

Upper Peninsula Region of Library Cooperation, Inc.
Automated Library Services 2022 (Symphony Users)
Minutes of the Meeting of September 1, 2022

CALL TO ORDER: A meeting of the ALS 2022 (Symphony Users) group was held via Zoom audio/video conferencing service. The Chair, Bruce MacDonald, called the meeting to order at 11:03 a.m. Eastern.

Attending: Bruce MacDonald, Chair (Peter White Public Library), Dillon Geshel (Superiorland Library Cooperative), Shawn Andary (Superiorland Library Cooperative), Pamela Malmsten (Superiorland Library Cooperative), Jeremy Morelock (Superiorland Library Cooperative), Ellen Moore (Peter White Public Library), Amanda Winnicki (Menominee County Library), Stephanie Swenski (West Iron District Library), Blair Nelson (Spies Public Library), Jessica Luther (Alpena County Library), Melissa Alan (Peter White Public Library), Megan Buck (Dickinson County Library)

APPROVAL OF THE AGENDA. It was agreed that an update on the recent ILS patron record data loss be included under “New Business”.

APPROVAL OF THE MINUTES OF MAY 18, 2022: The minutes of May 18, 2022 were unanimously approved as presented on a motion by Dillon Geshel, seconded by Ellen Moore.

FINANCIAL REPORT: Pam Malmsten presented the Financial Report.

May, June, July, and August Cash Disbursements:

May: May disbursements included a payment of \$3,150 to Teletask, the PhoneTree replacement product. UPRLC’s share of the yearly Merit internet expense (\$742.64) is also listed under account 3-801 (professional and contractual).

June, July, and August: June, July, and August disbursements included the usual monthly payments to Jotform and AT&T, and to SLC for monthly office expenses and NEC-VOIP telephone services. The August payment of \$986.80 to Metcom was for barcodes.

Total May disbursements: \$19,063.21; total June disbursements: \$14,350.46; total July disbursements: \$13,564.93; total August disbursements: \$21,101.30.

Year to Date Report as of August 31, 2022: As of 08/31/2022, the total of ALS revenues was \$343,835 and the total of ALS expenses was \$321,650. The insurance expense line item (4-910) is over the 11/12 budget figure due to the purchase of cyber insurance. Pam noted that a proposed draft budget revision would be presented later in the meeting.

Amanda Winnicki **moved that cash disbursements of \$19,063.21 for May 2022, \$14,350.45 for June 2022, \$13,564.93 for July 2022, and \$21,101.30 for August 2022; and year to date reports as of 08/31/2022** [with total ALS revenues of \$343,835 and total ALS expenses of \$321,650] **be approved as presented.** The motion was seconded by Megan Buck, unanimously approved, and carried.

COMMITTEE AND OTHER REPORTS:

ILS Survey Crew: Shawn shared that three vendors presented demos last week, including SirsiDynix, LibLime and Bibliovation. The demos were well attended by many of the 16 ILS Survey Committee members, with an average of 22 – 25 attendees at each demo. Recordings of each demo have been made available and some who couldn't attend the live demos are viewing the recordings and providing feedback. Shawn will compile feedback for the committee to review ahead of their next meeting on September 14, with additional meeting time reserved for September 15 if needed. The committee hopes to make a recommendation after those meetings.

UPRLC Annual Conference Update: The 2022 UPRLC Annual Conference will be held on Friday, September 30, 2022, with a pre-conference social event scheduled for the evening of September 29th. The main conference will take place at the Peter White Public Library in Marquette and the pre-conference social will be held at Northern Michigan University. The conference will feature 2 keynote speakers and 13 breakout sessions. The Michigan Library Association (MLA), the Midwest Collaborative for Library Services (MCLS), and the Library of Michigan (LM) will all contribute \$200 sponsorships to the event, but there will not be any other vendors this year. The conference fee has been set at \$45. Lunch will be provided by Border Grill; there will also be muffins from Baby Cakes in the morning and granola bars and fruit for the afternoon snack. Dillon Geshel reported that the committee's most recent meeting was held on August 31. Registration has been open for about a month and we currently have 50-plus registrations. Dillon added that he will be sending out detailed directions to the pre-conference venue at Northern Michigan University.

OLD BUSINESS:

Phone Tree Replacement (Teletask) Update: ALS System Administrator Lissa Potter is on vacation this week, so Dillon presented an update on Teletask, the Phone Tree replacement product. Lissa reported to Dillon that there is an issue with the Teletask password and that she would work on fixing the problem when she returns from vacation. Lissa also said that in the next couple of weeks she hopes to work with Melissa at Peter White to begin testing the system. Peter White Public Library has agreed to beta test the product.

NEW BUSINESS:

ALS FY 2021/2022 Final Budget Revision: Pam Malmsten presented a proposed FY 2022 budget revision.

Revenues: Revenues were adjusted to reflect actual year-to-date revenues. Total revenues in the original budget were \$347,978.26 and total revenues in the revised budget are \$346,412.93.

Expenses: Line items were adjusted based on actual expenditures through 8/31/2022 and anticipated expenses through 9/30/2022. The insurance line item was increased by \$1,470 bringing the total to \$1,820. The communications line item was increased by \$500, and the final total is \$3,300. Although UPRLC is now using the VOIP system for most telephone services, we had to renew the AT&T phone contract for another year since we are still using the Phone Tree analog lines.

Total Revenues in the original ALS budget: \$347,978.26

Total Revenues in the proposed revised budget: \$346,412.93

Total Expenses in the original ALS budget: \$347,279.11

Total Expenses in the proposed revised budget: \$345,764.18

Total Projected Net Income in the original ALS budget: \$699.15

Total Projected Net Income in the proposed revised budget: \$648.75

Amanda Winnicki moved that the ALS FY 2022 budget revision [with total revenues of \$346,412.93 and total expenses of \$345,764.18] **be approved as presented.** The motion was seconded by Megan Buck, unanimously approved, and carried.

Update on Patron Data Loss: Dillon shared that Lissa and Shawn worked with SirsiDynix to have all patron records restored for libraries that indicated they want Superiorland to do that. Lissa let Shawn know which libraries are still in progress, or that we have not heard from, so that Shawn can touch base with them while Lissa is out. Dillon noted that the issue seemed to stem from the routine removal of patron records, but because the records were removed in a way that did not leave a trail in the history log, we do not know what caused the larger data loss. Lissa is seeking further information from SirsiDynix on this point but it's unlikely they can provide any answers without a history log to refer to. Member libraries have reached out with concern over the nature of the incident, because we need to know whether this was a staff error at Superiorland, or an error on SirsiDynix's end, as we are currently reviewing SirsiDynix as a proposed vendor for a new ILS contract. Shawn pointed out that this should not happen again with the new procedures we will use going forward. There is a report in the software that automatically removes inactive patrons. When we run it, it creates a complete file of what was removed. This allows staff to easily reload records if necessary. We will use this process 100% of the time going forward. Shawn also noted that what likely happened is a file of patron removal transactions was run, and somehow that file got appended and corrupted with other user keys and numbers,

NEXT MEETING: The next ALS meeting will be a special meeting to discuss the vendor selection and to approve the financials for FY 2022; Shawn said she would send out a Doodle Poll to schedule the meeting. The next regular ALS meeting was scheduled for January 12, 2023 at 10 AM Central/11 AM Eastern.

ADJOURNMENT: There being no further business, the meeting was adjourned at 11:56 a.m. eastern on a motion by Megan Buck, seconded by Ellen Moore.

Respectfully submitted,

Pamela Malmsten, Recorder