

## **COMPASS Users Group**

Arrowhead Library System

5528 Emerald Avenue Mountain Iron, Minnesota

Wednesday, February 26, 2020 10:00 a.m.

Minutes

**Libraries present:** Su Dabbas/Gilbert, Nancy Maxwell/Virginia, Katie Sundstrom/Two Harbors, Kelli Pelland/Baudette, Amanda St. John/ Grand Marais, Liv Mostad-Jensen/Coleraine, Cari Oberstar/Buhl, Mary Ellen Higgins/Eveleth, Sue Sowers/Hoyt Lakes.

**Libraries attending via Zoom Meeting:** Diane Adams/International Falls, Melanie Lefebvre/Calumet, Paula Chapman/Aurora, Rachel Heinrich/Ely, Ty Pulkkinen/ Hibbing; Paula Fowler/Keewatin, Lisa Pennala/Babbitt, Julie Billings/Silver Bay.

**ALS Staff present:** Jim Weikum, Mollie Standford, Shari Fisher, Chris Magnusson, Chadd Niles.

1. Welcome and introductions/ 4. What's happening at your library?! Read any good books lately?
  - a. **Chris, ALS:** Marshall school migration. Reading Variable Star by Spider Robinson.
  - b. **Jim, ALS:** Hit a dry spell in reading and looking forward to hearing what everyone else is reading.
  - c. **Coleraine:** New group of youths are settled in and using services beyond computers. Reading about whaling and law, Terry Pratchett, David Sedaris.
  - d. **Grand Marais:** Amanda hired as new director, assistant director position posted. Completed small building project. Planning community read. Reading Minnesota Library Board of Trustees Handbook.
  - e. **Baudette:** 3rd grade class that won the most reads for the winter program visited library and donated over \$100. Reviewing policies. Finishing strategic plan. Reading Know My Name by Chanel Miller.
  - f. **Chadd, ALS:** Setting up Enterprise profile for Marshall school. Building a custom slider for Enterprise to show book lists via RSS feed. Reading fantasy fiction.

- g. **International Falls:** Purchased large scanner and is digitizing newspaper collection, making it searchable.
- h. **Babbitt:** Finishing winter reading program. Working with council to install an awning on the outside of their building.
- i. **Aurora Public Library:** Piloting once-a-month Friday morning play dates. Golden tickets hidden inside books can be redeemed for small prize. Reading Canoe Country by Florence Jaques.
- j. **Ely:** Setting up a book tasting for Read Across America. Weeding.
- k. **Keewatin:** ( no report)
- l. **Calumet:** Positive solutions class for parents. Reading Level 4: Virus Hunters of the CDC.
- m. **Hibing:** Winter reading program is wrapping up. Reading Beyond Good and Evil.
- n. **Gilbert:** Updating policies. Success with outreach. Street reconstruction project starting July. Reading Jim Butcher, A to Z mysteries, Witcher series.
- o. **Eveleth:** Digitizing documents, including an annual report from 1915 that was recorded on onion paper. Creating sensory kits with ALS grant. Weekly movies and genealogy group. Reading: Terry Pratchett's Light Fantastic, & Peter Wagner's Unlock Your Dream.
- p. **Hoyt Lakes:** New portable technology lab. After hours game night brought over 100 people and achieved multi-generational community gathering. Completed a strategic plan. New logo. Reading Miss Fortune series by Janet DeLeon.
- q. **Buhl:** Planning easter egg hunt--seeking community volunteers, donations and candy. Reading the Witcher series.
- r. **Virginia:** 2020 Queen City Reads program includes book discussion, author visit with Marcie Rendon, breakfast, etc. Reading Jess Lourey, and Highland Bookshop Mysteries.
- s. **Shari, ALS:** Bestseller and crossover letters went out last week. Vacation to Norway coming up. Reading books about Norway's history and sites to see.

- t. **Mollie ALS:** Early literacy training at South Ridge. See the AARP handout; the programs are free; work with them directly. Finalizing the CE and Legacy schedules. Going to Europe for librarian training in Oxford. Reading lots of European travel books
  - u. **Two Harbors and Silver Bay:** Applied for funding increase from Lake County and going fines free this year.
2. Appoint Secretary *pro tem* for today's meeting.
- a. Amanda St. John is appointed.
3. Approval of COMPASS minutes for December 4, 2019 meeting.
- a. Nancy Maxwell made a motion to approve the minutes. Liv Mostad-Jensen seconds.
5. COMPAS and Technology Related Issues.
- a. Questions or issues with Horizon functions.
    - i. **Server relocation.** S/D is expanding servers in Atlanta resulting in minor service interruptions. The evening of Thursday March 5 there will be many outages from 8p to 4a Friday morning affecting BC Cataloging, Enterprise, MobileCirc, Analytics, and BookMyne. Friday night, March 6th Horizon will be down. ALS Staff will be on call Saturday morning as support if there should be issues reconnecting to Horizon.
    - ii. **Acquisitions data clean up.** S/D will be doing some clean up of Acquisitions data more than 3 years old for Virginia, Cloquet and Grand Rapids, and more than 7 years old for Two Harbors. This should also allow us to delete some unused collection and itype codes.
    - iii. **Overlapping menus.** Still a mystery. Happening outside of ALS, too. If you can identify actions that trigger it, report to ALS. If you experience it, close Horizon and reopen it—don't have to reboot the computer.
    - iv. **Waiving old fines** (for libraries going Fines Free). SirsiDynix offering to do it *once* for all libraries, otherwise each library needs to complete it manually.

1. Discussion:

- a. Virginia asked to wait for her library's readiness to participate.
  - b. RE: Fines Free: How do libraries deal with borrowers who only return materials when fined? Focus on all the borrowers helped, and regaining library users who stopped coming.
- v. **Lost/missing items.** Cleanup project removed 2,500+ items. ALS plans to clear items lost/missing for 7 years on an annual basis.
- vi. **Telephone notices.** They've been unreliable since the 1st of the year. The new server should make this more reliable.
- vii. **Upcoming maintenance downtime.** See the Sirsi Dynix Scheduled Server Maintenance handout.
- 1. Thursday, March 5: No BC cataloging. Enterprise may not show OverDrive content. MobileCirc may not connect. No analytics data available until Saturday. Some impact to Bookmyne.
  - 2. Friday night March 6, Horizon will go down after libraries close.
  - 3. Saturday, March 7: Open libraries may have Horizon/Citrix issues in the morning. Enterprise will only have OverDrive content. Horizon may not be able to authenticate users for Overdrive downloads, etc. Chris and Chadd will be on call! 748-2166.
- b. **Horizon updates.** The next update will improve how we control passwords. ALS may encourage unique staff logins to improve libraries' security.
- c. **BLUEcloud products.**
- i. **MobileCirc update issues.** Can't use it for inventory right now because of a bug. Wait for the fix (couple weeks?) or you may scan thousands of items for nothing.
  - ii. **BC Cat search improvements.** To accelerate Smart Search results, ALS reduced the number of fields it searches. If you need another field added

back in, tell ALS. BC Central update comes out next week—manual notes aren't showing up yet.

- d. **Marshall School migration to Horizon.** Going fast. Policies are set. All borrowers and items are loaded in Horizon. Entering a test phase. Scheduled to go live March 16. They have about 4,000 new-to-ALS bibliographic records.
  - e. **Enterprise & eResource Central (eRC).**
    - i. **Enterprise “accordion” feature.** Changes the Limit Search Results panel on the left. You now select the facet you'd like to expand.
    - ii. **New Carousel feature being tested.** See Winnipeg Public Library's Enterprise room. Create unique reading lists using RSS feed. Then display in your carousel. Enterprise 5.0.2 update will allow it to work.
  - f. **Balance of ALS materials budget for OverDrive: annual budget divided equally each month.** Nothing changed here. When your bestseller and crossovers come back they will reflect and you'll know more in May.
6. “Round-robin” questions of the day?
- a. **Are ALS libraries interested in participating more actively in the Macmillan embargo?**

No one conveyed strong interest. Comments included: Patrons aren't complaining much; OverDrive usage is skyrocketing; because Macmillan manages several dozen imprints, an embargo would make it difficult for customers to access popular titles or authors. FYI: Our Overdrive account automatically purchases up to 10 additional copies when the holds queue goes high enough.
  - b. **How are other libraries managing issuance of new children's borrower cards when families already have outstanding fines or fees?**

Comments included: Focus on the individuals rather than the family group; continue to structure policies and practices for the common good rather than a few exceptions.
  - c. **May we have an update on getting Blandin Foundation to fund a consultant for the development of ALS libraries' strategic plans?**

Jim reported: Blandin is more interested in considering a capacity-building proposal, where library staff receive training on how to conduct their own strategic planning processes and the skill is then built into each of the libraries.

## 7. Library Issues.

- a. **Public library annual reports.** Monday, March 16, 9AM – noon is an in-person help session at ALS. For any support needed, call Mollie or email. Verena at State Library Services is great, too.
- b. **New delivery codes.** New delivery code sheets: Marshall added and Iron Range Research Center goes down to 1 delivery day.
- c. **Website with resources for dealing with homeless patrons.** See handout. Know that it exists and it's powerful. The ALS Professional Collection has the physical book by Ryan Dowd that goes with it.
- d. **School outreach: Digital card, Teacher cards, Juvenile fines.** Mollie's working on these. Wants to merge some digital collections. Seeking to have digital cards available for all 33 schools in the region. Access to MackinVIA needs a committee.
- e. **Legacy Programming:** everyone should have the final schedules through September. Searching for a November program. Mollie hopes to finish by April. If you need more information for community ed, contact Mollie.
- f. **ALS Facing the Future Summit 3.** Save Wednesday, May 13 for the summit. State Librarian Jen Nelson's keynote speech is MN Libraries 101 and features content from the trustee workshop and MN history. Location is TBD. All library types, Friends and Trustees are welcome.
- g. **Additional topics:**
  - i. **CE, Save the Date:**
    1. 2/27 - 2/28 ALS is hosting the PLA virtual conference at HQ.
    2. Tuesday April 21 10 - 3PM, State Library Services is providing staff trained in youth and childhood development to share critical skills for engaging programming for youths.

3. In October, ALS is providing a 4-part webinar series for customer service training. It will be archived. Topics: Intro to Great Customer Service, Ethics, Dealing with Hostile and Dangerous Users, and When the Library Makes Mistakes.
  4. Oct. 28<sup>th</sup>, Pam Ohara teaches a book repair workshop following the compass meeting.
  5. MLA Conference is October 1-2nd in Duluth.
- ii. **RE: Homelessness website; what about Dementia issues?** Comments: Try the homelessness website's *Delusional* segment; Take the Monday, April 27 full day workshop in Grand Rapids for Whole-person librarianship; Consider establishing a vulnerable adult policy.
8. Next meeting: May 27, 2020.
  9. Adjourn.

**Documents from today's meeting are also located on the ALS Google Drive:**

<https://drive.google.com/drive/folders/1TfIHZyXGmp47Tef90led00TgU4DF9mmA?usp=sharing>