



Minutes of the SEO Advisory Committee Meeting

February 9, 2023

This meeting was held virtually via Microsoft Teams.

SEO Advisory Committee members in attendance:

Jessica Hermiller, Chairperson, BLU

Michael Limer, GCC

Heather Miller, ASH

Brenda Miller, NMA

Amie Hatfield, HMR

Sarah Clevidence, FIN

Eric Taggart, ROD

Sarah Frump, WCH

Susan Titkemeier, PEM

SEO staff attending: John Stewart, Jay Miley, Michael Postlethwait, Misty Wyscarver, Paula Clark, Nicole Brown, Becky Hill, Brenda Michel, and Janice Bond.

State Library staff attending: Jamie Pardee.

Call to Order

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

Approval of Minutes

Jessica asked for approval of the meeting minutes from October 28, 2022. Eric Taggart moved with Amie Hatfield seconding the motion. Motion passed, and minutes of this meeting will be posted to the SEO Support Portal.

Financial Reports

❖ SEO Financials & Budget

Jamie Pardee provided an overview of the budget and expenditures for SEO.

John pointed out that there have been a few expenses as of late that were higher than usual. Those are the addition of unlimited web services obtained through SirsiDynix for \$23,000, contract renewal for FreshDesk for \$19,000, upgraded services for Patron Point for \$37,500, and a new firewall to increase security for \$30,000.

John also pointed out that the consortium's income from the yearly fees paid by the ILL non-member libraries is reinvested into services.



Jamie Pardee mentioned that Governor DeWine had submitted his proposed budget. State Librarian Wendy Knapp will testify before the House Finance Subcommittee on Higher Education and present her recommendations in the next couple of weeks.

Jessica asked for a motion to approve the financial report. Michael Limer moved with Susan Titkemeier seconding the motion to approve the financial report. The motion passed.

Old Business

❖ Technical Services Committee update

Jay stated that the committee is doing a great job and has created 2,468 records, with 1,031 being for the consortium.

There will be tech services training sessions in 2023. There will be three training sessions. Two will be virtual, with one full day of in-person training. Information will be forthcoming.

❖ Patron Point Project update

Jay and the team have been working on the initial setup for the next Patron Point project. The staff is working on getting 90+ library profiles ready by gathering information such as library logos, websites, social media links, software, etc. Once the setup process is complete, the training will begin for SEO staff. Once that is complete, training will be offered to library staff. Patron Point will share a recording of their training webinar on how other libraries use this service. When this Patron Point project was introduced, some libraries had existing platforms in place. Those libraries will be excluded from this project.

New Business

❖ New Member interest

The Piqua Public Library has shown interest in joining the SEO Consortium. If they decided to join, they would be a Tier 3 library on the fee schedule. They are currently using TLC as their ILS software. Brenda Miller has worked with their director, and she will contact them to see if there are any questions she can help with.

❖ May Directors Meeting content suggestions-group discussion

John asked the committee if they were aware of any issues or problems within the consortium that they would like to discuss at the May meeting.

Michael Limer mentioned the emails he has seen of libraries not being reimbursed for claims made for items lost in transit. John stated that an upcoming meeting is scheduled with Priority Dispatch on March 1. The CEO of PD is expected to attend this meeting. Jamie Pardee noted that they are reading through the RFP to see who is responsible for the lost items. There was also discussion about exploring a way to prove that an item was shipped but was not delivered.



Eric Taggart expressed his opinion by stating that anytime items are shipped to another library, there is a slight chance those items will either not be returned or will be damaged in the transit process.

Everyone feels that the delivery service is much better than it was a year ago with the previous vendor.

Heather Miller expressed concern over the reoccurrence of bed bugs in library materials. The infestation has been coming from other library's items shipped to them. Her staff does contact the shipping library to let them know that bed bugs were detected in the latest shipment. She would like to remind everyone to be on the lookout for such incidents.

Jamie Pardee stated she had not had any complaints about bed bugs lately. However, she did recommend creating a ticket with Priority Dispatch, alerting them whenever any bed bugs were found in shipments.

Brenda Miller mentioned that instead of emailing the listserv about how items are packed incorrectly, contact the library directly that shipped the item. Inform them that the items sent from their library were damaged because of incorrect packing. Jay and Misty will create a general message with the best practices to use when shipping items.

John stated that a survey would be created and emailed to directors in March, including questions for topics at the upcoming director's meeting. Some of the topics that will be included at the director's meeting are ILS, security, deliverables, Patron Point, Symphony upgrade, PIN policy, and named user log-ins.

OPLIN will discuss security at the SEOHUG meeting. In addition, state library staff will also present a session on Ohio Digital Library and the state report. The meeting will run for 2 hours for the morning session, a break for lunch, then 2 hours for the afternoon session.

John also mentioned that the IT team has been looking at a product called Aspen Discovery, owned by ByWater Solutions. This product would replace Enterprise if it were decided to move in that direction. The team is looking at what the profile will look like and how it will interact with Workflows. Enterprise is a time-consuming product where every library profile has to be "touched" when changes are made. The IT team is looking at the administrative side of Aspen Discovery to see if it would save time and money to move to this product.

SirsiDynix will eliminate Enterprise in the next couple of years. This is a good time to look at a new service because there will be a change regardless of what product is decided upon. So now is the time to explore our options and see what is available.



❖ **SEOHUG users group meeting content suggestions-date change & group discussion**

As discussed earlier, some content will include Patron Point update, Symphony upgrade, and OPLIN security update. Consultants from the state library will provide updates on ODL and state library report statistics. In addition, it was asked if the group would want someone to discuss widgets. SirsiDynix may have some staff available to present a specific topic.

Brenda Miller suggested having a session on BCA reporting. She would appreciate a refresher on the reports and suggestions for getting the most out of them.

❖ **Ballot Nominating Committee**

Sarah Frump, 1st term, region 1, large library, is up for re-election. She indicated that she would run for a 2nd term. Selected to run in opposition to her is James Hill-CHI, Michael Limer will contact James Hill.

Susan Titkemeier, 1st term, region 2, medium library is up for re-election. She has declined to run for the 2nd term. Those selected to run for her position are Lisa Santucci-TCP and Laura Lee Wilson-WIL. Brenda Miller will contact Lisa Santucci, and Eric Taggart will contact Laura Lee Wilson.

Jessica Hermiller, 2nd term, region 2, small library, is not eligible to run again as this was her 2nd term. Those selected to run for her position are Becky Coker-DUU and Rebecca Wilden-MEC. Michael Limer will contact Becky Coker, and Eric Taggart will contact Rebecca Wilden.

Items too late for the agenda

John stated that SEO is moving forward to fill the position in the Information Technology area. This position was never filled when Matt Motes left in 2020. With Don Winland focusing on security issues and Michael Postlethwait working on 3rd party services along with all their other duties, the need is there to include a position to help back them up when needed. This position will be paid 50% from consortium funds and 50% from federal funds.

Jessica asked for a motion to adjourn the meeting if there was no further discussion. Michael Limer moved, with a second from Sarah Frump, to adjourn the meeting.

Jessica adjourned the meeting at 11:28 a.m.