# MARINet Board Meeting –Minutes for May 20, 2021 Meeting

**Present :** Linda Kenton, Anji Brenner, Chantel Walker, Abbot Chambers, Henry Bankhead, Joey Della Santina, Franklin Escobedo, Julie Magnus, Sarah Frye, Gary Gorka, Raemona Little-Taylor, Jessica Trenary, Dan McMahon

**Guests:** Bill Hale, Nathan Bibliotecha proposal writer, Congrats Whittier ? Lori Ayre, Taylor. Liza Massey from Marin County Digital Marin.

**Meeting is called to order at 901 a.m.**

**Public Comments:** Bill Hale comments that of 59 boards and commissions in Marin (of which he attends 7 or more), our minutes are the best of them all, and good to have in such detail if a member misses a meeting, to catch up.

**Minutes for 4/15/21: unanimously approved**

**Old Business**
**Reopening reports:**
- San Rafael Public Library is going to reopen the next phase for downtown and Pickleweed for in person service on June 1. It'll be the same hours as curbside, 45 minute limit, no furniture for sitting, masks are required, as well as social distancing. The Mall is busy, especially on Sat. There are fewer stores in the mall now.
- Marin County Free Library is going well. They are resuming in-branch services in most libraries, unless it's a site that's under construction (Corte Madera). The public is enjoying the restored services, though it's not over the library's capacity. People seem to favor in-branch services over curbside.
- Larkspur: There's not enough staff to do everything, so they are trying not to do reference when open. They're looking for better software to use for the "Booking a librarian." HR is interviewing Library Aides, and needs to do the recruitment for a new librarian soon. People still seem to prefer curbside services over coming into the library.
- Mill Valley: The library opened on May 3, now 3 weeks in and going great. Patrons are ecstatic, "you were a lifeline during the pandemic" and on getting back into the library, "I feel like I've died and gone to heaven." "All of your staff deserve a raise." No time limits are needed so far, and the library is averaging about 150 people a day. Tech-to-Go with a 30 min. limit is very popular, though users who want more time can borrow a laptop to use in the garden. Currently we're open Mon., Weds., and Friday 11 to 5, with curbside every day. Yesterday there were only 40 curbside pickups.
- Sausalito is going well, though there's not much use of Internet computers. It hasn't been crowded, so there's no problem with people overstaying their time. The Library is short staffed, there are 2 open positions and Rebecca going on Maternity leave for 4.5 months very soon, leaving only 2 staff to work.
- Belvedere Tiburon: The Library was hoping to open in late May or early June, but with construction delays, it's now maybe late June or early July. Curbside service is 6 days a week.
- College of Marin Library will reopen June 14 for summer session Monday to Wednesday, with curbside service on Thursdays from 10 to 3. There is a limit to the number of visitors, so they're

making 1 hour appointments.  The new space (in Fusselman Hall) is just a lot smaller than old library.  Summer hours are at http://library.marin.edu/blog/2021-summer-hours

- Dominican University Library: We are open for summer session on Monday, it's going to be slow.  Reopening happened fast, so lots of students are still off campus.  The Library has enough space that no limits are needed.  The Library is still not open to public at this point.
- San Anselmo: Generally, the same as everyone else, the public is thrilled and super happy to be able to walk in.  There is not a big demand for the computers.  Open hours are Weds. and Fr.i 10 to 4, 65 people a day and growing to 105 people, but they've never reached capacity at any one time.  No pushback on mask rules.  They've found they don't' need a greeter. There are no chairs at the tables, but there are chairs at computers.   San Anselmo is also short staffed, with one frozen position, another FT staff out on leave.  People walked in just to walk in and see the library.  Curbside is slowing.

Questions, is anyone planning in-person programming, what's up with summer reading?  San Anselmo is following the lead of council, so for Summer is no programs virtual or live, with all effort focused on reading and the activity.  There is No plan for storytimes yet, but its being discussed.  At SRPL there will be no programing until some positions are filled.  They are copying the County's summer reading, but stripped down, with no emphasis on prizes.  SR is signing up all the school age children for library cards. Larkspur is still virtual, with some prizes for SR.  It'll probably be Fall before in-person programs resume, the same as the City's Rec. Department.  MCFL is planning outdoor programs, storytimes and author events, starting next month.  BET has one offsite outdoor program, masked and socially distance, led by a local artist volunteer, every Friday. Mill Valley's Summer Reading is all virtual with a book at the end as a prize.  There was a discussion of public expectations though, as libraries would like to be able to pivot to some outdoor programming.  But as Summer Reading starts planning in the fall normally, they can't just kick it up so quickly.  Also, children are not vaccinated.

**RFID project update:**
We watched Lori Ayre's presentation, "Intro to the RFID Market" covering current RFID hardware that's available.
a. Selfchecks, new ones can be very sleek and nice.  There's a new form factor being used by lots of manufacturers, with Envisionware, Tech Logic and Bibliotheca as examples.  Bibliotheca's is tightly integrated with their cloud library, allowing checkouts right on the selfcheck.  There are two new vendors, D-Tech (4 models), and FE Technologies (5 form factors).  Lyngsoe/PV Supa also sells these.  Are all these selfchecks similar? Yes. But the usability varies. Lori does recommend replacing older selfchecks as they don't work as nicely as RFID based systems as those designed around RFID.  The RFID pad can be hidden as part of the table.
b. Handheld devices and apps: these are offered by Bibliotheca, D-Tech and Meescan.  These are an option for us as we aren't changing security settings for use with gates. Meescan is $4k for enterprise license.  FE tech has an app for staff, Librarian Rover, which can be on a smartphone or a kiosk for self-checkout.
c. Handheld device are not really used much for inventory in real world.  They work by loading lists onto the device from the ILS, missing, holds, weeds etc.  You then scan the shelves to find them.
d. Wands are similar to handhelds, people use these more.  All vendors are offering the same hardware, but with different interfaces, to connect live to the ILS.  These can ID items in the stacks for wrong status.  They are not very good at shelf reading as they can't read the exact order of items from RFID tags.

e. Smart shelves:  These start as low as $20k, sold by  FE Technologies and Lyngsoe.   These can do self-checkin, holds pickup, also smart return.  (Hold items on a smart shelf don't need wrap, and don't need patron names on items, which is good for privacy.)

f. Smart bookdrops, where returns get checked in by the bin.  Only sold by FE Technologies.  Beefy looking unit, inside is regular book drop.  No sorting, doesn't trigger holds, so they have Sort Assistant.  Claim is check in at 800 an hour. These are from $3k to $4k.

g. Lockers start around $20k, with 15 to 20 compartments.  They get much larger, close to $100k with more compartments.  Lyngsoe and LibCabinet have products for indoor use only, while Lyngsoe, Bibliotheca and D-Tech also have outdoor models.  (Like food vending machines, scan card, open door, pick items, close door.)  These are all basic grey until branding is applied to them.  All have compartments and a little screen.

h. Lockers with a return option.

i. Q:  Will RFID change the workflow at the circ desk?  A: Circ workflow doesn't change so much, it's just adding an RFID pad, and staff can move 3 to 4 items at once.  The pad can be embedded in the circ desk.

j. Q:  What are good options for small libraries?  A: For small libraries, Lori recommends smart return shelves, batch checkin for delivery, an app for patron self check out, sort assistant, and consider a 3-bin AMH if possible.  For batch check in (which is checking in a whole bin at once), staff have to separate holds at first.  For smart shelves, items don't need hold slips.  We'd need a central sorter to be set up for batch checkin to work.  A 3-bin AMH starts around $70k.

k. Q: What are the patron privacy implications of RFID?  A: RFID tags will just have the barcode number and an owning library code (OCLC number), but no item or patron information.

l. Q:  How should we proceed with the project, in phases?
   A:
   a. Decide on RFID, and tag everything, including new pre-processed items.
   b. Start with a central sorter, there are benefits to everyone for that.
   c. Anything you add after that improves the situation for the individual library.
   d. Other devices can make workflow in the libraries easier. Lockers are just like another branch really.  Lockers could go where we're putting bookdrops, can be a group effort.
   e. We need to find out if LinkPlus is compatible with RFID.  The tags are all compatible, but different barcode formats might not be workable for our system.
   f. Would we save a lot of money on equipment if we order all together?  Also, service contracts?  How long to get equipment?  A: Volume orders are helpful, but there's really no reason to buy everything from one vendor.  No one vendor has the best of everything.  Lori advises that we use 12% of the purchase price as the annual maintenance fee.  Different products have different delivery times, everything right now is slower, for a sorter the lead time is generally about 6 months.  For smaller equipment, assume several months.

m. Q: DUC will not retrospectively tag their whole collection, as they have a large collection and small circulation.  What type of equipment does DUC need to tag books continually as they go out?
   A: It's probably not good to store tags for a long time, as they have a shelf life of about 10 years, degrading a bit during that time.  Encoding items just as they circulation would use the same pad and software on staff stations so there's nothing special to get for that process.

**RFID decisions and report:  Jessica's document.**
   a. The recommendation is to go with Bibliotheca, $about 150k for tags, based on price.

b. The information on each tag will be only barcode, owning institution, AFI (security) is set to off as we aren't using security gates, and for "type of usage" should be set to "circulating library item" for later use, like if cards go RFID and need to be differentiated.
c. Who will do the tagging? Costs for outsourcing the whole collection are $350k to $450k, and take 12 to 26 weeks.
d. Backstage has hybrid models, and can send out a project manager, to train us.
   i. "Basic" is cheapest, around $25k, train staff to train other staff. 4 hrs. consulting per week. 40 hours total.
   ii. Estimate is 7,000 hours of tagging, or about 50 weeks with 4 FTE staff.
   iii. MARINet could possibly loan out extra hire staff to tag. Libraries should also talk to staff and volunteers about availability to tag.
   iv. Start weeding collections now, so we aren't tagging potential discards.
   v. What if we looked at figures for how to pay for full tilt tagging? We could use collection size, or the cost sharing formula. Henry suggests it would be most fair for libraries to contract directly with Backstage.
   vi. How gradual should it be? Small libraries don't have the time to weed before tagging begins due to lack of staff.
   vii. We need to know about which tags we're getting so we can have let pre-process vendors know what to start adding to new items.
   viii. Dan can do some financial workups on how we'd pay for full tilt tagging.

Board votes on vendor tags, to purchase from Bibliotheca for approximately $160k:
Yes: SAU, MVY, BET, DUC, MCFL, COM, LRK, SRPL, SAN. No: none.

How do we create a tagging plan? For the $25k option, Backstage would give us a plan. It leaves us with any options we want for staffing the tagging. We'd have to reserve the tagging stations in advance, and to know in advance how many we need.

Lori's recommendation is to buy the Bibliotheca tagging station, they are good. (Leasing is $500 to $600 a month, 3 month commitment rental for one station.

We need the staff workstations (pads and software) as well before we start tagging.

Franklin saw 4 implementations of RFID in San Diego and none of the libraries paid for tagging by outsiders, it was all done by staff. Lori says that if staff are tagging, they can also weed as they go.

MARINet will bring numbers for next month's meeting, so this decision can be made in June. It gives time to go back to libraries and see if we can muster the staff and/or volunteers for the tagging crew.

The RFID group will start working on the equipment order now.

**Digital Marin Presentation – Liza Massey**
The concern of Digital Marin is not just ensuring Internet connections, but the ability to use the connections, meaning Internet literacy and language issues aren't a barrier. This is a Marin County BOS initiative, to develop an infrastructure strategic plan.

The plan is to bridge the digital divide through infrastructure, and removal of barriers.  Another goal is that the Internet and telecom structure survives disasters of the types we commonly get.  The project is moving into needs assessment, to find gaps.  As the County didn't have a plan, they are missing opportunities for funding as a result.  5 areas in Marin have been identified as underserved, two of these are in Novato.

The issue is raised from the Board, if we provide bandwidth to projects, what about filtering?  The Canal WiFi Project is heavily filtered, which is what the schools required.  These are Decisions we'll have to make later.  Liza points out, we need the funding, but we have to live up to the requirements of the funding. If we think of anything else, email Liza.  Digital Marin is also seeking public input through their website at GoDigitalMarin.org.

**Erate Wifi**
Dan is just waiting to hear from Cenic on FCC rules changes.  We could provide more bandwidth to the Canal Project immediately if that's cleared for acceptable use under e-rate rule.

**Future Board Meetings:**
Discussion of whether future meetings should be in person, Zoom only or a hybrid?  Two board members argue in favor of continued online meetings, for reasons of being able to better understand people speaking (in part the absence of masks) and that the online format is also much more conducive to community involvement and transparency.  Our feelings aren't as important as public access.  It's also efficient for us in terms of directors' time. Topic will return next month.
Public Comment: Bill Hale says that it does make it much easier to attend meetings if they're virtual.

**Equity Discussion Pt. 1 (Chantel)**
Her report from the working group, they want a listserv to facilitate the cross promotion of DEI events, and to show our connectedness to the community.  E-mail Chantel and Julie the names of the staff people you want on the listserv.

**Equity Discussion Pt. 2 (Gary)**
Gary shared a slide show on DUC's strategic plan, "Seven Dimensions of Fostering Diversity, Equity & Inclusion."  The University has 3 members in their DEI group now, and one is from the library.  It's worth noting that Dominican's demographics are very different from Marin, as students are 72.3% female, and only 39.3% White.  (Marin is 73.6% White.)  About 34% have experienced discrimination on the DUC campus, about the same as the outside world figure.  For the library the biggest issues are inequity issues.  Many students receive financial aid to get into Dominican, but once someone is admitted, how do they afford text books and technology?  It's also known that faculty and staff don't reflect the diversity of the students, economically or racially.

**Sys admin report:**
The only action item in the Systems Report is the CWG recommendation for fines/overdue blocks for after June 30. Dan will prepare a top to bottom review of circulation changes we've done for the pandemic, including this topic, and show what's been reversed, and what is still in effect, for the June meeting.

**Topics for future agenda:**

- RFID
- Circ review of policies
- WiFi e-rate changes if any news

Next Diversity/Equity presentation is by Larkspur.  MARINet is on the list as well.

**Meeting adjourned at 11:25 a.m.**

*Minutes taken by Dan McMahon, MARINet Systems Administrator*