

Minutes of the SEO Advisory Committee Meeting

February 11, 2022

The SEO Advisory Committee met virtually via GoToMeeting.

Advisory Committee members in attendance:

Jessica Hermiller, BLU

Michael Limer, GCC

Brenda Miller, NMA

Sarah Clevidence, FIN

Sarah Nichols, WCH

Eric Taggart, ROD

Nick Slone, ACP

Susan Titkemeier, PEM

Heather Miller, ASH

SEO staff in attendance:

John Stewart

Janice Bond

Michael Postlethwait

Jay Miley

Val Weaver

State Library staff in attendance:

Jamie Pardee

Call to Order

Jessica Hermiller called the meeting to order at 10:04 a.m.

Approval of Minutes

Susan Titkemeier motioned to accept, with Sarah Clevidence seconding the motion to approve the October 2021 meeting minutes. The motion passed without discussion. Minutes will be posted to the SEO Support Portal.

Financial Reports

SEO Financials

Jamie Pardee provided an overview of the financial report. She provided details of the expenditures for the previous 6 months.

John displayed the FY23 tier schedule for SEO member libraries that will go into effect on July 1, 2022. John also explained that applying this same tiered fee schedule for yearly fees paid by ILL non-member libraries has generated enough added revenue to offer an additional service, Patron Point, without needing to set up a pass-through service.

Eric Taggart motioned to accept, with Brenda Miller seconding the motion to approve the FY23 fee schedule and financial reports. The motion passed without discussion.

Old Business

Statewide Delivery

John explained there had been many discussions and meetings that have taken place to help find a resolution for issues with STAT Courier.

Jamie Pardee has made unannounced visits to the various warehouses. She stated that there is some backlog of items but not as critical as what was reported last July. Jamie asked that the libraries continue to create tickets for any missed deliveries and items. She recommended keeping a detailed spreadsheet of in-transit items and to create claim tickets for any damaged items.

Jamie also expressed her concern over mislabeled items. Some labels are being used that are incorrect, causing additional delays in shipments. She cautioned everyone to check their labels to ensure they were using the correct ones.

Technical Services Committee update

Jay provided an update on the committee, stating they are doing a great job. A new member was added at Findlay, Holly Walters, after the retirement of Sharon Mason.

Overdrive Magazine Connector update

Michael Postlethwait displayed Ashtabula's Enterprise catalog to demonstrate the always available digital magazine content. However, there are still some bugs to work out. Once an issue is borrowed for a specific magazine title, a 2nd different issue of the same title magazine can't be borrowed. The patron will receive an error message. Therefore, it has not been released yet. SirsiDynix is working on it and hopes to have a resolution soon.

Patron Point update

Jay announced that Patron Point went live on 2/7/22. 9,615 emails were sent for hold notices in the first week. These new notices are more personalized for patrons by displaying the book jackets of the items that are being held for them, displaying a link to access their account on Enterprise, and provides the name of the library where the item is being held for them.

Jay also stated that the increased visibility to see the detail for each email sent on the administrative page is very valuable. He can tell if the email has been delivered or bounced, if it has been opened and if the link was used to access Enterprise.

John stated that funding for this project is generated from fees paid for by non-member library contracts for borrowing ILL's from the consortium.

New Business

New member interest

John has been contacted by Germantown Public Library with interest in joining the consortium. This is still in the early stages, and nothing has been decided yet. If they chose to join, it would be January 2023 before they would migrate.

SEO Advisory Committee Agreement

John suggested a few changes be made to the agreement. He explained the tier structure used in calculating fees for member libraries. It would be easier to understand if the tiers were also used to calculate the size of libraries. His proposal would be to label tiers 1 & 2 for large libraries, tiers 3 & 4 for medium libraries, and tiers 5 & 6 for small libraries. His second recommended addition was that libraries Southeast of I 71 be known as Region 1 and Northwest of I-71 be known as Region 2. His final proposal was to remove the sentence in the section shown below in the agreement since this has never been done in the past 19 years.

I. Nominations

The SEO Advisory Committee Chair shall appoint a Nominations Committee to solicit and propose a slate of three (3) or more candidates for the annual election to the SEO Advisory Committee. ~~Nominations will be accepted from the floor at the annual meeting.~~

Michael Limer motioned to accept the changes, with Eric Taggart seconding the motion. The motion passed without further discussion.

May Directors meeting content suggestions-group discussion

John began by stating that the director's meeting will include an update from OPLIN, and state library staff will provide an overview of services offered to public libraries. He also suggested a demonstration from the Who-Fi team. In addition, they could provide statistics on wi-fi usage at the member libraries.

John asked if an overview of the state report from Kirsten is something that may be needed. With the influx of new library directors, this may be a welcome discussion.

John stated that SEO is focusing on current projects, so there will be no new products introduced at the meeting. We will provide a review of existing services that SEO offers to reacquaint directors with all that we offer.

We may bring a representative in from Patron Point to demonstrate this service and what all is offered.

SEO's main focus in the coming year will be on the security posture of our system

Discussion continued with suggestions such as conducting a short training on subscribing to BCA reports.

John mentioned conducting monthly touch-base sessions to include member library staff and staff at SEO to help build customer relations and answer questions that would not normally be asked in a ticket or email.

Jay stated that his staff is conducting open office hours beginning this month for anyone in our consortia libraries that have questions on circulation, loan periods, fines, etc. He will be sending an email announcing this service and when it will occur.

Ballot Nominating Committee

Michael Limer is running for a second term on the Advisory Committee. Heather Miller is also seeking a second term. Nick Slone has served two consecutive terms and will be leaving the committee. Several director names were mentioned to run in the next election. Specific members were asked to contact those mentioned to see if they were interested in being a candidate for a seat on the committee.

Items too late for the agenda

Discussion centered around statewide delivery and the disappointment that STAT Courier has not made good on their commitment to providing satisfactory service to the libraries in Ohio.

Adjournment

Brenda Miller made the motion to adjourn the meeting, with Sarah Nichols seconding the motion. Meeting adjourned at 11:59 a.m.