MVLS/SALS Joint Automation Project
Joint Automation Council Meeting November 13, 2024, 9:30 am
Meeting at SALS
Draft Minutes

Present: Beth DeMidio, Sara Dallas, Guin Forshey, Alex Gutelius, Kari Kakeh, Michele Largeteau, Eric Trahan (virtual), Erica Wing, Teresa Pavoldi

Virtual Guests: Don Flinton, Maria Cancro, Nicole Hemsley, Kathy Naftaly, Jack Scott, Trevor Oakley, Kim Zimmer, Jen Ferriss, John Hess

Council Chair Alex Gutelius called the meeting to order at 9:36 am.

Kari Kakeh moved, and Sara Dallas seconded the approval of the July 10, 2024, minutes of the JA Council meeting. The motion passed.

Sara Dallas moved, and Kari Kakeh seconded the approval of the September 11, 2024, minutes of the JA Council meeting. The motion passed.

Eric Trahan reviewed the July, August, September, and October 2024 financial statements. Eric Trahan moved, and Kari Kakeh seconded a motion to receive an audit. The motion carried.

Payment Warrants for July, August, September, and October 2024 were reviewed. Eric Trahan moved, and Sara Dallas seconded a motion to receive for audit. The motion passed.

Project Managers Report

PC orders: The end-of-year group order was announced, and the deadline was last Friday. This order is smaller than usual – about 45 PCs and laptops.

The minimum and recommended PC requirements document was updated on the JA intranet and shared with the technology staff of Clifton Park- Halfmoon, Crandall, and Saratoga Springs libraries.

JA sent a third reminder regarding the PC models that will no longer be under JA support as of 12/31/2024 – G5 models (HP EliteOne 800 G5 All-in-One and HP EliteDesk 705 G5 Mini).

Windows 10 support: Microsoft announced that, as of October 14, 2025, they are ending support of Windows 10. This means that they will no longer issue security updates or fixes. Because of this, it would be unsafe to continue using Windows 10 computers after that date.

JA announced this in September, along with the information that any currently supported PC models can be upgraded to Windows 11 for free.

JA staff has been updating many PCs to Windows 11. Staff PCs can usually be upgraded remotely, and public PCs must be reimaged.

III / Polaris contract: The current contract with III ends on 12/31/2024. Michele has been working with III sales on a new multiyear contract. Every time the contract is renewed, III changes how it structures its contracts. This time, they do bundles and population-served tiers. Unfortunately, the decrease in population served with SCPL leaving remains the same tier we are in.

In negotiating for the bundle that includes everything we have now, Michele got a 12% discount off of what was paid this year, with increases for years 2-5 (2%, 2.5%, 3%, 3%).

An available bundle includes Vega Discover Premium (an enhanced catalog interface). There was definite interest in the past, which came up again in the ILS Features Ad Hoc committee meetings. One nice feature is how a title displays multiple tabs that offer different formats (book, large print, audiobook, DVD, etc.). The other product included in this bundle is Innovative Mobile, a mobile app for patrons.

A demo with III staff is scheduled for 1:30 11/13/24 via Teams, and the information was shared with member libraries.

JA is seeking feedback from the member libraries on their interest in these products.

There is a one-time set fee of $27,280 and an increase in the annual cost of $27,335) for this bundle. (Pricing is good until 3/31/2025)

Printers in Polaris staff client: There was an intermittent problem with printers not showing up or taking a very long time to be available with the Polaris client. JA has been working with III on this issue for some time, and they have tried several things. On October 24th, III added a second terminal server to load and balance the RDP connections, which helped with this printing problem.

New MFA option: FIDO2 security keys (USB devices you can keep on your keychain) uniquely identify an individual and require a PIN. This is a very good option for users who do not have or want to use a cell phone. The Yubico key is available for $25 on Amazon. It may be a good option for shared accounts.

Generator painting: Many contractors were approached to get a quote to paint the generator's shell. Only one contractor, Anderson Equipment Company, responded with a quote of $3,098.67. This will be put on hold until the spring.

Library projects: Amsterdam building—Chris Mundell has provided temporary wiring as the renovations have progressed. He recently met with AMS, contractors, and Adirondack Cabling to provide updated wiring quotes.

Email-to-text problems for patrons: Problems are continuing with email-to-text (email-to-SMS). Network carriers are phasing it out due to recent legislation aimed at curbing spam. As a result, text messages are either delayed or blocked.

On 11/4, libraries reported a much higher number of bounces. This is difficult for the JA to detect and or monitor. A library staff member forwarded the message to Chris, giving him the information to request that they unblock us. This may be what stopped the problem, or it may have stopped on its own. Verizon has not been helpful at all with the problem. It would be beneficial if staff saw an influx of many bounces and forwarded one of the bounces to Chris.

Polaris SMS/Telephony products: A consortia cannot use this product. JA staff will investigate other third-party options to replace email-to-text with true SMS.

Quipu eCard/self-reg changes: There will be changes to Suffix, Title, Creator, and 2nd mailing address. JA staff have some ideas of retaining the creator information but testing needs to be done. It is expected to get the 2nd mailing address back after the Polaris 7.6 upgrade, which is anticipated to be done early in 2025. The upgrade will be announced when a date is determined.

KnowBe4 training: Before the KnowBe4 training, the phis-prone rating was 17.4%. In May 2023, it went down to 4.3%. It is currently at 1.8%. The cost is about $8,000 a year, an excellent investment.

Committee Reports:

Finance Committee:
The draft 2025 budget was approved by the MVLS and SALS Boards. It needs to be approved by JA. Eric Trahan made a motion, seconded by Sara Dallas, to approve the 2025 JA Budget. Motion passed.

Policy Committee: No report

Operations Committee: No report

Old Business: SCPL withdrawing from JA.
Jill Ryder presented a Transition team report. The transition team met on October 10, 2024, at MVLS. In attendance were;

JA/MVLS/SALS: Dave McFarland (JA), Chris Mundell (JA), Jason Thomson (JA), Michele Largeteau (JA), Eric Trahan (MVLS), Sharon OBrien (MVLS), Alex Gutelius (JAC), Jill Ryder (SALS), Sara Dallas SALS)

From SCPL/County IT: Brenda Schworm (SCPL board), Ken Wagner (SCPL), Zach Knapp (IT), Jon Lorang (virtual IT), Luke Fitch (virtual IT), and Gabe Benitz (IT). The Committee postponed discussing the first few items as Charity Thorne was absent.

PCs and Network cutover: Dates and appropriate contact staff were determined for the PCs and network cutovers at the meeting. It was agreed that county IT staff would let JA staff know as PCs were cut over to the county network by sending the PC name and MAC address to JA.

Inventory of PCs and Laptops: Dave MacFarland will provide Ken with an inventory list of laptops as outlined above. JA requests that SCPL not use any of the JA imaged PCs or the JA network to access the new ILS. IT staff agrees with this but will need to follow up with Charity. JA also requests that JA imaged equipment not be put on the IT network. Luke agrees with this but will need to follow up with Charity. Luke affirms that switches, some routers, etc. (per inventory from Chris) will be dropped off at MVLS for return to JA as they are changed out. JA requests that IT/Charity clarify to library staff who should call for support as things change.

Status of other items:

iPad Lab – Dave is to turn the labs over to SCPL by the beginning of November.

SCPL website – Jon thinks the new site is almost done, but Charity will need to provide the project status. Once it is live, Jason will delete the old site.

Exporting SCPL user mailboxes and OneDrive files—John asked if JA is willing to export mailboxes and OneDrive files for SCPL/IT. Chris indicated that OneDrive files are easiest for staff to do themselves. Regarding Mailboxes, JA will have to get back to IT. As a follow-up, Chris learned from Microsoft that the best practice is to have staff export mailboxes and OneDrive files.

Updates since the Transition Meeting:

Some emails with SCPL requested ILS access after the final data pull (for exporting record sets and reports); JA replied that record sets were part of the data pull and reports would be available or could be scheduled before exit, so those requirements could be met without extending access.

On November 11, 2024, holds for pickup at SCPL branches were disabled per the agreement of the transition team.

On November 12, 2024, County IT staff started reimaging and removing public PCs from the JA networks to their new public PC solution on the county-managed networks. This work will continue through November 20, 2024, as they update PCs at all branches.

On November 14, 2024, JA transferred the management of credit card and services networks to County IT.

Upcoming schedule:

- o Starting November 20, SCPL will transition their self-checks to store-and-forward offline mode, no longer connected to the JA ILS
- o At the end of the day on November 24, III will do the final data pull and JA will make changes to disengage SCPL access to the JA ILS.
- o Starting November 25, SCPL will operate in offline mode until its new ILS goes live on December 5.
- o Starting November 25, County IT will begin reimaging and moving staff PCs from the JA networks to the county-managed networks.
- o December 31, 2024, will be the last day of JA support for SCPL; Email and OneDrive will be disabled for SCPL staff

New Business:

2025 Meeting Dates:

January 8, 2025: MVLS

March 12, 2025: SALS

May 14, 2025: MVLS

July 9, 2025: SALS

September 10, 2025: MVLS

November 12, 2025: SALS

December 10, 2025: Clifton Park- Halfmoon Public Library Finance Committee

The JA Finance and Fee meeting will be held on December 11, 2024, at 9:30 a.m. at the Clifton Park-Halfmoon Public Library.

The next JA meeting will be held on January 8, 2025, at MVLS.

New Council Members: The SALS Board will appoint Alex Gutelius and Michelle Barron.

Sara Dallas moved, and Kari Kakeh seconded to adjourn the meeting at 10:03 am. Motion passed.

Respectfully submitted,

Sara Dallas

November 15, 2024