

## SERRA Technology and Automation Review Committee Meeting Minutes - draft

April 22, 2020, 9:30 a.m.

Zoom Meeting ID: 790 729 295 Password: 123502

Conference call: (669)900-6833

Teleconference sites: None

### I. Call to Order

9:36 a.m.

### II. Assignment of Minutes Taker

Katy Duperry

### III. Roll Call

Katy Duperry, Escondido Public Library; Phil Gunderson, San Diego Public Library; Sam Liston, Oceanside Public Library; Jennifer Lawson, San Diego County Library; Alex Neu, National City Public Library; Jacqui Petri, Carlsbad City Library

### IV. Approval of the Minutes

Minutes of the November 20, 2019 meeting were approved.

### V. Updates from STARC members

Oceanside is offering home delivery to patrons in Oceanside (except on Camp Pendleton) Monday-Friday; they did 100 deliveries on 4/21. They are offering digital storytimes, not charging overdue fees, and their book drops are open. WiFi is on.

Carlsbad highly focused on sanitization; closed their book drops on 3/23. City has not approved curbside pickup or delivery/mailling items, or extending public WiFi to the parking lot to facilitate physical distancing guidelines. Carlsbad is offering all resources online- eBooks, eAudiobooks,etc. and are moving remaining materials funds to digital resources; circs are way up. Carlsbad is adjusting the 2020-2021 budget with a 5% reduction. They have turned on the "Lucky Day" feature in OverDrive to help with holds. Heather is still retiring in April, and 4 finalists are meeting staff via Zoom on 4/23. Carlsbad is in a 5 year contract with SirsiDynix and has no plans to change their ILS at present.

San Diego County Library shifted remaining materials funds to digital resources (except for Bonita opening day collection). Bonita is renovating branch and expanding out their childrens area into the former patio. They are unsure if they will open in May. SDCL added a high school at home page, and a kids school page with materials to assist in those age groups. SDCL added Lynda.com, did not have any furloughs or layoffs, but most people are working from home. SDCL not currently doing virtual storytimes, but planning to. WiFi is on at San Marcos branch. SDCL donated books to juvenile hall for incarcerated kids to read; also donated magazines to hotels housing unsheltered people. SDCL is still in the procurement process for a new ILS.

National City is pushing patrons toward digital resources; they are implementing Hoopla, with no restrictions or caps for patrons the week of 4/27; they purchased it with a grant for \$5,000. If the usage ends up being too high, they'll implement restrictions. National City introduced eCards for patrons, which are good for 90 days without verification. They closed their book drops at the end of March, and did not extend WiFi into the parking lot. They are conducting Literacy/ESL services via Zoom which are very successful, and are doing live phone line storytimes.

San Diego Public Library has kept their book drops closed, and pushed out due dates for all materials. Their public WiFi is turned off to discourage people from congregating too close together. Rocky transition with Cloud Library adapting to the increase in users. Youth Services is doing virtual storytimes on Facebook. SDPL is offering temporary access to Kanopy, Ancestry.com remote user access, Medici.tv. City staff were instructed to take leave, but the Union filed a grievance and staff were able to return to work, and some were re-assigned to assist in other City departments; few people authorized to work remotely.

Escondido closed March 16, and closed book drops on March 20. Will not be reopened until have a plan to reopen/offer curbside. Some staff working remotely, some working in building. EPL got Hoopla, offers 5 downloads per month, no price caps. Offering Ancestry.com remote access and Newspaper Archive remote access; all three new offerings very popular. Google Voice account implemented for call/text reference, and email reference M-F 8:30-5:30; 15-20 questions/week. Using 3D printer to print PPE, virtual storytimes on social media, and book clubs via Zoom. Mailing book club books to interested patrons. eMaterials on OverDrive circs very high, considering Cloud Library in addition to OverDrive. Public WiFi is turned off to discourage people congregating.

## VI. Open Issues:

- a. Sam Liston update on Link+ presentation to the SERRA Admin Council  
iii is offering a great deal on the service, but courier fees are very expensive. Diane Satchwell is retiring, and we've lost our courier contact. Sam is going to get a written proposal next month from iii/courier service, but is aware that due to COVID, budget and priorities may change in regards to providing Link+.

National City was awarded the Link+ grant, but does not want to do a multi-year contract with Link+ (it is specified for 3 years with the grant). National City director does not think it is a good fit for their community needs. They wanted to test it as a pilot for 1 year, but it wasn't an option, so they backed out.

Carlsbad's main concern with Link+ is the integration of the software with their ILS, SirsiDynix.

- b. Public Library Association attendees share takeaways from the conference- Jacqui Petri, Jennifer Lawson  
Jennifer Lawson enjoyed PLA; YA diversity audit session was very interesting. Audit was supported by School Library Journal as a way to do collection development; goal is to have 50% diverse materials. On SDCL's scale, looking individually at each book in the collection is not feasible, but similar audit can be done by use of subject headings.

Jacqui attended the patron-driven collection development session virtually. Process was good- library used 2010 census data to get demographics of their service area for youth to assess whether or not the collection was representative of their patrons. They also are looking at the accuracy of history materials for kids- Columbus, Thanksgiving, etc. and are ordering more accurate materials.

- c. Flipster Update  
Carlsbad circs for Flipster are about the same as (non-inflated) RBDigital; patrons seem to be indifferent- do not prefer one over the other platform.

Escondido has more usage of Flipster than RBDigital (about double), patrons like being able to read People Magazine digitally and they like the option to read magazines in browser instead of

app. Only negative feedback received was that Flipster does not have the read aloud feature, or The Economist.

The director of SDCL hates Flipster and they have added OverDrive magazines to supplement their Flipster offerings. They have all of the 125 titles offered by OverDrive, including British titles. SDCL discussed switching to PressReader instead of Flipster.

SDPL has not gotten much feedback from the public, but Phil gets less patron issues with logging into the platform.

National City has a constant user/usage base, finds the platform very intuitive to users.

Oceanside's only negative feedback was the loss of The Economist.

- d. Issues to address/actions to take by STARC in 2020  
Unknown at this time due to COVID-19. Revisit at a future meeting.
- e. Anything new suggested by STARC members  
Consortium agreed that we are interested in the Reciprocal Lending system being created by OverDrive (competition to Cloud Link).
- f. Minutes from the July 2019 meeting were approved via email.

## VII. Action items

- Jacqui check with Kristina Garcia at OverDrive about OverDrive magazines and ability of individual libraries to purchase titles.
- (Pending Director's approval) Katy will send Escondido's proposed reopening plan document to STARC members.

## VIII. Next Meeting

July 22, 2020 9:30 a.m. via Zoom

Meeting adjourned at 10:46 a.m. Minutes respectfully submitted by Katy Duperry.