February 15, 2022 CCLINC Steering Committee Meeting – Minutes

Time: 2:00pm
CTO: 2:05pm

Attendees

B.J. Thompson (Central Carolina CC) Steering Committee Chair
Staci Wilson (Catawba Valley CC) Vice-Chair
Joel Ferdon (Stanly CC) Past Chair
Teresa Frohock (Rockingham CC) Cataloging/Serials Subcommittee Chair
Lisa Dees (Wake Tech CC) Lending Services Subcommittee Chair
Savvy DeHart (Southwestern CC) - Reference/Instruction Subcommittee Chair 2019-2020
Jennifer Mincey (Wake Tech CC) – Reports Subcommittee Chair
Paula Hopper (Beaufort CC) – Training Subcommittee Chair
Mary Anne Caudle (Martin CC) District 1 Representative
Stephanie Bowers (Pitt CC) District 2 Representative
Lisa Shores (Rowan-Cabarrus CC) District 3 Representative
Vacant District 4 Representative
Vacacnt District 5 Representative
Alicia Hartley (Caldwell CC) District 6 Representative
Colleen Turnage (NCCCS) Director of Library Services
Drew McNaughton* SirsiDynix System Administrator
Kathy Davis* (NCCCS) Director of Distance Learning and Change Management
Touger Vang* (Montgomery CC) CCCLA Representative
*Non-voting member

Vacancies: District 4 & 5 Representative

Unable to attend: Lisa Shores; Touger Vang
Minutes for the 2/15/22 meeting were approved by e-mail and posted on the NCCCS website on

   I. *Old Business*

   a. **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.
   - At the October 26 meeting with Cheryl, we were notified by Cheryl that the Cooperative Agreement was being "cancelled" per, former SVP and CIO, Jim Parker.
   - 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.

- 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 2.
- 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.
- Staci, Libby (former Gaston CC Public Services Librarian), and Joel met with Cheryl Kaminski and Kathy Davis on December 2, 2020. 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 want 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.
- No new contact as of 2/16/21.
- Update as of 5/25/21: 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.
- **No update as of 02/15/22.**

b. Consortia issue reported by Libby Stone (former Gaston CC Public Services Librarian).

- 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.
  {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.

Best Practice for Missing Reports: 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.}

- This might be a simple matter of Colleen sending out a system-wide email asking/reminding schools to run a missing report and check for missing items. It's not really something the cataloging committee can oversee or enforce, but we all need reminders from time to time.
- 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.
- Mary Anne asked if Drew or Colleen would send out the instructions of how to run the report of items in that Missing record. Drew will send that out.
- Sites who need help identifying their items or help with other specific reports should contact Drew.
- Jennifer has a template for "missing" items and "missing" user that she will share as well.
- Mary Anne clarified that there is a difference between the "missing" location and the User record of "missing."
- Drew will create a document before next meeting that explains the value of Missing and Lost User.
- **Mary Anne mentioned using the wizards will throw circulation statistics off.**
- **Drew will look into the wizard to see if it can be set to disregard checkout to the Missing User.**
- **Jennifer uses the reports "List Users with Charges" and "List Items" reports with location "Missing."**
- **Colleen suggests we add the recommended reports in the Best Practices listed on the library services web page.**
- **Jennifer will create a survey for library staff asking which reports they use. Colleen will send the survey out and post feedback on openNCCC.**

c. **Sirsi – Drew McNaughton:** I recommend that we limit loading MobileStaff to library-owned devices rather than personal devices since there is no easy way to manage the connection to the system after staff members may separate from the library. The current solution is to cancel the Activation Key and issue a new key. This would affect every device that MobileStaff is currently loaded on. My recommendation is to use a library device for MobileStaff so that other members won't be impacted by staff separation from the library.

- Drew received a request for an activation key to add this to their personal device. He recommended this only be added to institution-owned devices. If there is a separation from the institution, there won't be a negative impact on the consortium.
- Colleen asked if the problem would be cleared by just uninstalling from their device. Drew explained that this is speaking to a rare instance. We wouldn't have a way to enforce the removal from a personal device. This would help limit the occurrence of an unwanted outcome.
- Mary Anne mentioned the URL for Symphony Web would still be available, no matter what we do about Mobile Staff so any disgruntled staff member could go into Symphony Web using the generic library login and do damage. This recommendation doesn't address this issue. Drew stated that we may need to look at updating passwords. Generic logins do not have a lot of system access points and abilities. We may need to lower the access we have for those.
- Colleen asked if there is a way to limit SymphonyWeb to staff logins only. Drew says that would go into the limited license issue. Colleen added that we haven't surpassed our 61 logins.
- Drew added that we would need to move away from shared logins if we are going to limit to staff logins only.
- Jennifer suggested we address it as a Best Practice and let the District Reps reach out to their districts to see what the current practice is before writing the Best Practice or Policy. District Reps will reach out with questions pertaining to the uses of MobileStaff and report back for addressing a policy.
- Mary Anne had 4 schools respond: one school used on library owned iPads only and the other 3 do not use it.
- Stephanie heard back from 9: only one uses it and it is on an institution owned tablet. One person on staff uses it.
- Loren: Heard back from 3 or 4. One person uses it. Received a suggestion that if security is the issue, we should mandate a periodic password change.
- Of the two schools represented in District 5, they do not use it.
- Alicia: Heard from 3 schools and they do not use it.

- Staci thinks it's a good idea to have a policy stating that Mobile Staff be added to institutional owned devices.
- Teresa makes the motion that we create a policy stating that sites using Mobile Staff only install it on institution owned devices. Colleen seconds. Motion passed.
- Joel says this should live in the procedures. Colleen mentions this should go in CCLINC group on openNCCC.
- **Statement: MobileStaff Best Practice: MobileStaff should only be installed on institution-owned devices.**
- **Teresa made the motion to accept the statement as written above and Colleen seconded. Motion passed.**
- **Teresa suggested we send an email out to library staff alerting them to this best practice and then posting on the library services page and on openNCCC. BJ will share the statement and Colleen will post.**

II. *New Business*

a. **Request from Mary Anne Caudle at Martin CC:** We have talked in Steering Committee about the uploads Drew does of the CCLINC catalog to Summon. Recently, Summon added the filter option of "Physical Books in Library Catalog" that everyone had been clamoring for so they could separate physical books from ebooks in results. But it looks to me as if that results list is almost the same as the filter "NC Community Colleges Shared Book Catalog." Can we discuss if Drew has any insight into this and if there is anything the Steering Committee can do about this filter. I think what people were hoping was that this would provide a list of physical books in your own particular library, not the whole consortium. So I don't know if Drew can do anything with the upload, but I think any change in the filter would have to be a joint effort between Drew and Summon – if it's even possible.

  - **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.**

b. **Sirsi – Drew McNaughton:** I would like to discuss user categories 3, 4, and 5 with the goal of identifying User_Cat3 as the appropriate category for use. I'd also like to discuss removing gender as a defining category since a m/f dichotomy does not adequately cover the various gender identities.

  - **Drew suggested the SC survey the schools inquiring about the use of**

user categories 3, 4, and 5 and the gender defining category before moving forward with removal. BJ will survey library staff.

c. **Cataloging Subcommittee – Teresa Frohock:** There was a request from membership that "UNKNOWN" in Item Category 4 and Item Category 5 be changed to "OTHER."
- **Drew will bring this up with Margaret to see if there is a way to do this or if there are concerns with this request. Drew suggested leaving "unknown" and adding "other."**

d. **Training Subcommittee – Paula Hopper:** Training Ideas.
- **Drew and Paula discussed training ideas.**
- **Starting out, ask each Director to identify a person who would operate as their schools training liaison. This would be the person most comfortable with the technology who also has the time to work in this capacity.**
- **Working towards a formalized ticket system using the support center.**
- **BJ and Joel will create a survey to send out to Directors/Deans asking for potential training liaisons and then relay the information back to Drew and the Training Subcommittee.**

e. **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. It will be added to the April 11 meeting agenda.**

f. **Steering Committee Elections:** The ballot for Chair and Vice Chair will go out to Directors tomorrow with a due to return request by February 28. This will allow for another day to nominate or self-nominate. District Reps and Subcommittee Chairs will be chosen at the conference. All positions will be announced at the business meeting. The new Steering Committee will meet for the first time on April 11, 2022.
- Vacancies for next term: Reference/Instruction Services Subcommittee Chair, Training Subcommittee Chair, District 4 & 5 Representatives
- **BJ will send the vote out to Directors before the end of the month.**

III. ***Subcommittee and District Reports***

a) **District Reports**:

District 1—Mary Anne Caudle: No Report

District 2—Stephanie Bowers: No Report

District 3—Lisa Shores: No Report

District 4—BJ Thompson: No Report

District 5—Joel Ferdon: No Report

District 6—Alicia Hartley: No Report

b) **Lending Services – Lisa Dees – No Report**
c) **Cataloging/Serials – Teresa Frohock – No Report**
d) **Reports—Jennifer Mincey – One school contacted Jennifer for Missing Items report help.**
e) **Reference/Instruction Services – Savvy DeHart – NA**
f) **Training—Paula Hopper – No Report**

IV. **Next meeting will be April 11, 2022**

V. Meeting adjourned: 3:15pm