

AAC Minutes

Wednesday, May 10, 2023

9:00 AM

Virtual Meeting

Attendees

Phil Berardi (BETH), Jane Chirgwin (RENS), Jill Dugas Hughes (EGRN), Mary Klimack (NGRN), Ryan Moore (COLN), Michele Reilly (VOOR), Kathy Stempel (BERN), Joe Thornton (UHLS), Tim Wiles (GUIL)

Call to order & Review of Minutes

Jill called the meeting to order at 9:02 am.

Motion to approve minutes as presented: Joe Thornton, seconded by Kathy Stempel. Passed unanimously.

Driver License Fields

Joe said that UHLS has removed 80,000+ (i.e. all) Drivers License numbers from *Sierra* patron records.

Related: Joe said that we should ask the directors if we should do a purge of old patron records.

Library Use Survey

We reviewed the results (chart below) of the online survey draft that Joe emailed to 60,000+ randomly selected (more or less) patrons. We received about 6,000 replies and, although not scientific, we're confident that the results reflect our patrons' behavior.

- Jill asked if the results are significant enough for us to change our plans.
- Phil noted that audiobook use is growing, but not ebooks.
- Joe said that we have about 100,000 patrons with unexpired cards.
- Jill asked Phil, "What do you think our goals should be?" Phil: "Good question."
- Tim asked about the purpose of the survey. Jill: "To make online card registration easier and more efficient, as recommended in the [Brooklyn Public Library Nudge report](#)."
- Essentially, we want to make online registration easier, more welcoming, and more effective, i.e. more services to online registrants.
- Jill discovered [Patron Point](#), whose website coincidentally describes what we're trying to do. We'll all look into it to see if it's an affordable option for us.
- Joe will research our options for enhancing our current online registration process.

Count of Library use by patrons

