

RSAC Meeting
Tuesday, August 12, 2025
10 am

In Attendance:

Committee Chairperson: Carol Bancroft (Clinton Community)
Vice Chairperson: Laurie Shedrick (MHLS)
Columbia County: Michelle Hoffman (2025)
Dutchess County: Carol Bancroft (2025)
Greene County: Jaki Elmo-Emel (2025)
Putnam County: Gina Loprinzo (2025)
Ulster County: Gabrielle Esposito (2027) & Gisela Vella (2025)

Call to order: 10:04 am

Secretary: Jacqueline Elmo-Emel is filling in

Approval of May meeting minutes: Motion made by Gisella, Gabrielle seconded. All approved. Side discussion about SPAM messaging. Reminder will be added to upcoming MHLS bulletin with link.

Welcome new member -- Gabrielle Esposito - Stone Ridge.

Required Fields in Patron Record

Review for birthdate and birth decade being required in patron records.

- a. Discussion ensued of challenges, including of minors transitioning to adult registration, but primarily on the impact it would have on the patron APATID and staff protocol.

*Voted to keep required fields as is, with birthdate as a requirement. Motion made by Jaki, seconded by Michelle. APPROVED.

*Voted to keep required fields as is, with birth decade is NOT requirement. Motion made by Gabrielle, seconded by Gisella. APPROVED.

Review of Fines & Fees Discrepancies

Current Wording of Policy: "If \$10 or more in Overdue Fines, Overdue Renewals or Manual Charges is collected on behalf of any one library in a single payment transaction per patron record, payment must be sent to the library owed." -Approved by Directors Association 9/15/22

*Voted to Remove "Manual Charges" from this policy line. Gina made motion, seconded by Gisella. APPROVED

LX Starter / ILS Login

Giving each employee a distinct login is critical to patron confidentiality and records integrity. Historically, libraries have used “group” or shared logins for convenience, but leaves records vulnerable across various platforms. For instance, the reading history from patrons holds is accessible through the LX Starter Audience feature.

Voted: All ILS/ Sierra log-ins should be unique, for individuals, and not by groups.

ACTION ITEM: Vote on following wording at the next DA meeting: “Logins to the ILS and related platforms shall be discrete and assigned to individual staff only. Group logins may not be used.”

Motion made Gisela, seconded by Michelle. APPROVED – to be discussed at DA meeting

Brief discussion followed about handling tasks / licensing; and small libraries that share one terminal, or use volunteers

MHLS Updates

Mobile App: Winding down mobile launch apps: 62 of 66 libraries are on-board. There are currently 12 Training on Demand tutorials with weekly teasers (going on Wednesdays through August 27th). The app currently has 2600 users

Phone System Update: Set up of new IPA number nearly complete. Will be testing next couple of weeks and launching September.

October is cyber security month- Remind staff to be diligent at the desk – there is Training on Demand in Knowledge Base

Tech support at MHLS: Currently limited due to staff constraints, but operations have been running as usual so far.

Adjourned at 11:03 am

To be included as Action items in the DA Agenda Attachment for the September 9th meeting 2025

Action Item #2: Manual Charges always forwarded

Background: A discrepancy was found in the RS Standards in Circulation/Fines & Fees section.

Issue: In the statement below “Manual Charges” should not be included. Later in the Fees section manual charges are covered. The inclusion under fines and fees is an error and is in conflict with the actual policy on Manual Charges.

Recommendation: Remove the text “Manual Charges” from the fines and fees policy

Status: Reviewed by the RSAC committee on 8/12/2025

Effective Date: Upon approval

Action Item #3: Individual ILS Logins Required for access

Background: In the past group logins have been discouraged and the use of group logins were permitted but limited access and required to be changed when any user with access to the login password left their position at the library.

1. Managing ILS user access

- A. Directors or their designees are the only people who can request new user accounts or edits to current user accounts in the shared ILS and related platforms. A designee may be identified by the Director in writing to the Technology Operations Manager of MHLS.
- B. Sierra passwords need to be changed regularly, at least every six months
- C. Logins shall be removed when a staff member leaves the library's employment.
- D. Logins will begin with the library 3 letter code.
- E. Each library will maintain at least 3 sets of initials and passwords for ILS. The logins will have staggered levels of authority. A higher level will include the ability to override renewals and claim items returned. Only directors or those designated by the director may have access to this level. *~Amendment approved by Directors Association 12/7/07*
- F. Each Sierra user must have an individual username and password to access Sierra, unless using a limited group account. *~Amendment approved by Directors Association 8/7/12.*
- G. Group Logins may only have such permissions as designated and periodically reviewed by the Resource Sharing Committee and viewed in [Appendix A](#). *~Amendment approved by Directors Association 9/10/14. Reviewed 1/27/22*
- H. Group login passwords are changed upon the departure of any individual with access to the login. *~Amendment approved by Directors Association 9/10/14.*
- I. Any change to the ILS that facilitates rapid and effective switching of users shall prompt the immediate discontinuation of group logins. *~Amendment approved by Directors Association 9/10/14.*
- J. Any loss, damage or issue arising from access to the ILS and related platforms, shall be the liability of the library. *~Amendment approved by Directors Association 9/10/14. Section revised Directors Association 02/3/2022*

Issue: To ensure that only authorized individuals have access to the ILS logins must be discreet and assigned to a person. When that person is no longer associated with the library the login and password can be eliminated to secure access, without disruption to other users.

Recommendation: Logins to the ILS and related platforms shall be discreet and assigned to individual staff only. Group logins may not be used.

Current policy for ILS access/

Status: Reviewed by the RSAC committee on 8/12/2025

Effective Date: Upon approval