

## Minutes of the SEO Advisory Committee Meeting

September 29, 2009

The SEO Advisory Committee met at the State Library of Ohio on September 29, 2009. The following were in attendance:

Jeff Yahraus, BBR, Chair

Linda Hren, NCT

Jeff Winkle, FIN

Heidi Fletcher, MSL

Ann Riegler-Coursey, NMA

Lorrie Wheeler, CUH

Nancy Kelley, WAY

Eric Taggart, CPL

Dianna Clark, SEO

Paula Bucu, SEO

John Stewart, SEO

Absent: Sandi Thompson, PPL, Co-Chair

Chair, Jeff Yahraus, called the meeting to order at 10:38 a.m.

### Welcome New Members

Jeff Yahraus and Dianna Clark welcomed the newest members to the Advisory Committee. They are Eric Taggart, Director of Coshocton Public Library, Ann Riegler-Coursey, Director of New Madison Public Library, Linda Hren, Director of Newcomerstown Public Library and Jeff Winkle of Findlay-Hancock County District Public Library.

### Approval of Minutes

Nancy Kelley moved and Heidi Fletcher seconded the motion to approve the May 6, 2009 minutes. Motion passed unanimously.

### Binders for Members

A binder was created by Paula Bucu, SEO Library Center, for the convenience of each member of the committee. The binder includes the State Library Agreement (sample), Principles of Cooperation, Advisory Committee, Advisory Term Expires, Advisory Agreement, Library by Size, Advance Reader, Browsing Collection Guidelines, Cataloging Policy, Collection Development Policy, Purchasing Guidelines, Request for Reconsideration, and Minutes/Financials/Recommendations.

### Financial Update

Diane Fink, Head of Fiscal & Business Services, distributed budget/expenditure statements for Fiscal Years 2008, 2009, 2010 and 2011, revenue/cash balance statements for Fiscal Years 2009 and 2010, a summary of Fiscal Year 2010 license revenue by library, a summary of requested/funded amounts for the State Library FY 2010-2011 Biennial budget, and a summary of State Library budget reductions since FY 2002. For detailed financial statements, go to <http://library.ohio.gov/SEO/Governance>.

## **US Cargo Delivery Days - Update**

Diane Fink reported that they are finalizing a document to reflect all of the changes (decrease in delivery days, cancellation of service, etc.) that have occurred with US Cargo over the past several months. There has been a huge decrease in the number of days of delivery from approximately 1,300 stops to 1,090 stops for public libraries. US Cargo is working hard to accommodate the needs of the library, especially due to the budget restraints of many libraries. Paula Buco will update the 3-letter code list to reflect what changes have been made to member libraries and post an updated list to the wiki.

There was some discussion on the concern regarding changing the loan periods. It was decided that it will be too hard for each location to keep track of who is open on a particular day and who is closed. Each location should operate business as usual (don't hold onto material) and not worry about delivery days for each library.

There was some discussion on a letter libraries are receiving from a correctional facility requesting material. This non-member correctional facility chose not to participate in the annual agreement for a fee of \$500. It is recommended that you do not lend material to this correctional facility. However, if you contact the correctional facility either by email or phone, you can suggest other options such as, placing holds on another record (if applicable).

Diane Fink mentioned that the US Cargo contract for the provision of delivery services for Ohio libraries is for a one year (7/1/2009-6/30/2010) period. During FY 2010 (7/1/2009-6/30/2010), the State Library plans to meet with the Department of Administrative Services/State Purchasing regarding options for statewide delivery services. Both the State Library and OhioLINK use US Cargo as their vendor for delivery services. It is anticipated that an RFP will be issued for the next contract period which will begin on July 1, 2010. The State Library has been contacted by other vendors that have indicated that they could provide delivery services similar to US Cargo.

## **Principles of Cooperation**

SEO has had numerous occasions where questions were asked if there is anything in writing about various consortium functions. It was recommended that a document be developed listing broad 'Principles of Cooperation'. At the May 2009 meeting there were some minor changes to the document. Nancy Kelley made a motion that the committee reviewed and agreed the revised Principles of Cooperation as edited. Jeff Winkle seconded the motion. Motion passed.

## **Fee to non-participating libraries - Update**

To date, 56 libraries that have signed an agreement and agreed to pay the \$500 annual fee for interlibrary loan of SEO Consortium materials. An updated list will be posted to the wiki.

## **Catexpress Marc Record Purchase**

At the May 2009 meeting there was discussion regarding the concern for a different formula or rate for charging the member libraries for the download of CatExpress marc records. There is a wide variant of records being downloaded by the member libraries with large quantities going to only a few but with all libraries benefiting from the records. As requested by the committee,

Dianna has sent to the member library directors a report at the end of each quarter the CatExpress marc records downloaded.

As a result, the committee decided that a formula breakdown is necessary. The breakdown will be based by large, medium, small libraries and will consider the amount of preorder records bought at the beginning of each fiscal year by the SEO Consortium. Dianna will send an email to the committee with different scenarios. The next meeting the committee will vote which scenario will be best for the members. This new formula will take place July 2010.

### **OLS MORE – SEO Responder Update**

SEO is now a responder to the OLS MORE. The current release Horizon has NCIP which allows the Fretwell Downing software to request and checkout on Horizon automatically. During the first four weeks that SEO participated as a responder, 310 items were sent to libraries using MORE. There still is an issue where at times the statuses are not correct. Otherwise, NCIP is working well. The goal now for SEO is to become a requestor. This will allow SEO to be a good resource for training of the membership to allow for participation consortium wide.

### **On Order Records**

A member library approached Dianna regarding options for ‘on order’ records other than using Horizon acquisitions. An option may be to use negative barcodes much like ebooks, Digital Shoebox or Learning Express on the morning file of CatExpress records. This would allow for borrower requests before items are added. For those interested libraries, they would add the marc record at the point of ordering instead of when the book was received. Dianna will send information to the directors about this option. SEO will take care of maintenance of the –barcodes.

### **Evergreen test – Update**

Evergreen ILS is an open source integrated library system. SirsiDynix announced March 2007 they would not further develop Horizon products which prompted concern in the Ohio library community and prompted this project.

SEO’s role in this grant is to make available a test environment for the Ohio library community to evaluate the Evergreen ILS as a viable option.

The grant was awarded to Ohionet on behalf of the State Library with Ohionet serving as the Administrative and Fiscal agent for the project. The grant included the purchasing of equipment, installation, power upgrade and using ¼ of SEO’s data to migrate (250,000 bib records/holdings from 10 locations). The deadline for the grant is September 30. The system is supported by Equinox Software, Inc.

Eric Maynard from Holmes County District Library was awarded a mini LSTA grant. He will be creating a crosswalk document outlining functionality of Evergreen based upon SEO’s 2005 RFP.

There will be information provided on the State Library website containing a link to the document, where to install the client, and guest login credentials with local administrative rights.

## IT Updates

### Social Security Numbers in Borrower Records

The State of Ohio law (HB 104) dictates that in the event of a database breach which contains *personal information* by unauthorized sources will be required to notify news networks, notify media news papers, notify the Attorney General, notification on our website, if more than 1,000 records are breached, notify ALL consumer reporting agencies in the US, and notify within 45 days either by email or phone everyone who may have been effected by the breach.

According to State law if your database contains “personal information” then it will be subject to this law.

For data to qualify as “personal information” it must include these elements:

First and last name AND ONE OF THE FOLLOWING:

- a. **Social Security Number**
- b. **Driver’s License Number**
- c. **State Identification Card Number**

Therefore, if we do not maintain data A-B-C, we will be exempt from the requirements.

SEO does not control the network security for each library location. We need to keep our database free of sensitive personal information. There are 15,506 social security numbers stored on our database. Some libraries were under the understanding that Unique Management required this information for debt collect. In fact, they do not require the retention of “personal information”. The only information Unique Management needs is name, address, phone, date of birth, and details of borrower’s debt (i.e. what was checked out and what fines and fees they have). There are 16 libraries actively collecting data (9 libraries collecting social security numbers and 7 libraries collecting driver license numbers).

Ann Riegler-Coursey made a motion to remove all “personal information” within 30 days and to abide with House Bill 104. Lorrie Wheeler seconded the motion. Motion passed

John Stewart will notify each location by email that has been actively collecting sensitive personal information to make them aware of the change.

### New Locations

There are two library locations joining SEO: Newark Public Library in Licking County and Granville Public Library. We are in the profiling process now. They are planning to “go live” in December. Their collections will be migrated in to our database since they also are on Horizon 7.4.2 release.

On September 16 Chillicothe and Ross County visited SEO to explore their option to joining a consortium. They had to close their Northside Branch where all their network equipment is housed. They will make a decision in October.

## Notices – paperless

Several locations have chosen to go paperless. All notices will go email. If the borrower does not have an email, no notice will be sent. You have an option to have a message print on a receipt.

## Membership fee

The budget cuts have put everyone in a desperate mode on deciding what to strike out from their budgets. Memberships fees are based on the number of clients installed with Horizon or are used for public access to the Horizon database. Several libraries have decreased the number of clients they are using which has resulted in a decrease to 889 from last year's total of 928. This is a loss of \$37,050.

Dianna explored the formulas that other library consortia use to determine membership fees and all resulted in a large increase from the current charges. Most of them were using a combination of circulation, item and borrower counts. The committee decided that using the client count was best and decided for next fiscal year to freeze the license counts as they are now unless of an emergency, to possibly increase the charge of each client to \$1,000 and the minimum license count would be three. There currently are 5 library systems with a count of two and will be grandfathered in at that count. They will revisit these decisions at the January meeting.

## Items too late for agenda

With all the changes being made with U. S. Cargo contracts, SEO IT staff has been receiving calls regarding the circ history. When items exceed the 3day circ history limit, the borrower information is no longer available. It was asked that the Advisory Committee revisit extending the circ history from 3 days to 5 days. The committee discussed the concern and decided to leave the current 3 days for circ history as is.

Heidi Fletcher had asked if it was possible to add photos on the wiki for examples of wrong ways of packaging materials in cargo. We are limited on what can be done on our free version on the wiki. However, John will explore options to adding photos.

## Adjournment

Heidi Fletcher moved to adjourn the meeting and Lorrie Wheeler seconded the motion. The meeting adjourned at 2:05 p.m.

Respectfully submitted,

Dianna Clark