

## AAC Minutes

Wednesday, March 8, 2023

9:00 AM

Virtual Meeting

### Attendees

Joe Thornton, Kathy Stempel, Phil Berardi, Ryan Moore, Mary Klimack, Michele Reilly, Jane Chirgwin, Jill Dugas Hughes

### Call to order & Review of Minutes

Jill called meeting to order at 9:02 am.

Motion to approve minutes as presented: Ryan Moore, seconded by Joe Thornton. Passed unanimously.

### Driver License Fields

Jill reported that the Director's Association voted to approve the elimination of the Driver's License Field from UHLS Sierra records as well as removal from the UHLS Sierra templates, and library card registration forms moving forward. Discussion about timeframe.

- Follow up: **Joe** will send an email to all Directors letting them know that the driver license records will be deleted from Sierra on April 1 and reminding them not to collect drivers license information any longer with new library card registrations.
- Follow up: **Ryan** and **Jill** will follow up with Evelyn because Colonie is currently the largest collector of driver license fields.

### Library Use Survey

Reviewed the online survey draft that Joe emailed to the committee on February 15.

*Dear <first name> <last name>*

*Please answer this one-question anonymous survey to help our libraries determine how best to serve our patrons.*

*[survey link]*

*Thank you.*

*Upper Hudson Library System*

*Survey Question:*

*How do you use the library?*

*In the building only*

*Digital content online*

*Both*

Discussion about survey distribution options, survey validity, potential other questions, and privacy. Committee agreed to keep the survey as simple as possible, with the addition of one additional answer option: “nothing”

- Follow up: **Joe** will email a final draft of the survey to the committee today with the additional answer option to allow an option for patrons who have a library card but do not use the library.
- Follow up: **All** committee members will review the survey final draft by close of business tomorrow.
- Follow up: **Joe** will email survey to all library card holders (current and expired) with a survey response date of April 1.
- Follow up: **Joe** will share a link to the committee with all survey responses the week of April 3.
- Follow up: **All** committee members will review survey results in advance of the April 12 AAC committee meeting.

#### **Online Library Card Registrations:**

Phil reported on his discussions with New York Public Library (NYPL) regarding their digital library card authentication process. NYPL uses a third-party authenticator to validate library card contact/location information. (<https://serviceobjects.com>)

Committee briefly discussed the purpose of using location services to authenticate library card applications. Discussion about authentication by IP address vs. by the information added into the registration form.

Reviewed NYPL and Brooklyn (BPL) online library card application forms. NYPL allowed an opt-in option with geo location authentication. Online cards with-out geolocation code enabled allow 3 holds, 3 items with digital cards. Full access to library collections is only granted after providing proof of identification proof in-person at the library. Brooklyn included visually appealing graphics and links to BPL library card policies and library services. Discussed whether UHLS could create 29 personalized online library card registration forms for each library; yes, it is possible but each library would be responsible for providing custom information.

Discussion about goals: are we trying to simplify or enhance the online card registration for patrons? Ultimately the committee decided to review the

Discussed duplicate card application rates (20 duplicate applications in last 8 days) and ways to simplify. UHLS current digital library card registration process includes a step where patrons either have to write down their new barcode or remember it for the next question. Discussed if it is possible to either remove the 2-step barcode process, keep both questions on the same page (removing need to remember barcode), or have the second step auto populate with the barcode.

- Follow up: **Phil** will follow up with NYPL to ask more about their library card registration forms (they also use Sierra) and see if they have a template we can use.
- Follow up: **Joe** will research which fields are limited by Sierra and which are UHLS forms (forms are easily modified by UHLS).
- Follow up: Discuss the pros and cons of using a paid service vs. open-source option (census data) to authenticate locations at the next AAC committee meeting- **All**.

Agenda for next meeting:

1. Review of library use survey results and decide on goal for online registration updates: simplify or enhance?
  2. Online card registration- simplification of barcode entry process. Report on possible options.
  3. 3<sup>rd</sup> Party identification authenticator options- paid or open-source.
  4. Driver Licenses data removal from Sierra. Report and discuss any unanticipated challenges.
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- Follow up: **Mary** will send out agenda reminder to committee members before next meeting (Wednesday, April 12 at 9:00 am, virtual: <https://www.gotomeet.me/eglibrary/aac-committee>).
  - Follow up: **Jane** will take minutes at the April meeting.

Minutes Respectfully Submitted,

Jill Dugas Hughes