

Joint Automation Council
MVLS/SALS Joint Automation Project
March 16, 2022
9:30 am
Via GoToMeeting
Minutes

Present: Eric Trahan, Alex Gutelius, Devon Hedges, Guin Forshey, Kari Kakeh, Michele Largeteau, Russell Wise, Sara Dallas, Terry Pavoldi, and Mary Salluzzo.

Excused: Tim McDonough, Erica Wing

Guest: Rebecca Darling, Don Flinton, Kristel Guimara, Jill Ryder, Sharon O'Brien, Jack Scott, Tom Schlatter, Paula Weaver, Kim Zimmer

Council Chair Alex Gutelius called the meeting to order at 9:30 am.

The minutes for the January 12, 2022 JA Council meeting were approved as presented. Motion: Mary Salluzzo; Second: Devon Hedges. Ayes: All; Nays: None.

Financial reports for January and February, 2022 were reviewed and received for audit. Motion: Russell Wise; Second: Guin Forshey. Ayes: All; Nays: None.

Payment Warrants for January and February, 2022 were reviewed and received for audit. Motion: Russell Wise; Second: Devon Hedges. Ayes: All; Nays: None.

Project Managers Report – Michele reported:

PC orders:

- All staff and public laptops, printers, and barcode scanners from the 2021 end of year order have been delivered. JA staff has created and tested new images for the staff, public and Cassie PCs and will begin setting these up very soon.
- Dave is finalizing the pricing from vendors for the 2022 beginning of year group order to be announced this week.

Patron self-registration status / Registered At branch:

- The trainers did a virtual information session for the Patron Self-Registration module. It was turned on February 23, 2022. New Registered at branch rules were also turned on for the staff eCard interface.
- There were a few instances that the JA staff was unable to test until going live with the registered at branch change in staff eCard. For example, when a patron registers at a library but they live in an MVLS (Mohawk Valley Library System) or SALS (Southern Adirondack Library System) unserved

area, or outside of the two systems, the patron self-registration module would not allow the patron to register. With staff eCard we had Quipu make changes so that these patrons would have a registered at branch of the branch they were in but still get the proper statistical code of MVLS (or SALS) Unserved or Out of system.

- The trainers also worked with some libraries to adjust their default patron codes so that when a patron from their chartered service area registers at another library, the patron will get the correct patron code.
- Sharon O'Brien mentioned that 120 people have registered using self-registration and that so far 20 had visited a library.

SALS new phone system:

- The SALS VoIP phone system went live on February 10, 2022. There are a few outstanding issues that Chris is working with FirstLight to resolve. Once these issues are resolved, administration training will be scheduled.

CPH self-checks:

- The barcode only went live on March 1, 2022.
- Alex Gutelius mentioned that it was going well especially in the children's section.

Cassie printing issues / Cassie licenses:

- Windows updates have been causing printing issues at Cassie sites. As certain updates are applied, Cassie printing stops working. When attempting to send the Cassie job, the error presented is "The printer cannot be accessed". As this happens at each site, JA staff needs to visit the library and fully update every Cassie PC there. JA staff responds to these issues by either updating the PCs remotely, or going to the site to fully update the PCs. This has been completed at several sites, and it is expected that this will need to be done at all Cassie sites.
- Some Cassie sites decided to permanently reduce their number of Cassie licenses. In order to accomplish this, library staff need to sign and notarize a letter from Librarica stating that they understand that to add Cassie licenses in the future they will need to pay the full price. If a library wishes to change their Cassie licenses they need to notify Michele. We do not check with the library before renewing Cassie licenses.

Polaris hosted server migration:

- MVLS/SALS were notified on January 14th that our hosted servers were going to be migrated on March 15th to a new hosted environment. This is to move us to the ProQuest hosted environment because ProQuest/Clarivate purchased III. JA staff met with III staff and explained that downtime during the work day was not what is done and they offered us March 19 after

the libraries closed. JA staff worked III staff to set up the necessary infrastructure, firewall settings and servers, identify all of the changes to IP addresses, vendors to be notified and to identify any features or configuration settings that are unique to MVLS/SALS. They had hoped to have the servers in place for us to test a few weeks ago, but we are just starting to get access this week. Yesterday, III suggested that the migration be postponed to early April. A date has not been set.

- Once the servers are in place and testing is completed, instructions for libraries for the migration will be shared.
- Some things that will need to be changed:
 - The Polaris icons and remote app links will need to be recreated on all staff PC's. Printer settings may need to be adjusted although we won't know this until we can test.
 - Settings for self-check machines and sorters will need to be adjusted to enter new IP addresses. We will work with those libraries to do this.
 - Settings for Cassie sites will need to be updated by JA staff, it is possible that the larger libraries can do it in-house (Clifton Park-Halfmoon, Crandall and Saratoga Springs).
 - Jason is contacting all 3rd party vendors that use SIP or the Polaris API to adjust settings on the day of the cutover. Some 3rd party access such as OverDrive, Hoopla etc. may either be down or set to bypass mode until Monday so that patrons can still have access although it will not really authenticate against our database.
 - Credit card vendors have been notified of the IP address changes. As of now, we do not expect any changes on our end. We will want to test on the day of migration.

System trustee email:

- We provided an MVLS/SALS email account for a SALS system trustee and provided user documentation.

IUG (Innovative Users Group) 2022 – April 5-8 virtual:

- JA is paying for five JA staff and the two system trainers to attend
- \$50 per person with the group discount code

Chris and Dave did walkthroughs with Ken at Glenville and Niskayuna. They will do a walkthrough at Rotterdam.

Michele mentioned that Mary Hanley is retiring. Her last day will be April 15th.

Michele mentioned that Chris began working with telecom vendors to switch billing to the libraries. He has started with MidTel and SLIC to change billing. He is working with a Spectrum sales rep to try to get better pricing for some of the Spectrum lines. He will work with Frontier to find the best available for the libraries in that area.

Other projects:

- Chris met with tech staff at Saratoga to assist with their planning for adding additional IP cameras to their network.
- Chris installed a new business office PC and upgraded QuickBooks for MVLS.
- Jason investigated authentication options with Mango Languages. Currently they can do IP and barcode authentication and Crandall has set it up with this method.
- Jason is working with CreativeBug to set up SIP2 over SSH authentication for Middleburgh Library. Clifton Park-Halfmoon is already using CreativeBug but using simplified authentication. When SIP2 over SSH is working, Jason will work with Clifton Park- Halfmoon to change their authentication.
- A new Spectrum line has been installed for the Schuylerville wireless at the community center. We are waiting for the licensing for the Meraki hardware before Chris can install and get it working.

Committee Reports

Finance: 2022 billing, 2023 billing and 2022 amended budget are on the JA intranet.

Policy: No report.

PAC Steering Committee: No report.

Operations: No report.

Old Business

Devon Hedges mentioned that Schenectady County libraries are moving toward fine free. He asked about new payment options for libraries. Michele informed him he should reach out to the system trainers.

New Business

None.

The meeting was adjourned at 9:58am. Motion: Devon Hedges; Second: Russel Wise. Ayes: all; Nays: none;

The next meeting of the JA Council will be May 11, 2022.