Roll Call:

Committee Chairperson: Carol Bancroft (Clinton Community)
Vice Chairperson: Laurie Shedrick (MHLS)
Columbia County: Michelle Hoffman (2025) & Shea Wert (2027)
Dutchess County: Tom Lawrence (2027) & Carol Bancroft (2025)
Greene County: Kimberly Benjamin - (2027) & Jaki Elmo-Emel (2025)
Putnam County: Donna Perolli (2027) & Gina Loprinzo (2025)
Ulster County: Darren Lanspery (2027) Gisi Vella (2025)
MHLS-Rebekkah Smith Aldrich
Call to order – Welcome Gisi Vella (Morton Memorial Library Pine Hill/Ulster County)
Replacing Tracy Priest who has left the Hurley Library.

1. Identify Secretary - Michelle Hoffman

2. Approve minutes from August 8, 2024 meeting
   i. Carol Bancroft motioned to approve, seconded by Jaki Elmo. Approved unanimously.
3. Continued revision of courtesy notices email language
   DA Concerns:
   - Contact local library live link: decided to remove as it does not take the patron directly to their library page, but a listing of all MHLS member libraries
   - States clearly that items listed may be renewed or may still be due back on original date
   - Shortened to 3 sentences for clarity and readability by patrons.

Recommendation: The committee reviewed the previous recommendation with the DA concerns in mind to craft a refined clearer message.

Proposed Revision:

This is a reminder that you have/had items due back in three days.
Please see the list below to see which ones were renewed and/or which are due back on the original date.

If you have questions, please contact your library.
Login to your library account

4. Suggestion to change **Request It** in Discover to **Place Hold,** to align with language used elsewhere in Discover and in OverDrive:

- Discussion revolved around the need for consistency across the platform/other resources and the need to use language that is already recognizable to patrons. No consensus was reached, therefore no recommendation was made to change it at this time.

5. Discussion: Length of time / process that library can keep books for book groups
The committee discussed and this does not appear to be a widespread issue. Policy treats this the same as any other hold/checkout, with items eligible for auto renewals (most are out of demand). RSAC members will ask for feedback from their Counties.

6. MHLS Updates

   a. Discover feedback
      i. **Issue**: Give the issue a name that is descriptive - this would potentially become the name of the enhancement.
      ii. **Where do you experience this:** What screen/view are you using when experiencing this, and what workflows are you involved in (finding on the shelf, requesting).
      iii. **What is the impact?** Describe how the current environment is not meeting the needs of your patrons.
      iv. **What improvement/enhancement would you recommend?** Looking at the area described in the previous section 2, how would you change the view or process to create a better experience for your patrons.
      v.
   b. **UCLA Concerns**
      i. "Apply" button when using facets: The apply button will be removed but it's not a top priority with the vendor yet. Laurie is working on getting it up there with other facet improvements.
      ii. Indexing: still reporting issues with relevancy of search results related to local publications. This is the article for Vega Indexing information: https://iii.rightanswers.com/portal/app/portlets/results/viewsolution.jsp?solutionid=230705170539740&page=1&position=0&q=vega%20indexing
      iii. Improvements to the Autofill suggestions are coming. Currently they come from the index. So, authors, titles, concepts based on the hits of the typed string as it evolves, then followed by the word combo as keywords.

   c. **LX Starter** – 38 libraries trained and 20 published

d. **Discover Homepage** – 10 sites have been trained – slower uptake
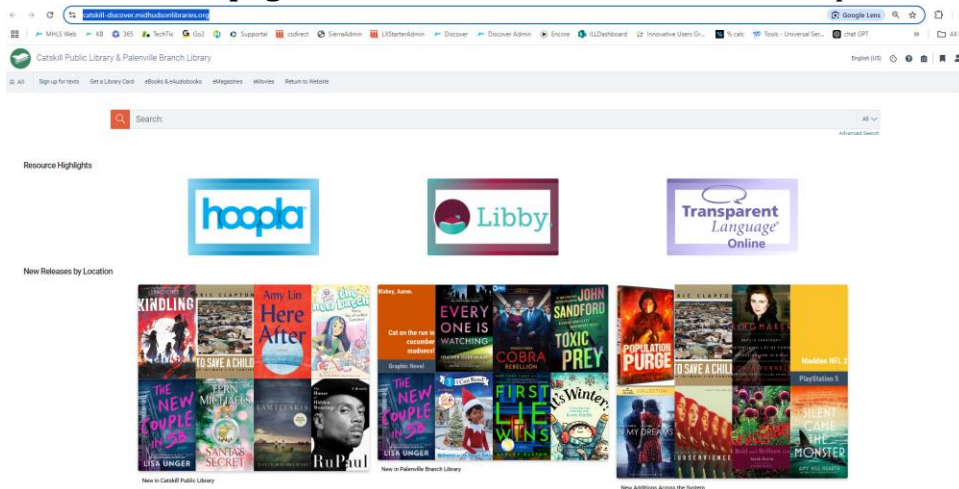
e. **Mobile App:** PPLD launched, Mahopac, Marlboro, Highland and Cairo will join soon. A MHLS generic version will be available soon. The App vendor is looking at streamlining how we roll out moving forward. Reminder to interested libraries that a 2D scanner is needed to scan the patron barcode from their device.

f. **Text Messages:** Laurie is working to find an improved text message service.

Adjourn 1:59 PM
Next meeting of the RSAC will be in January 2025

Action Items for the November DA Meeting

Action Item: Courtesy Notices Review and Update

Background: A courtesy notice notifies patrons that items are soon due and if the items are eligible for renewal, the patron is notified of the extension of the due date or reminded of the yet standing due date. Currently the notice is sent at the system level for all libraries 3 days before items are due. The notice centrally eliminates multiple courtesy notices to patrons who have items that are owned by many libraries.

Issue: We are currently not able to update the central notice LX Starter, but with libraries now sending these notices, the state of the current notice by comparison begs an update. The committee reviewed the current notice and recommended a mor distilled version of the text, an include of a logo in the header and links to both the catalog and a listing of member libraries for contact.

Recommendation: After reviewing the comments and concerns from the DA meeting of September 12, the RSAC recommends the revised version of the previously submitted revision to the courtesy notice with the revised text.

Revision submitted for 9/12/24 DA action items agenda attachment:

This is a reminder that you have items due back in three days.
Items eligible for renewal have been extended and show a new due date below.
Review the items below or login to your library account for more detail.
If you have questions, please contact your local library.

Login to your library account   **Contact your local Library**

Proposed revision:

This is a reminder that you have/had items due back in three days.
Please see the list below to see which ones were renewed and/or which are due back on the original date.

If you have questions, please contact your library.
Login to your library account

Status: Discussed at the RSAC on August 8, DA on September 12 & RSAC on October 17, 2024
Effective Date: Soon after approval