MARINet Board of Directors Meeting
Minutes
Thursday, November 20, 2008

Board Members Present: Francis Gordon, Chair
David Dodd, San Rafael
Debbie Mazzolini, Belvedere-Tiburon
Anji Brenner, Mill Valley
Sara Loyster, San Anselmo
Mary Richardson, Sausalito

Board Members Absent: Gail Haar, Marin County Free Library

Also Present: Deb Moehrke, MARINet System Administrator
Scott Bauer (for Gail Haar), Marin County Free Library

I. **Public Comment Period** – no members of the public were present.

II. **Introduction of guests** – none.

III. **Approval of Minutes** – motion (DD/D. Mazzolini) to approve minutes as amended was approved.

IV. **Issues for future agenda**

Debbie Mazzolini: Wireless printing from library online (David Dodd also expressed interest) Deb Moehrke will send Abbot Chambers a contact who can provide a quote for adding wireless printing, and Abbot will bring the quote to the next Library Online meeting in December for discussion.

Anji Brenner would like to have a discussion at the next meeting of changing to a different computer reservation/printing/management software vendor than Library Online; Mill Valley will soon be adding Macs to their public access computers, and needs software that can work with them as well as PCs. (Mill Valley is looking at a product from Envisionware.)

V. **Old Business.**
A. **MARINet office workflow study update**
    1. Report on meeting with consultant

Debbie Mazzolini reported that Deb Moehrke and Gail Haar met with Lori Bowen Ayre at CLA, and they believe she will be good to work with; Deb will contract with Ms. Ayre, with the anticipated cost approx. $14-15,000. Ms. Ayre will not be able to start until January, with her report and recommendations submitted in March.

Deb Moehrke cited examples of things that MARINet staff has been doing, but that MARINet libraries might be able to take on at least temporarily. For example, when patrons encounter difficulty with some online services like Overdrive, their emails are directed to MARINet. While there are not an overwhelming number of these questions, they each take some time to resolve. Sara Loyster suggested that the questions could be sent to staff at the patron's home

Library, who could attempt to answer those questions, sending ones they cannot answer to the vendor's support staff directly. The consensus was that this should be done right away. Deb Moehrke needs to know who to forward such emails to at the individual libraries – who is the Overdrive expert at your library, for example. Board members will email Deb Moehrke the names of their staff to forward such questions to.

Deb Moehrke asked the Board about Library Online, which every library but San Anselmo is now using. Since so many MARINet members are using the software, is seems logical that MARINet should be supporting it, but with Phil Youngholm leaving MARINet staff do not have the resources to do this right now. Is it okay for the Marin County Free Library to support this product for MARINet during this time? The consensus of the Board was yes.

(Sara Loyster asked the Board, if any of their staff is sending people to San Anselmo for Internet Access when Library Online is down, to have their staff please let their patrons know that San Anselmo has different procedures and policies for Internet use than the patrons may be used to.)

Deb Moehrke asked if the updating of information in the Telnet interface to the catalog could be suspended. The consensus of the Board was yes.

Deb Moehrke asked about when MARINet databases have problems, would it be more effective for individual library staff to contact the database vendors directly? The Board expressed some concerns that for system-wide problems staff from each of the libraries could be trying to contact the database vendor simultaneously. The Board would rather not do this at this time, but if this or other such things become burdensome, Deb should let the Board know.

Deb Moehrke asked about federated searching progress at the libraries. Mary Richardson and Scott Bauer brought up problems their libraries have experienced with implementing 360 Search, and the lack of support from the vendor for quickly finding a solution. A problem with Biography Resource Center was particularly mentioned as not behaving well (no results or nonsensical results from searches, for example). Scott Bauer said that MCFL is considering stripping out such problem databases from being searched if the problem remains unresolved, thought that defeats the purpose of offering a federated search.

B. Shared Applications technology subcommittee representative

Scott Bauer will attend these meetings representing the interests of the libraries. David Dodd will email Scott McKown re getting Scott Bauer on the list for meetings and agendas.

C. Innovative Sale -
      1. Self-check ecommerce module
      2. Millennium scheduler and additional review file capacity

      III is having a sale on some items through December, including Ecommerce for Express Lane self-checks ($10850 if not purchased while on sale), Express Lane licenses ($3200 each if bought next year), and the Millennium Load Scheduler (which would allow automating various Millennium processes, such as updates from the database to AquaBrowser - cost of $16,500 when not on sale). The sale offers escalating discounts – 15% off two products purchased, 25% off of three products, 35% off of four. If we

purchase all three of the above – and at the same time if we purchase additional more review files – it looks like we could qualify for the 35% discount level. (Deb Moehrke distributed a spreadsheet showing the discounts at various levels/combinations of products; she also said that our III sales rep wasn't certain whether the extra review files could be counted as a part of the discount, but urged us to "go for it".)

(Additional review file capacity needed because we need a single review file capable of holding 360,000 records. Buying additional would also give us more flexibility, and 20 more saved searches.)

Motion (DM/DD) to purchase these products at the best possible discount we can get (with the 25% off discount level okay if for some reason purchasing additional review files does not qualify us for the 35% level discount.) David Dodd seconded. The motion passed unanimously.

Deb Moehrke asked how many licenses libraries need for Express Lane; please let her know by Dec. 15th so she can order then before the sale is over; billing won't be until Jan. /Feb. of next year.

(Mill Valley is looking at a small footprint PCs with touch screens and credit card swipe readers, for which Express Lane and the Ecommerce module will be prefect.)

D. Discussion of eliminating the request fee

Francis Gordon asked the Board their thoughts on eliminating the hold fee:

Anji Brenner – Yes waive the fee. This would create a lot of good will. She recommends a 10 holds at one time limit, but Mill Valley would be okay with 20 as the limit. She would like to do this right away.

Debbie Mazzolini – Yes, waive the fee. A 15-20 hold limit would be okay. Maybe look at staff limits on holds, too. {Deb Moehrke mentioned that hold limits can be based on PType.}

David Dodd – In favor of waiving the fee, though somewhat concerned about the impact of losing fees, he can make a case that the goodwill from doing this would actually increase revenues over time. He asked if it's possible for people to pay for extra holds above the limit. It does not appear so.

{Francis Gordon asked what we'll say as to why we have any limit on holds. David Dodd responded that there would be no room to hold all the books waiting for people if holds were unlimited, and Anji Brenner mentioned keeping material available for others, which is not the case when items are sitting on the hold shelf.}

{Deb Moehrke suggested that the Mylist feature – once working – could help people organize their holds better, by letting them place holds from titles stored in their list. But user interface problems and some quirky little things need to be worked out/considered before implementing the MyList feature. Mylist is active on the staging server.}

Scott Bauer – MCFL would like to eliminate the holds fee. We'd like to start our process as a trial in January (a trial, piloting the idea, can be done without Board of Supervisors approval.)

MCFL would then go to the Board to have the pilot made permanent before the start of the fiscal year.

{David Dodd asked how certain MCFL is that the Board *will* approve eliminating the fee. Scott Bauer replied that MCFL believes it likely, but given the slumping economy and the amount of money that hold fees represent, it is not a certainty that the Board would approve eliminating a source of revenue.}

Mary Richardson – Eliminating or keeping; either way would be okay.

Sara Loyster – Supports the idea of eliminating the fee, but believes that this is the wrong time to be doing this, with economy the way it is. Eliminating the fee would be a great service enhancement, and for the small amount of money involved she believes that she can get permission to eliminate the fee. But she is worried that the timing is wrong.

Francis Gordon – Yes to waiving the fee, it is a great service to offer.

{David Dodd and Mary Richardson – Do not want to go backwards. Believe that the County needs to get approval from the Board of Supervisors before the MARINet Board proceeds with eliminating hold fees. Scott Bauer indicated that MCFL could try to get permission first, but he is not certain how long that would take in terms of implementation, or how that might effect the chances of approval. Anji Brenner indicated that Mill Valley wants to move forward with waiving the fee quickly and will do it on their own if need be. The rest of Board would like the County to ask the Supervisors to eliminate the fee as soon as possible.}

The Board will revisit this at next meeting.

E. Update on Dominican progress

David Dodd – Heard from Gary Gorka at Dominican yesterday, Dominican has written their part of the grant and are sending it to David. David asked what should be written in for the MARINet section of the grant. The original grant had lots of products in it, some of which we have already purchased like AquaBrowser. We can build in funds to hire people (or III) to implement things like AirPac, or Circa ($50,000 or so price) that are included in the grant. Dominican needs a Yes/No from the Marin Community Foundation on the grant before they can move forward with their plans to join MARINet. Do we need to prioritize this list of what we want? The consensus was no, to put them in the grant without prioritizing. This will be on next agenda.

F. AquaBrowser Update

Deb Moehrke - Has posted the Taskforce's work; designed a draft of the logo for the interface. The Taskforce is now starting work on hashing out MARC-related issues – they'll be meeting next in early Dec.

Mary Richardson – what are we doing about training on other topics until March?

Deb Moehrke – We have the training materials that Phil developed, and Deb could probably pull a class together when needed using those materials. It is also possible to have the training done by someone from the individual MARINet libraries. This will be on the December

meeting agenda. The Board suggested that Deb investigate what Innovative could offer in training.

[The meeting was temporarily suspended at this point for a party for Phil Youngholm, thanking him for his service to MARINet since December. 1995 and wishing him well in the future.]

VII. New Business
A. Newsbank subscription options

Anji Brenner would like to look at Newsbank as a possible alternative to ProQuest. Newsbank has access to the IJ, which ProQuest does not, and we were informed that the price of ProQuest would be increasing, so this would be a good time to investigate alternatives.

Deb Moehrke informed the Board that she had talked with Newsbank, and the pricing for a package that was comparable to ProQuest and included the IJ was in the neighborhood of $35,000 (with Newsbank's "major newspaper package priced at $45,000.), compared to ProQuest's price of $14,000. The Board's consensus was that coverage of the IJ was not worth a price that was that much higher.

{David Dodd has found that Google's news archive is often useful for searching back issues of the IJ.}

Deb Moehrke reminded the Board that we plan to appoint a Taskforce to begin work in the spring that will review our subscriptions and possible new subscriptions and prepare recommendations by the end of 2009 for the Board to consider in their FY 10/11 budget.

VIII. Standing items for agenda
A. Reports from Committee Liaisons – No committees have met this month.

B. System Administrator's Report – Topics were covered during the previous discussions.

C. Correspondence - None

IX. Announcements

Anji Brenner – She hired two new staff on Monday: Amy Bethancourt as a reference librarian, Sean Mooney as a web librarian; Cara is now permanent as the circulation supervisor. Mill Valley has expanded the museum pass program with additional museums, and will be purchasing a museum registration software package that will let people reserve passes on their own. {Debbie Mazzolini mentioned that Belvedere-Tiburon is adding museums to their museum pass program as well.}. Mill Valley will be adding Apple Macs during their remodel, so they need to give up using Library Online which does not support Macs. They are looking at Envisonware as a replacement; Envisionware will also be introducing a POS solution in the spring.

{David Dodd asked if the company that Mill Valley is looking at – Envisonware could demo their software for the Library Online task force. Our renewal is in May; so this would be a good time to look at other software alternatives if we are going to do so.}

Deb Moehrke indicated that a previous Library Online Task Force meeting had planned on installing the update, then activating the new features to see if they addressed some of the

shortcomings we had with Library Online, or added things we really wanted. However, the time since the upgrade has been spent resolving difficulties. The group will meet soon to look at other issues.

The meeting adjourned at 12:08 pm. The next meeting is scheduled for December 18th.

Respectfully submitted,
Scott Bauer