

**Minutes of Marinets Board Meeting
Nov. 19, 2020**

Present: Linda Kenton (SAN), Abbot Chambers (SAU), Sara Jones (MCFL), Henry Bankhead (SRPL), Gary Gorka (DOM), Debbie Mazzolini (BET) Sarah Frye (COM), Franklin Escobedo (LRK), Susan Andrade-(SRPL), Anji Brenner (MVY), Dan McMahon and Jessica Trenary (MARINet)

Guests: Bill Hale

Public comment: Bill Hale requested that librarians purchase more hard copy audio books instead of Overdrive, due to not being able to download onto older devices. (Overdrive discontinued support for TLS 1.0 and 1.1 this year.) He uses an iPod Nano, which is no longer viable. He also raised a concern about the retention of last checkout information in Overdrive, and will check to see if this is really an issue and get back to us.

Minutes for Sept. and Oct. Meetings: approved for both months.

Old business:

1. OrangeBoy and Savanah: Dan described technical details of data upload to OrangeBoy, and how it's limited to participating libraries' collections and patrons. Henry described the OrangeBoy offer and discount, if more libraries participate it's cheaper. SR city has a GIS expert who is very excited about mapping the data. Cost for a MARINet account would be \$10k yearly, and it's not thought to be necessary at this time.

Is there data on effect of the product? MCFL says they can see if people have followed a link in the emails they send, or if use of a new product increases. When MCFL went fine free, they tracked new use of cards and it did increase. Board members can look at MCFL's dashboard, they have long term data. SRPL sees it as replacing Mail Chimp. SRPL hasn't been trained yet, if anyone wants to do the training with them it's OK. Some libraries have existing newsletters (BET SAU MVY SRPL). There is value in emailing people with new cards, something we can't currently do. Nuanced email, campaigns, data driven. If interested reach out to Dan or Henry or Sara. The current offer is for a 3 year commitment at this discount level.

2. RFID: County money is still possible, MCFL is also putting in \$500k to buy tags now. We will engage Lori Ayre as our first step, to ensure buying the right tags. Some tags would be sent to pre-processing vendors. For sorting systems, we would need an RFP due to the amount of money involved.

Proposal made to have MCFL buy vendor agnostic tags to start. Apply them without programming at first. Until we select a vendor for sorting machinery, we can't set tags live, but once we do, then we rent equipment to program them with the barcodes. BET will be boxing up half of their collection for construction, can they be tagged while they're boxing? January is likely possible. We will need advice about how to position them on items. Public comment: Make sure the consultant has appropriate insurance.

Action item: motion that MARINet Board accept the generous contribution from MCFL to cover the cost of the tags to begin project, for both books and discs. Passed unanimously.

Next step is that Dan will confirm agnostic nature of tags with Lori, then get a bid for engaging her for this process. Motion: Dan will have a discussion with Lori and ask her for a proposal to guide MARINet in the implementation of RFID. Passed unanimously.

The 3 training sessions for CWG went well, Jamie Poirier helped massively. MARINet can offer future sessions on same or other topics.

3. Retreat Planning: Tentatively scheduled for January meeting time. Sara Jones will contact Greg Lucas about 10 am on 1/21 Thursday.
 - a. How individual libraries might bring things to the board for consideration.
 - b. Universal borrowing (with Greg) including equity discussions
 - c. A discussion of lunch for the retreat, how to do this, deliver from same or everyone brings a food item? Recent MCFL staff day did delivery lunches to onsite locations where staff were gathered.
4. Bookdrops: For the current NOV library construction project, MCFL is installing a bookdrop that will be there until March or April. This can be used later as one of our bookdrops. The current plan is for 2 bookdrops, on Lucas Valley Rd. and at Crossroads Shopping Center. Bookdrops have a 6 week production delay. MARINet will check with Sprint on cost for delivery drivers to pickup from drops. We should have signage pointing to bookdrops.

Motion: give MARINet permission to buy one? We need to determine locations first. Motion then would be put back on front burner. Motion enable Dan to move project forward by pursuing placement of the 2 book drops. Get a quote, bring back to board before approving final number. Passed unanimously. Related to this topic, MVY wants the delivery company to pick up from the Community Center bookdrop.

5. Reopening Plans:
 - San Anselmo has pulled back on reopening, as they are down 3 FT staff people.
 - SRPL opened Mall Northgate for in person browsing 3 days a week. (MCFL is staffing it.) Capacity is 10 patrons at 25% level. They get 15 minutes per visit, using a "marble system." There is a selfcheck machine, plus staff at the desk if needed. Collection is beautiful as it's cherry picked from all SRPL and MCFL locations. If the mall has to shut down the library shuts down too. Next week it's closed, due to Thanksgiving, but it will open the following week if conditions permit.
 - MVY started Wi-Fi in the garden, to an enthusiastic response. There are 6 new tables in the friend's garden. They will delay till mid Jan. on any other reopening. Patrons bring their own equipment to use Wi-Fi, but there are also six Chromebooks to checkout with Wi-Fi hotspots. They are using Envisionware to schedule these items.
 - MCFL continues with computers available, scheduled using Jot Form.
 - SAU looking at January, 2 weeks after the holidays, see how it is.
 - BET has phone lines to help people with tech problems.
 - DUC is planning a semester ahead of time, no changes in Spring semester, not open to public, but only to a limited number of students. Everything is virtual at this point, normal ops look like fall at the earliest.
 - Similar for COM, maybe Summer, more likely Fall for normal operations.

New Business:

1. DRWG recommendation for Ebsco funds freed up, includes Wall St journal and NewsBank subscriptions. Proquest Newsstand could be discontinued later if this works well. Schools included in access? No. We could create public cards to correspond with school cards as needed. Demand? Yes WSJ is highest demand (80%) in Proquest Newsstand, we can measure it and the new subscription is month to month. NewsBank is better version of newspaper access. Question, are we putting enough money into Overdrive? Right now DRWG is proposing \$21k of the Ebsco money for Overdrive, and we have another \$35k in grant money from NorthNet. Will ask for more if needed at end of fiscal. Motion to accept DRWG recommendation, passed unanimously.

2. Shared collection Development Task Force
There are many inefficiencies in physical materials purchasing, duplication, etc. Abbot proposes creation of a task force to take a look at the level of all libraries, what are we purchasing, where is the money going, are there ways to be more efficient? Looking at the data with a deep dive, what publishers are most cost effective? Can we collectively do better? What is the ROI?

Currently, most circulation is from items placed on hold, about 80-85% of checkouts. Will this continue? In that case it doesn't matter where something lives. Libraries could use a list of what other libraries are buying. Jessica shared information on the Overdrive experience, this is similar. Is it making us one system? Or just getting some inefficiencies dealt with. Would leasing across the whole organization work? Should children's librarians be on the Task Force? Recommendation made that we start with focus on adult titles first.

Lots of discussion, to what extent will patron behavior patterns return to pre-Covid ones? Motion to establish a task force to look at collection development, the CDTF. Dan will solicit membership and set up email list. Passed unanimously.

3. Table equity as Sara Jones had to leave the meeting early.
4. Budget resolutions, 2 procedural, 2 involving reallocating funds. All four resolutions approved, will circulate for signature.
 - a. Set Marin County as our fiscal agent for FY 2020-21
 - b. Move the reserve fund contribution for this year to the reserve fund
 - c. Use the \$35k grant from NorthNet for Overdrive (requires fund transfer)
 - d. Use \$20k of prior year balance to help pay LinkPlus subscription, as planned in the budget. (requires fund transfer)

Standing Items:

1. Systems Report, we are currently working on MCFL zoom/phone issues, let us know if you're having connection issues.

Topics for next meeting:

- Bookdrop
- RFID
- Retreat
- Delivery: how is delivery service doing? Are there other solutions given escalating costs and staff issues?
- Reopening plans
- CDTF

Non-action items:

- Setting up simply-e
- Holiday closures?
 - SRPL closed all week for Thanksgiving, 2 weeks at Christmas/New Years (furloughs)
 - SAN open except Thursday and Friday, closed Weds. 12/23 to New Years Day. (furloughs)
 - MVY will have early closures on Christmas Eve and New Year's Eve
 - BET same as MVY, more closures in January for move

Meeting adjourned at 11:49 a.m.

Minutes taken by Dan McMahon, MARINet

Dan McMahon

From: Lori Ayre <lori.ayre@galecia.com>
Sent: Wednesday, December 9, 2020 8:23 AM
To: Dan McMahon
Cc: Jessica Trenary
Subject: Re: MARINet RFID plan and inquiry

Hi Dan and Jessica,

Sorry to be so late getting back to you - blame it on COVID craziness! So, if we do this as a retainer which gives you the most flexibility. What if we set it up as a quarterly retainer that would include:

- 1) unlimited number of emails from anyone at MARINet (staff or members)
- 2) three hours of research on products/vendors/technology and report writing
- 3) three hours of phone conferences/web meetings

If I bill that out as 7 hours, that would be \$1400/quarter. We could at least start with that and then see if the next quarter needed to ramp up or down depending on what phase you are in and how much of that quarter's time was used (I wouldn't promise "rollover minutes" but certainly we'd both have a sense of how accurate we were in setting up the retainer fee).

What do you think?

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Book a Time: <https://www.scheduleyou.in/2yA6AwH>

Learn about our new suite of phone-based services including
[Library Dial-a-Story](#) More at <https://librarycall.com/>

On Mon, Nov 30, 2020 at 8:57 AM Dan McMahon <dmcMahon@marinet.info> wrote:

That sounds exactly right, both in the focus and the monthly retainer. I think making sure we're buying the right products is the key.

Our next Board meeting is Dec. 17 900 to about 1130, then we have another one Jan 21, it's the annual retreat but basically a longer meeting. I'll talk to the board about specific needs, this all sounds really good.

MARINet Systems Report for December 2020

- Daniel McMahon and Jessica Trenary



**Sierra and
Trainings/
Conferences**

Sierra Upgrade to 5.2

We plan to upgrade Sierra for the first time since Feb. 2020, moving to version 5.2 on Dec. 16. The software that allows upgrades has failed in the past. Dan begins the process in the middle of the night to give it the most time post back-ups to upgrade. We will work with III if the upgrade fails.

The upgrade has several large benefits. A security upgrade is worth noting because it will prevent staff from saving their password for Sierra. This means they will need to type their password when they open Sierra. The “remember me” button will now remember the username, but *not* the password.

Tech Support Help

It is necessary to remind everyone, Marin IT is a vendor we pay for network support, from MARINet’s budget. Libraries should not contact them directly for anything other than a network outage, or you could be billed by them directly. Your local tech support should work with MARINet to determine if it’s a network issue. . (If Marin IT is your tech support vendor directly, this obviously does not apply.)

Checked Out Items

Of the items checked out in March when libraries closed (122,000) only 14,271 are still out on Dec. 9. About 500 a week are coming back in.



Outages

We had one serious issue this month, where MCFL could not use Zoom and the phone system traffic was not flowing from Novato Library. Restarting the firewall and some other devices seemed to solve this. It started after the loss of the Los Gatos 1st floor switch (power outage).

As the network ages, we will see more outages of all kinds, which is something to be prepared for. We are getting frequent power shut offs in our office at Los Gatos, and this alone will cause issues as it did last month. (Anything moved to the data center is unaffected.) We’re talking to Dave Cooper about what kinds of simple monitoring we can put in to be able to see the bandwidth use of each site, and to detect when a line drops to zero use.

As a longer-term development of MARINet-Cenic, I’ve had the first enquiry from a City Manager (relayed through their Marin IT support staff) about

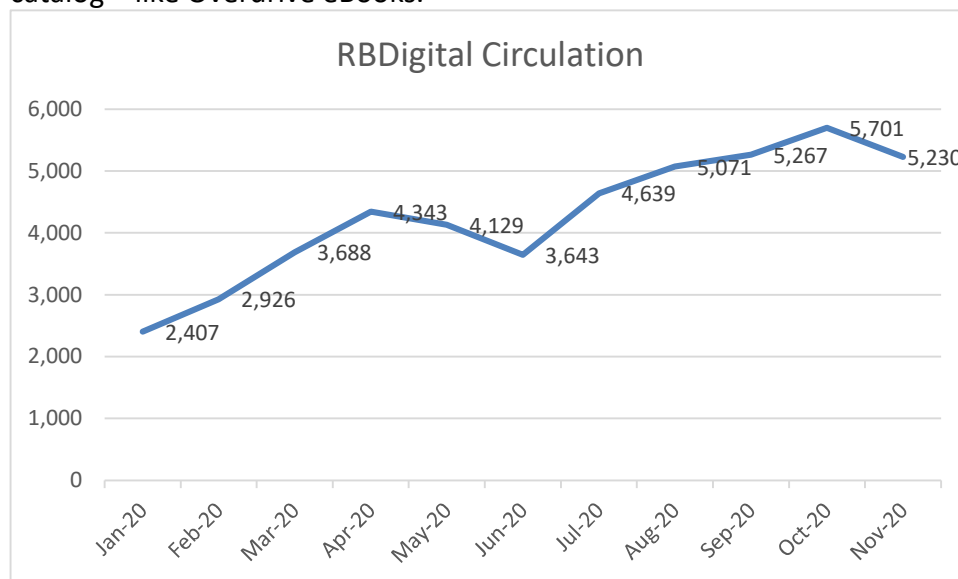
CENIC and Midas, do they need both? Can one suffice? This will come up increasingly, so here are a few considerations:

- We are contractually committed to participating in Cenic for 5 years, I think this could be up in January 2022, though possibly it's not until June 2022. (Our first billed month of bandwidth was Feb. 2017.) Then there are choices.
We can keep some folks in Cenic, and let others out, nothing structural prevents that for us. (I don't know how Cenic will approach this, but I suspect the discounted bandwidth will continue indefinitely, and Cenic access *may* expand to cities and Counties if the FCC gets new leadership.)
- The core costs could grow a bit if spread among fewer members, but if any of the libraries leaving Cenic were at the 60% reimbursement level rather than the 90%, it could actually go down a little bit in the short term.
- Our support contract for Marin IT will likely increase from \$60k, though our SmartNet coverage has gone down to about \$20k, from a high of \$60k two years ago.
- Right now we can deliver 1 GBps (mostly 500 MBps now, but upgradeable easily) for about \$11,500 per connection annually. This is bandwidth, Marin IT support, and any Cisco subscriptions. There are no staff costs built into this at all.
- Cities can't put their whole operations on Cenic under current rules, it would endanger the funding for e-rate and CTF, which are covering about 75% of bandwidth costs this year. (Commercial rate for our bandwidth is \$65k per quarter, or \$260k/year. We are averaging about \$90k/year with the discounts applied.)
- Libraries could return to Midas, in which case costs and bandwidth etc. would not be MARINet's concern if they do. But nothing structural prevents it. For cities, they would have to reorient their Wi-Fi structure, but Midas could support the same access points and the same equipment. I'd get a commitment from them on replacing the boundary routers though, as that's where the libraries were ripped off badly by Barbara Layton.
- If we continue providing networking long term, we have to look at job descriptions for MARINet. Do we want to stay in the network business? What if Dan retires, or what if Dave retires?
- MARINet would always have responsibility for our own network connection, keeping our servers on the Internet. We are piggy backing on the Cenic network now, if that went away entirely we'd need to contract with Midas, or deal directly with Comcast Business Internet.



The switch from RBDigital to Overdrive Magazines is planned for the beginning of 2021. One benefit will be that all issues of magazines will be unlimited with no circulation caps - including The Economist.

Online magazine circulation has doubled in 2020. Hopefully the transition from RBDigital to Overdrive Magazines will be smooth. Jessica confirmed that BiblioCloud records will cover Overdrive Magazines, which means that magazine records should show in the BiblioCommons catalog without any additional work. They should also be available to check out directly from the catalog – like Overdrive eBooks.



Most LinkPlus members have resumed service, though we're still waiting on our two nearest "trading partners" (SFPL and CCCLib) to resume. The volume of LinkPlus has reached what it had been in February of this year.



Security

Hacking

A new kind of hacking has surfaced! I was informed by a staff member of the State's Cybersecurity Division that our old subdomain name "museums.marinet.lib.ca.us" was being used to distribute bad information from a web server in Richardson, Texas. This address was set up to forward to the Discover & Go server at Contra Costa County Library years ago, but hasn't been used in a long time, so we've had it deleted now. (All *.marinet.lib.ca.us will point to our Sierra server.) The state tech said that some group is finding abandoned subdomains like this and using them for malware distribution. We will review our domain names for any unauthorized subdomains, as we do own:

- Marinet.lib.ca.us
- Marinet.info
- Marinetlists.info

What is sad is that every local government, non-profit and special district in the country has to deal with cybersecurity at this level now. Vendors like Marin IT can help, but we have to monitor our own servers, and keep up with what the new threats are. The recent hacking of Fire Eye (a cybersecurity company, with aggressive fear-based marketing) I think shows that this isn't something that can be easily delegated to "experts."



Working Groups

CSWG (December 1, 2020): Jill Harris (SRPL) finished as Chair and Alicia Bell (BET) volunteered to Chair the group for 2021. The group discussed the remaining Overdrive funds, Sora implementations, virtual events, long term thoughts on reopening, and partnering with local schools to issue cards.

CWG (December 9, 2020): The group talked about the Holiday schedule and managing delivery and holds while SRPL is furloughed. They talked about reopening/closing again and RFID.

TSWG (December 9, 2020): They planned their Overdrive budget, discussed Teen Services during pandemic, and looked at Staff Picks webpage on BiblioCommons.

DRWG (December 14, 2020): Notes in next Sys Report.

---dtm/jet 12/14/20