DRWG Proposal: Raise Holds and Circulation Limits in Overdrive

The DRWG proposes to raise both the holds and circulation limits in Overdrive from 15 to 25.

Pros:

- Would benefit Juvie and Teens users – their titles are short and might be read multiple times over a checkout period (15 pictures books can be read quickly)

- Would benefit parents who want to check out children's items on their cards without needing to sign their kids up for a library card (while libraries are closed, they might not know how)

- Positive marketing

- Allows users to browse once and place more holds/check-outs, without needing to return items and then browse again

- Aligning digital items more closely with print (50 books max)

- Power users would benefit with minimal strain on the system as a whole

- Holds no longer automatically fill, so patrons can place more holds and have flexibility of when to read

Cons

- Will raise the number of holds, increasing cost
- Will raise the number of circulations, increasing cost
- Won't force users to return materials to check out more, slowing circulation

Hold Details

On April 8th, 8,024 patrons have at least 1 Overdrive hold.

Patrons with

- 13 or more holds: 201
- 14 or more holds: 114
- 15 holds: 41

Circulation Details

About 6,500 patrons have active checkouts right now. The majority of patrons have 6 or fewer checkouts. About 150 patrons have 11 or more active checkouts.
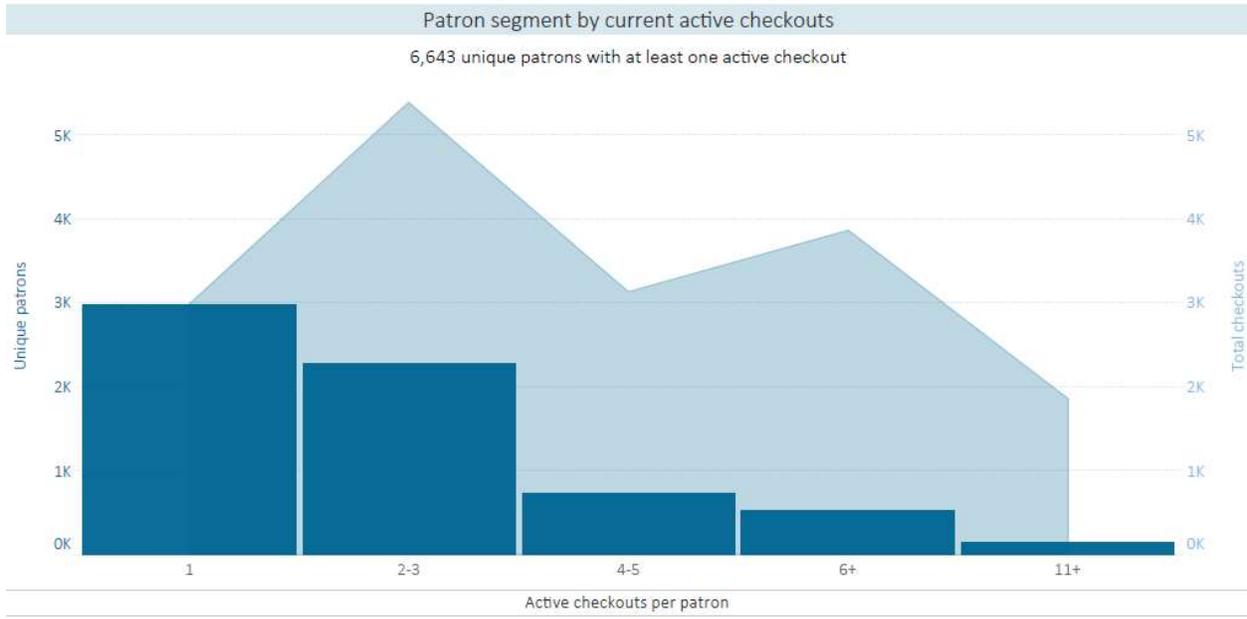
Patron segment by current active checkouts

6,643 unique patrons with at least one active checkout

Active checkouts per patron

Present: Abbot Chambers (Sausalito), Anji Brenner (Mill Valley), Sara Jones (MCFL), Serianna Leyland (San Anselmo), Sarah Frye (College of Marin), Franklin Escobedo (Larkspur), Henry Bankhead (San Rafael).
MARINet staff: Dan McMahon and Jessica Trenary.

Chambers called meeting to order at 4:03 pm

  I. Public Comment Period
     None

 II. Discussion of 6 County + City of Berkeley "Shelter in Place" Order
     Per Jones Marin County does not include the library as an "essential business" that would need to stay open while the Order is in place. Only a narrow scope of businesses related to public safety will be considered essential and remain open after the "Shelter in Place" Order begins at midnight, Monday March 16th. Jones will ask if Dan/MARINet should be included as necessary to maintain the servers/library online infrastructure. Frye said that Academia is essential and College of Marin will stay open for now.

III. Deliveries
     McMahon/Trenary described the Sprint contract. The Board agreed to cease the delivery immediately to comply with the "Shelter in Place" Order. The Board discussed the need for Sprint to be ready to begin the delivery as soon as the libraries open. Jones made a motion, Bankhead seconded: "In order to keep the Sprint services in good standing, MARINet will pay their appropriate monthly contract fee for March and April 2020." The Board voted by roll-call: 7 yes – 0 no. Trenary will contact Sprint and Unity/LinkPlus to cease deliveries immediately.

IV. Extend Expiring Patron Cards (public libraries only)
     McMahon will extend any patron cards that would have expired between February and April 2020 to May 2020. For San Rafael Public Library patrons, McMahon will include any cards that expired in January 2020.

 V. Other Steps (due dates, holds, suppress collections)
     The Board discussed if all items should be marked as "unavailable" in the catalog so that large numbers of holds could not accumulate while libraries are closed. Escobedo said to consider leaving the collections available, but limiting the number of holds each patron could place. Jones said she wanted to talk with her staff more about this. The conversation was tabled until the upcoming Board meeting. Trenary asked if all items could be moved to a specific due date, as libraries were making different requests. That conversation was also tabled until the upcoming Board meeting.

VI. Wrap Up
     Nothing additional

Meeting adjourned at 4:30 pm

Respectfully submitted,
Jessica Trenary, Systems Librarian
MARINet

MARINet Board Meeting
Minutes March 19, 2020
MCFL Tech Services 1600
Los Gamos Dr., Suite 180, San Rafael CA
Meeting was conducted via Go To Meetings.

Present: Joey Della Santina (Bel/Tib), Abbot Chambers (Sausalito), Anji Brenner (Mill Valley), Sara Jones (MCFL), Linda Kent(San Anselmo), Sarah Frye (College of Marin), Franklin Escobedo (Larkspur), Henry Bankhead (San Rafael), and Gary (Dominican). MARINet staff: Dan McMahon and Jessica Trenary.

Guest: none

A. Chambers called the meeting to order on Thursday, March 19, 2020 at 9:01 a.m.

  I.   Public Comment Period: An opportunity for any citizen to address the MARINet
          Board on any MARINet matter. Please limit statements to 3 minutes.
          Directors reviewed the email sent by Bill Hale regarding overdrive and future action
          on RFID.
  II.   Introduction of guests : *no guest present*
  III.   Approval of minutes Jan. 16, 2020

Motion I: The MARINet Board moved to approve the minutes from January 16, 2020 meeting.
S. Jones moved. L. Kent seconded. Motion passed.

Chair asked to discuss New Business Item V. A. Coronavirus and library response:

    V. New Business

        A. Coronavirus and library response.

    Directors shared currents state of individual libraries and strategies for staff working
remotely and how libraries were providing services for the public during this crisis. Not all
systems were able to offer remote work for their staff.

Motion II: The MARINet Board of directors, direct the MARINet staff

  1. ***To open up the old style online cards so that patrons can register for the online library***
      card, so that patrons can access online services.

2. *Mark all available items in the system as unavailable status to help decrease the number of holds in the system we libraries reopen. Increase messaging in the catalog about digital resources.*
3. *To stop sending out automated messaging for holds notices, curtesy due date notices, overdue notices, and billing notices until normal operations resume alleviating confusion among patrons.*
4. *To authorize and an additional $10K from this year's MARINet Budget to be spent on new material in Overdrive with impute from the DSWG and children and teen service work groups.*

A. Brenner motioned. F. Escobedo seconded. Motion passed.

IV. Special Presentations

 A. DRWG presentation on e-resources.

  J. Della-Santina reported on the current work of DRWG as it relates to the next year's budget for Fiscal year 20-21.

V. New Business

 B. PERS/MCERA and extra-hire/part-time staff.
  No discussion due to lack of time.

 C. Sora (Overdrive schools proposal)
  The MARINet Board directed MARINet to reach out to the local schools to connect MARINet to the school's Sora Account.

VI. Old Business

 A. RFID 9:45

  S. Jones asked that a special meeting be called to discuss RFID. Date and time to TBD.

 B. ILS Task Force update

  No discussion due to the lack of time.

 C. JPA review

  No discussion due to the lack of time.

    D. Delivery update

> *D. McMahon updated the board on the current state of the delivery due to the library closures.*

    E. Additional book drops

> *No discussion due to lack of time.*

    E. Proposed 2020-21 budget 10:30

Motion III: The MARINet Board moved to adopt the Fiscal Year Budget as outlined in the Board packet. L. Kent motioned. A. Brenner seconded. Motion passed.

Vii. VII. Standing Items for the agenda

    A. System Administrator's report

D. McMahon will send repot out via email.

   B. Topics for future agenda 10:40

VIII. Non-Action Items

IX. Announcements

A. Chambers adjourned the meeting at meeting on Thursday, March 19, 2020 at 10:50 a.m.

Minutes submitted by. F. Escobedo, Thursday March 19, 2020.

MARINet Systems Report for April 2020
- Daniel McMahon and Jessica Trenary
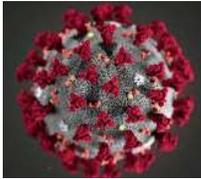
Corona Virus

- **Sheltering in Place**
  On March 16 we left the MARINet Office and dispersed to our homes to work for the foreseeable future. Dan had quickly identified the need to shift to work from home in the weeks leading up to the Order which gave MARINet enough time to prepare.

  A quick survey of our normal tasks shows that about 30 percent of our workload is tied to buildings (deliveries, bibliographic records for physical items, issuing barcodes and transit slips) while 70 percent remains even in full online mode. Preparing the system for building closures and online-only access took about a week of work. Since then we have had a deluge of people seeking to obtain or reactivate their old library cards. We are just now getting to system cleanup tasks.

Sierra

- **Sierra Web**
  Thankfully, we had just upgraded the ILS to Sierra 5.0 and done several rounds of training. The new version of Sierra includes 60 Web seats. We're seeing about six to ten users in SierraWeb every day. We also have a dozen to two dozen direct (Sierra Desktop App) logins as well, so people are able to get on the systemas needed.

- **Due Dates**
  We have pushed all item due dates back several times in the last few weeks. All items that were due 02/01/20 to 06/14/20 are now due on 06/15. We will mostly likely push these dates again and stagger the dates as libraries plan on a date to reopen.

- **Patron Library Card Expirations**
  All patron library cards that should have expired from Jan. 1, 2020 on have been extended to June 30, 2020.

- **Holds**
  We marked the collection as suppressed for all for all of the libraries. We also asked BiblioCommons to remove the green "Place a Hold" button on the catalog/app. That has dropped the new holds placed down to almost 0.

We also have pushed everything on the holdshelf back by 22 days. Libraries can ignore the pull date on items on the holdshelf and decide when to clear their holds after re-opening, but we were hoping to help patrons and staff by pushing those dates back.

- **NNA (Not Needed After) Date**
  Holds expire one year after they're placed. We pushed back the NNA date 60 days for all holds expiring while the libraries are closed.

- **BiblioCommons App**
  The new app was released on Tuesday, March 16th. Even with the timing, the launch went smoothly. The only bug that has been reported is that the fines module is not linking correctly, so patrons are still not able to pay fines in the app. It will be fixed in the next app release and shouldn't cause too many problems as most patrons are not paying fines at the moment. An MCFL patron sent a compliment through BiblioCommons writing: "LOVE the Marin Library app!!!"

- **BiblioWeb**
  MCFL and MARINet are continuing to explore using BiblioWeb (BiblioCommons websites). MCFL has determined it will fit their needs and would like to move forward quickly.

- **New Users**
  In the last month 1,534 patrons have tried Overdrive for the first time. (For comparison in February we added 391 new users.)

Overdrive

- **Circulation**
  We've seen a steady 50% increase in circulation over the last 30 days. Circulation was averaging about 1,000 per day, but now is at 1,500. March had our best month of circulation ever - over 40,000. April is on track for more than 45,000 circulations in Overdrive.
  Juvie materials are seeing the sharpest increase. The first week of March, juvie had 987 circulations. The first week of April there were 2,443 circulations of juvie titles.

- **Sora**
  After approval form the Board last month, we gave Overdrive the green light to push the MARINet Overdrive collection into any

schools in Marin County with the Sora app. (Right now there are about 7 schools.) Some members of the CSWG and TSWG are reaching out to school librarians that don't have Sora as a way to make reading materials available now from home. (Sora is free for schools. They have access to a small public domain collection as well as our materials. They have the option to purchase more.)

- **Skip The Line**
  The Skip the Line collection is now up to 70 titles and is regularly almost completely checked out. The one week circulation is helping to keep the holds down on the most popular titles, like *The Dutch House*, *Red at the Bone,* and *Olive Again.*
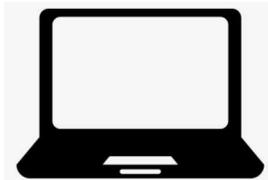
Hardware

- **Firewall**
  Dave Cooper installed the new firewall devices in the data center for us in late March. We have to pick a date for the "cut over" but it should only involve an hour's outage. The existing firewall contexts will be migrated entire, so it's hoped there will be little troubleshooting after the fact.

  We will have to move budget around to pay for the firewalls, as the money was largely under Contracts & Services (to pay Cisco SmartNet) but now must be expended under Equipment, which is one of our few budget lines that won't automatically transfer a balance as needed. We probably should authorize $60k in Equipment from the bottom line, it's the least amount of paperwork, and we can recapture any unspent Contract money at the end of this fiscal year. Plus or minus our final Cenic bill for the year, we should end this year with $100k or more in bottom line, in addition to $169k from last year. We are counting on $40k of that for LinkPlus for next year, otherwise we can strategize on what is the best approach to take, do people need bill reduction for FY20-21 or do they want to focus more on FY21-22 and reducing those membership fees?

Library cards

- **Online Library Cards**
  In the last three weeks, 389 patrons have gotten library cards using the online Library Market form. (As opposed to 179 in February.)

  Giao spends a few hours a day coding applications and emailing patrons when necessary. Thankfully MCFL's Aaron Fong and Faheem Bassa have been assisting on the weekends coding cards.

**Digital Resources**

- **Added Digital Resources**
  1. Ancestry – ProQuest allowed us to have remote access for patrons (as opposed to our in-library use only) during April and possibly longer
  2. Newspaper Archive – Gave us free access at least through April
  3. SRPL only- Washington Post – Using their print subscription cost, SPRL worked with WaPo to get a digital subscription

- **Expanded Access**
  We removed patron blocks for expired library cards on Overdrive and RBDigital. (We left the block for Out of County PTypes on Overdrive).

- **Network traffic on Cenic**
  One view of the library shutdowns can be seen in the network traffic from our data center to Cenic in Sunnyvale. What's interesting is that we are still using 1/3 to 1/2 the bandwidth.
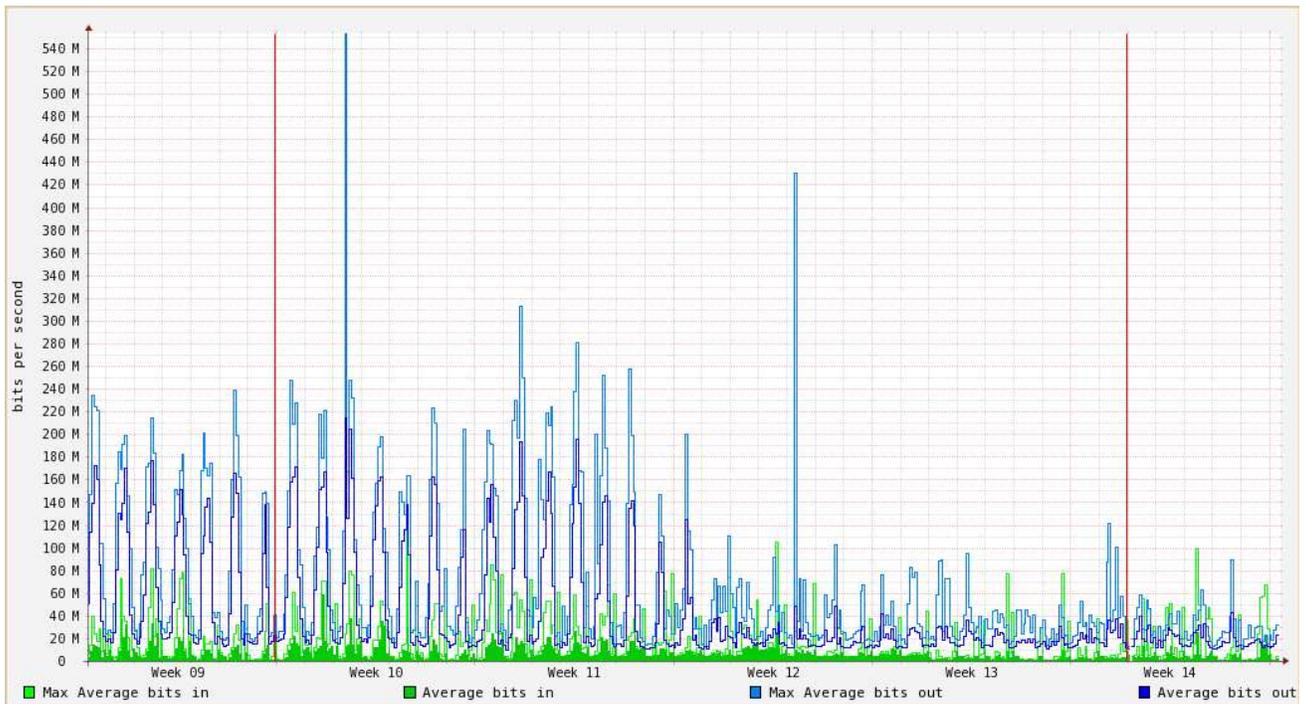
Delivery

- **Sprint**
  Sprint has been extremely grateful about the way we have handled the crisis. Frank, Sprint's owner, was thankful that we're keeping him in the loop too. Hopefully we'll have more information soon about May's delivery.

- **Unity – LinkPlus delivery**
  Unity has charged us the full amount for March. The LinkPlus Listserv is currently in talks with them about what (or if) they will charge for April. The group is also working with them to determine if they have measures in place for sanitizing vehicles or parcels, because they also service a number of hospitals/medical supplies companies.

Working Groups

- **BSWG**
  The BSWG meeting for the month of April has been cancelled. It was felt the discussion would be about very detailed cataloging issues, all of which can wait until we reassemble in person.

- **DRWG**
  The group has postponed meeting, but the listserv has been very active and the group has been working together remotely.

---dtm/jet 04/10/20