

AAC Meeting Minutes  
February 9, 2022

Attending: Jill Dugas Hughes (EGRN), Joe Thornton (UHLS), Catherine Stollar Peters (BETH), Ryan Moore (COLN), Kathy Stemple (BERN), Michele Reilly (VOOR), Alex Desourdy (RCSC), Jane Chirgwin (RENS) and Mary Klimack (NGRN)

Meeting started at 9:06 AM

December 8, 2021 Minutes approved with spelling corrections  
Motion by Kathy Stemple, seconded by Joe Thornton. Motion carried.

Automatic Renewals:

Committee discussed the Automatic Renewal roll out. There has been overwhelmingly positive responses from patrons and Boards. Discussion:

- J. Thornton noted that about 800 courtesy notices go out daily and the vast majority indicate auto renewals.
- R Moore noted that COLN changed it's renewal policy from two times to one time per item.
- M. Klimack noted that the text message notice needs to be updated to indicate Auto Renewal. **Action**—J Thornton will work to edit that message within Sierra. He will email an edited draft of the text to the committee.
- Committee agreed that Automatic Renewal Updates should remain on the AAC agenda in March

Card Registration:

Committee reviewed the card registration document. Document discussion:

- What is the best way to handle proof of address if no updated address is available at time of registration? Committee suggests a temporary card be issued until proof of address is provided by the patron.
- The Committee is recommending that all temporary cards allow 3 check outs with no access to Library of Things, etc. It should expire in 30 days.
- C Stollar Peters suggested that the term UHLAN should be updated to UHLS throughout the document.
- Committee discussed how the "Home Library" field is used to generate the default hold location. Home Library does not populate patron stats for libraries. This led to further discussion about what the different fields (Ptype, P Code4, Patron Agency, etc) do. **Action**—C. Stollar Peters will email the committee an explanation of the various fields and their uses.

- **Action:** the card registration document will be updated and discussed further at the March AAC meeting.

#### Barriers of Service Study:

The Committee discussed the Barriers of Service Study undertaken by Brooklyn Public Library and if UHLS could apply any of their findings within our library system.

#### Discussion:

- J Dugas Hughes reminded us that the committee was made aware of this document while considering Automatic Renewals. *Committee members were interested in adding book jacket images to our emailed notices to help remind patrons which of their items are due.* Per J Thornton this could be a significant undertaking for UHLS as book jacket images are not part of Sierra. UHLS would need to work to create a program to do this and the Committee was wondering if the results (ideally getting more items returned on time) was worth the time and effort.
- A. Desourdy was able to get in touch with one of the leads on the study who shared the full study as well as details on how the addition of book jacket images to their notices increased return rates by 10%.
- The Committee discussed how behavioral science could help with patron registration. It was noted that the study discussed using the USPS for address verification. USPS verification could help reduce errors in assigning patrons to the correct library.
- However, libraries would still have to update email addresses and phone numbers as USPS wouldn't cover these.
- **Action:** The Committee will look at the study document more closely and think about how to apply it to the card registration process. The study and this topic will be discussed further at the March meeting.

Per J Dugas Hughes, there will be no new agenda items added to the March meeting so the Committee can continue to discuss the card registration process, the Barriers of Service Study and how parts of it can apply to UHLS.

Meeting adjourned at 10:06 AM

Next meeting Wednesday, March 9, 2022 at 9 AM

Respectfully submitted by Mary Klimack