable A.I. content into the shared catalog until the vendor allows their customers to curate their own collections.

Status: Discussed at 10.2024 CL/CD meeting; 11.2024 DA meeting; 1.2025 CL/CD meeting; 2.2025 DA meeting; 4.2025 DA meeting; and 6.2025 CL/CD Advisory Committee meetings. Action item at the June 2025 DA meeting.

Effective Date: Upon approval.