

April 19, 2022 CCLINC Steering Committee Meeting – Minutes

Time: 2:00pm

Attendees

Teresa Frohock (Rockingham CC) Steering Committee Chair - present

Alicia Hartley (Caldwell CC) Vice-Chair - present

B.J. Thompson (Central Carolina CC) Past Chair - present

Stephanie Bowers (Pitt CC) Cataloging/Serials Subcommittee Chair - present

Lisa Dees (Wake Tech CC) Lending Services Subcommittee Chair - present

Amber Jacks (CCCTI) - Reference/Instruction Subcommittee Chair - present

Jennifer Mincey (Wake Tech CC) – Reports Subcommittee Chair - present

Vacant – Training Subcommittee Chair

Mary Anne Caudle (Martin CC) District 1 Representative - present

Stephanie Bowers (Pitt CC) District 2 Representative - present

Lisa Shores (Rowan-Cabarrus CC) District 3 Representative- present

BJ Thompson (Pitt CC) District 4 Representative - present

Dana Glauner (South Piedmont CC) District 5 Representative - present

Alicia Hartley (Caldwell CC) District 6 Representative - present

Colleen Turnage (NCCCS) Director of Library Services - present

Drew McNaughton* SirsiDynix System Administrator - present

Kathy Davis* (NCCCS) Director of Distance Learning and Change Management - absent

Touger Vang* (Montgomery CC) CCCLA Representative - absent

**Non-voting member*

Vacancies: Training Subcommittee Chair

Minutes for the 2/15/22 meeting were approved by e-mail and posted on the NCCCS website

No March meeting due to the NCCCLA Conference

OLD BUSINESS

- I. **Cooperative Agreement**— Staci, Joel and former Gaston CC Public Services Librarian, Libby, will be meeting with Cheryl Kaminski, Associate Legal Counsel for the System Office, on October 26 to finish going over the Cooperative Agreement so that it can be sent out to Directors and Presidents for signing.

October 26, 2020: At the meeting with Cheryl, we were notified by Cheryl that the Cooperative Agreement was being “cancelled” per, former SVP and CIO, Jim Parker.

November 16, 2020: Joel, Staci, and Libby (former Gaston CC Public Services Librarian) met with Jim Parker (former SVP and CIO) and Kathy Davis Monday, November 16 to discuss the “cancelling” of the Cooperative Agreement.

Steering Committee Agenda—April 19, 2022

Staci, Libby (former Gaston CC Public Services Librarian), and Joel will be meeting with Cheryl and Kathy Davis to go over the Cooperative Agreement once more on December.

Outcomes of the meeting with Jim Parker (former SVP and CIO):

- We have permission from Jim (former SVP and CIO) to finish revising the Cooperative Agreement with Cheryl.
- Jim (former SVP and CIO) would like Joel (or another representative from the CCLINC Steering Committee—most likely Staci or Libby (former Gaston CC Public Services Librarian) to sit on the Enterprise Resource Planning (ERP) team at the System Office that includes other representatives from his area. This is a huge win for our consortium and, Joel hopes, will allow us stronger communication with the SO and the ability to voice issues we have.

December 2, 2020: Staci, Libby (former Gaston CC Public Services Librarian), and Joel met with Cheryl Kaminski and Kathy Davis. Cheryl made the group aware that she was very involved in other projects at the time and did not have time to review the Cooperative Agreement. Another date would be set in the future to go over potential changes and updates to the document. Both Kathy and Cheryl voiced their desire to a) encourage non-CCLINC libraries to join CCLINC, and b) that the Steering Committee should work to recruit new voices who have not previously been associated with the committee. Another reminder was given that the System Office is responsible for the contracting and payment of the ILS and subsequently the overall prerogative for the consortium.

February 16, 2021: No new contact.

May 25, 2021: Colleen last heard that the current Cooperative Agreement will stay in effect.

Per Kathy Davis—revising the Cooperative Agreement is on hold while legal wraps up EOY efforts. Follow back up with Cheryl K. in a month.

April 19, 2022 updates / follow-up: None

- II. **CCLINC privacy statement/policy.** —*Liza Palmer (Brunswick) I am wondering whether CCLINC has a privacy statement/policy that details what information about users is stored, for how long, etc.? If not, could the Steering Committee consider crafting one that all member libraries could point toward?*

Due to the lack of time, this item was not addressed during the February meeting. I found a couple of sources that you may look at prior to the meeting if you wish: ALA Library Privacy Checklist

<https://www.ala.org/advocacy/privacy/checklists/OPAC> and sample privacy policy: <https://www.nypl.org/help/about-nypl/legal-notices/privacy-policy>

Discussion: Several issues were discussed regarding the privacy statement, the most important of which was whether a privacy statement was needed for the consortium since many colleges have their own privacy statements on their college websites. It was also suggested that any potential privacy statement be run by the system office legal team. Due to the number of items on the agenda, Drew offered to send Teresa the Sirsi/Dynix white paper, and Teresa will come up with a sample privacy statement. The committee agreed to move this item to the May agenda.

- III. **The User, Missing Items, now has over 4500 items associated with it [4524 as of 7/8/2021]. Currently, we ask that schools utilize Missing Reports to keep the list clean.** —Libby Stone (former Gaston CC Public Services Librarian)

Background: *From the cataloging committee's document, "Best Practices for Dealing with Missing Items:"*

Missing Reports. List Bibliography works best for running reports of missing items. (List Bibliography reports must be scheduled to run overnight to avoid tying up the server, which is used by all CCLINC schools.) You can set the report up for items set to missing during a specific date range, or just in one collection, or whatever you want. Running the report by collections gives you smaller lists to work with. Once the reports have been run, you can examine them for items that you would want to replace. Sometimes an item is "missing" because it was already weeded and was not deleted during that process. Some items may have already been replaced. Some items may be out of print. You will need to analyze this data to know how to proceed.

Establish a regular schedule for running missing reports. The more often you do this, the fewer items you will have to deal with at one time. The System Office can help you set up this report if you don't know how.

Discussion: Drew has been looking at long overdue reports. It may be that one final notice could go out to the location that marked it missing.

Jennifer has a template for "missing" items and "missing" user that she will share as well. She uses the reports "List Users with charges" and "List Items" reports with location "Missing."

Drew has created a new report in Blue Cloud Analytics. It still needs some refinement and he has not created instructions for the report since it is pretty straightforward but he can work on defining the steps. Jennifer's templates are pretty easy, as well, but Drew can work with her to define the steps for those that need them.

Drew also created a document that explains the value of Missing and Lost User
[the document is attached to the minutes as Addendum A.]

Missing user is set not to increment the item record charge counter. However, when running reports, the Missing user still needs to be excluded from any Transaction Statistics reports so that the actual charge to the Missing location is not counted.

Jennifer Mincey (Wake Tech CC) created templates in Symphony for reports for Missing Items. If you need more options, then contact Jennifer or Drew. Jennifer's reports are specific to Wake but the libraries can reconfigure the reports to their specific library.

- IV. **Summon added the filter option of "Physical Books in Library Catalog" so they could separate physical books from eBooks in results. Currently, it appears as if that results list is almost the same as the filter "NC Community Colleges Shared Book Catalog."**
—Mary Anne Caudle (Martin CC)

At the February meeting:

- Drew mentioned there are 3 components with this: Summon, NC LIVE and the catalog. He will work with consultants to adjust the data dump and the items that get pushed to Summon. This will not address the NC LIVE loads.
- Drew suggests we look at Enterprise as the main discovery tool and link to Summon as necessary.
- Joel will reach out to ExLibris and NC LIVE to figure out the print book feature.

March 25, 2022: Lindsey Leonhard, ExLibris support, stated the following: *"I think the filter is working as designed, but possibly the records themselves may need an update (but there was a recent update, so that surprises me) or possibly a mapping issues is causing this. I'm working at pinning it down, but it is going to take a bit more time. I will keep you posted!"*

Mary Anne will touch base with Joel and this issue will be placed on the May Steering Committee agenda.

- V. **Circulation Wizard Categories 3, 4, and 5 have identical policies: Day, Distance, Evening, Female, Full-time, Male, and Part-Time.** Drew suggests that if colleges were not utilizing the categories 3, 4, and 5 in the circulation wizard, then he would suggest User_Cat3 as the appropriate category for these policies. He also would like to discuss removing gender as a defining category since a m/f dichotomy does not adequately cover the various gender identities.

BJ surveyed the schools to see if any were using the policies in these categories. Twenty-six colleges responded to the survey. I attached the full report to the minutes as Addendum B. A majority of schools don't use categories 3-5.

Of the two schools that do use the policies, Piedmont uses Full-time/Part-Time and Isothermal uses Male/Female. They both use Category 3. So we can easily assign the policies for Day, Distance, Evening, Female, Full-time, Male, and Part-Time to User_Cat3 without disrupting anyone's reports.

The second part of Drew's request was to eliminate the male/female policies. Isothermal does use these policies and removal will affect their reports. So at this time, we might want to go ahead and keep the Male/Female policies.

Motion: Mary Anne moved and Colleen seconded that the consortium **Maintain the circulation policies Day, Distance, Evening, Female, Full-time, Male, and Part-Time in the Circulation Wizard User_Cat3.**

Motion passed unanimously.

- VI. **Cataloging Subcommittee suggests adding a policy for "OTHER" to Item Category 5 in the Call Number and Item Maintenance wizard:** There was a request from membership that "UNKNOWN" in Item Category 5 be changed to "OTHER."

Drew suggested leaving "unknown" and adding "other" rather than replacing "unknown" due to removal of "unknown" might cause problems within the Sirsi/Dynix system.

Motion: BJ moved and Dana seconded that **"Other" be added to Item Category 5 in the Call Number and Item Maintenance wizard for awards.**

Motion passed unanimously.

NEW BUSINESS

- I **Sirsi System Upgrade**
 - Test server - May 31st
 - Production server - July 25th

- II **Quarterly training discussions**

Steering Committee Agenda—April 19, 2022

The first session will be on using the SirsiDynix Support Center (SDSC) and Mentor training, as well as a brief discussion about testing the Symphony upgrade on Marvin (test server) **Tuesday, May 10th at 1:00 pm.**

- Our Library Relations Manager (LRM) and Drew will be presenting.
- The session will be recorded.

Subcommittee and District Reports

District Reports:

District 1—Mary Anne Caudle: meeting in March elected new officers

District 2—Stephanie Bowers: meeting in March elected new officers

District 3—Lisa Shores: meeting in March elected new officers

District 4—BJ Thompson: meeting in March elected new officers

District 5—Dana Glauner: meeting in March elected new officers

District 6—Alicia Hartley: meeting in March elected new officers

Lending Services – Lisa Dees: no report

Cataloging/Serials – Stephanie Bowers: no report

Reports—Jennifer Mincey: Jennifer worked with Colleen and Drew to configure reports for Missing user. Jennifer will answer any questions as they come in and gave a big thank you to Drew and Colleen for their help

Reference/Instruction Services—Amber Jacks: No report

Training—vacant: It was discussed as to whether we needed anyone in this position since most colleges now train their staff in-house or utilize Zoom training with either Drew or Colleen. It was also noted that the composition of the Steering Committee had changed at other times. Teresa will look at the make-up of the Steering Committee to see if we can drop the Training sub-committee.

Next meeting will be May 17, 2022

Meeting adjourned at 3:10 p.m. and I'd really like to thank the Steering Committee for moving so quickly through such a crowded agenda. –tf

Addendum A

Missing and Lost Users

Both the Missing and Lost users allow the library to effectively manage their collections by leveraging the system to control how missing and lost items are handled.

The MISSING user is traditionally used when items cannot be found on the shelves. The Mark Item Missing wizard is the preferred tool for managing these situations.

The Mark Item Missing wizard is used to check out an item in the catalog to MISSING. You may decide that an item should be marked as missing if the item cannot be found or when the item has been charged to a patron and is long overdue. Marking the item as missing indicates that the item may not be lost. Charging the item to MISSING alerts staff and shadows (hides) the item from the public to prevent futile efforts to locate this item.

The LOST user is traditionally used when items are checked out to users and cannot be found or are claimed returned. The Mark Item Lost wizard is the preferred tool for managing these situations.

The Mark Item Lost wizard is used to mark an item in the catalog as Lost and change the item's current location to LOST-CLAIM without discharging the item from the patron's record. When you mark an item as Lost, you have the option of creating a lost item bill and assessing a processing fee.

When an item is marked as Lost, SirsiDynix Symphony does the following:

- Shadows the item in the catalog so that other users will not inquire about the item
- Prevents holds from being placed on the lost item
- Prevents items from being recalled or used to satisfy a hold
- Keeps the item on the patron's record until the lost item bill is paid, forgiven, or waived, or item is returned to the library
- Maintains the current location of LOST-CLAIM until the item returns to circulation

Note: Please use wizards or reports to mark items missing or lost. Avoid changing the item locations manually since this can have potential negative effects on how the system performs.

You can find more information on the Mark Item Missing wizard and the Mark Item Lost wizard by opening the wizard and clicking Help in Common Tasks. You can also accomplish this by opening the wizard -> clicking Help in the upper ribbon -> clicking context.

ADDENDUM B

Director/Dean/ Representative Name	Director/Dean/Library	User Cat3	User Cat4	User Cat5	Will removing the gender policies from categories 3-5 impact your reports?	Comments:
BJ Thompson	Central Carolina Community College	NA	NA	NA	No	
Jenny Thomas	jstomas@randolph.edu	NA	NA	NA	No	
Paul Goodson	Pamlico Community College	NA	NA	NA	No	
Ali Norvell	Blue Ridge	NA	NA	NA	No	We stopped collecting gender a few years ago. I don't feel it's an important metric.
Carl Danis	Sandhills Community College	NA	NA	NA	No	
Mary Gomez	Mary Gomez	NA	NA	NA	No	We only use category 1 and category 2.
Jon Wilmesherr	Mayland CC	NA	NA	NA	No	
Bill Kinyon	Haywood Community College	NA	NA	NA	No	
Dana Glauner	South Piedmont Community College	NA	NA	NA	No	
Maria Luisa Saldarriaga Osorio	Surry Community College	NA	NA	NA	No	
Jason Setzer	Davidson-Davie	NA	NA	NA	No	
Coastal Carolina Community College	Sally Goodman	NA	NA	NA	No	
Michelle Milliken	Sampson community college	NA	NA	NA	No	
Staci Wilson	CVCC Library	NA	NA	NA	No	
Alison BEard	Caldwell	NA	NA	NA	No	Yes, remove gender as a defining policy! Great idea!
Don Miller	Vanessa Bass, Coordinator, Library Services	Full-Time, Part-Time	NA	NA	No	

Steering Committee Agenda—April 19, 2022

Director/Dean/ Representative Name	Director/Dean/Library	User Cat3	User Cat4	User Cat5	Will removing the gender policies from categories 3-5 impact your reports?	Comments:
Mary Anne Caudle	Martin	NA	NA	NA	No	We have not used these categories for at least the last nine years, and we are fine with the suggested changes. But I wondered about something: We remove users if they haven't used their card in five years. But if the user categories were used in the past for a person with a lost item on their record, so we haven't deleted that person's record, will that derail things when Drew makes the changes to the user categories? I wonder if SIRSI will let you make changes if there is something in a category?
Charles Wiggins	isothermal	Female, Male	NA	NA	Yes	Only Cat3 as that is the only one we use.
Wendy White, Director of Library Services	Craven Community Colleg	NA	NA	NA	No	
Colleen Kehoe- Robinson	James Sprunt CC	NA	NA	NA	No	
Dr. Harry Cooke	Pat Hull for Harry Cooke	NA	NA	NA	No	
Maryellen O'Brien	Robeson Community College	NA	NA	NA	No	
Kris Stultz	Brunswick Community College	NA	NA	NA	No	
Robert James	Nash	NA	NA	NA	No	
Rachel Whitener	Tri-County Community College	NA	NA	NA	No	
Julie Humphrey	Durham Tech	NA	NA	NA	No	