

## **AAC Meeting Minutes**

**June 8, 2022**

**Attending:** Jane Chirgwin (RENS), Alex Desourdy (RCSC), Jill Dugas Hughes (EGRN), Mary Klimack (NGRN), Ryan Moore (COLN), Kathy Stemple (BERN), Joe Thornton (UHLS)

Meeting started at 9:02 AM.

April minutes were approved. Mary moved, Joe seconded, motion carried unanimously.

Discussion of Robert Rules?

Committees: Member Representation: Expiring Terms..

Mary staying on

Catherine staying on

Ryan staying on

Jane (filling Scott's position) staying on

Committee roster stands

Fine Free Tool Kit

Joe mentions the need to "tidy up"

Jill says we can accept the changes

Joe(?) reiterated that the document can be useful to the few (7?) remaining libraries that still charge fines.

Alex agrees to tidy if Jill will give it a once over before sending it on (Directors?)

Jill reiterated that chair position is open to volunteers

Nudge report

Catherine had suggested, via email, that the committee focus on Application process (pg. 28)

Joe discusses the possibility of implementing geo-location software to help expedite the process by showing closest location/branch to digital applicants.

Alex asked if we have statistics on online registration.

Joe says he can get the numbers on online registration.

The report shows how Brooklyn implemented systems to make the process easier for patrons.

Alex Expressed that at RCS sometimes patrons wind up with 2 cards/accounts

Jane Expressed concern about <consult video>

Can we establish a way to check if patrons already have a card when they apply online?

Jill questions whether we are trying to solve the same problem?

Alex expressed concern, would we have the resources to manually verify information sent in for identification for digital registration.

Joe provides statistics: Upper Hudson has had 156 (online?) registrations since June 1st (8 days) and 686 since May 1st (39 days) [530 total for May alone].

Jill asks if there is a way to validate to provide online only service with no physical card.

Joe proposes talking to John Lerare at Guilderland about Geo-location

Jill asks if we can cross check with voter registration.

Alex Asks if that would be discriminatory.

Jane suggests that not every library would want this.

Jill proposes checking feasibility first to validate auto/geo-location

Joe asks if registration a problem

Jill and Jane confirm registration is down.

Joe suggests emailing patrons whose fines have been purged (something some but not all libraries who have gone fine free have opted to do), Email blast to all expired patrons. However there is a risk of mass emails to thousands of people getting flagged as spam.

Jill suggested targeted emails when cards are expiring, Joe confirmed Upper Hudson already sends out a two week warning.

Jill asked about texting, Joe says it would be difficult.

The committee addressed verification through the post office.

Joe will follow up to get stats on followthrough library visits after online registration.

Joe Confirmed we would need designated personnel to physically/manually validate.

The committee questions if each individual library could perform their own online validation.

The committee questions whether we could transition to an all digital registration process.

Joe points out that Guilderland directs patrons to a digital form, including to a physical terminal in the library for new card registration.

Joe or Jane asks again how much of a problem

??? Clean up data

Kathy joins the meeting 9:56

Anything else to solve?

Simplify registration

Pain points... Registration

Kathy says patronage has gone down. One specific problem; MyCards issued around school visits are expiring. Joe offers to extend the expiration dated on MyCards.

Action Items

Alex: proof Fine Free Tool Kit, particularly for formatting and estetic, and give to Jill for Once over.

Kathy to take minutes next month.

Jill to assign minute responsibilities for next years worth of meetings

Joe recommends everyone visit Guilderlands Website, specifically in regards to online registration (how it differs from the UHLS site's version).

Jill recommends everyone look around for good examples of online registration forms.